



# Intelligent Notification for Information Technology

The IT team is responsible for keeping the technology and processes of business flowing all day, every day. When systems fail or problems linger, the lag in productivity, interrupted service, or missed service level agreements add up to a waste of time and money. How do IT teams use Intelligent Notification to quickly alert the staff that can fix problems and keep processes running smoothly?

## OTHER USES

**Slackers on duty** – Track helpdesk ticket activity by responsible party and improve performance of lagging team members.

**Too much email** – Send targeted alerts and get actionable responses while avoiding clogging inboxes with irrelevant email.

**Website down** – Call your IT staff together quickly to tackle the problem behind website crashes and get issues resolved quickly.

**Network uptime** – Contact the on-call staff that can help, wherever they are, when systems are down.

## NETWORK DOWN

### SCENARIO:

The network goes down over a holiday weekend; on-call IT staff must be quickly mobilized to fix the situation.

### SOLUTION:

The IT director uses Intelligent Notification to alert all on-duty staff with a call for help. As responses roll in and it is determined that there is no one on duty who can fix the situation, the notification begins to cycle through on-call staff, stopping as soon as a person with the requisite skills responds. When the issue is resolved, all are notified to enjoy their holiday.

## HEAT WAVE

### SCENARIO:

A manufacturer of sensitive IT equipment is suffering a heat wave; experts need to join a call to discuss amelioration plans.

### SOLUTION:

The plant director uses Intelligent Notification to alert supervisors that it's time to put their business continuity plan into action. An alert goes to their contracted HVAC company and staff is directed to turn off the AC in all unnecessary offices. Office workers are told to work the rest of the day from home; plant workers are directed via notification to assist the HVAC team in cooling the warehouse.

## NETWORK FAILURE

### SCENARIO:

A large shipping hub experiences a network failure; IT staff needs to be alerted and the system must get back online quickly.

### SOLUTION:

An Intelligent Notification message is quickly drafted and sent to on-duty IT staff. Once a team with the proper expertise is located and indicates availability, the alert is stopped. While IT staff is correcting the problem, the logistics team is alerted and invited to touch a key to join an impromptu conference call to make critical decisions about rearranging schedules and managing damage control.

## HELPDESK ISSUES

### SCENARIO:

A large tech company is having problems tracking helpdesk tickets through to completion; they need a reliable feedback system.

### SOLUTION:

With Intelligent Notification, helpdesk tickets go through an automated process with tiers of escalation so that no ticket is ever lost. When a ticket is not quickly processed, supervisors are notified, then escalated until a resolution is found. Records are logged of all responses, making it easy to track which issues linger too long and which helpdesk personnel are lagging.

For more information or to view our online demo, visit [www.mir3.com](http://www.mir3.com)