

TelAlert®

IT Event Alerting & Response

IT is critical to business and downtime means lost revenue. Maximize uptime with advanced two-way notification built to integrate with IT service management (ITSM) and network management system (NMS) applications.

The IT team is responsible for keeping your company's technology infrastructure and processes flowing all day, every day. When systems fail or problems are not resolved quickly, the resulting productivity loss, interrupted service and missed service level agreements (SLAs) all result in lost revenue and eroded customer confidence. TelAlert® helps you manage such incidents by automatically alerting the people who can help when IT systems lag or fail outright.

Flexible and reliable

TelAlert sends automated alerts without the need for human intervention or the risk of human error. If an issue is detected, TelAlert will alert IT staff based on configurable schedules and escalation rules to ensure that problems are acknowledged and resolved as quickly as possible. It will automatically send alerts to a variety of communication devices including email, mobile phones, SMS devices, pagers, landlines, signboards or loudspeakers. And TelAlert doesn't just sound the alert, it provides two-way communication, allowing your staff to respond to communications from multiple devices as well.

TelAlert is the most reliable notification software on the market. It provides a fault-tolerant, redundant environment using multiple TelAlert servers in either a load-sharing (hot standby) or warm standby configuration.

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Every minute our reservation system or website is down means dissatisfied customers and lost revenue.

Chris Pluta, systems analyst,
Southwest Airlines

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Works the way you work

Because many IT departments are resource-constrained, TelAlert is designed to work with your existing systems without additional effort. It runs on multiple operating systems, supports numerous communication devices and carriers and integrates seamlessly with the leading ITSM platforms from HP, IBM®, Microsoft® and BMC.

The MIR3 ESB (enterprise service bus) provides tight integration between TelAlert and your ITSM applications, allowing two-way communications between applications and any or all on-call personnel. MIR3 ESB provides data processing and workflow logic so you can fine-tune the interactions between your applications and TelAlert to communicate more effectively. It provides simple point-and-click data configuration for quick and seamless implementation of escalation rules without custom coding, scripting or significant professional services.

Saves money and time

TelAlert helps you maintain schedules and allows users to subscribe to group communications as well as peer-to-peer messages. It reduces costs by eliminating the need for someone to manually alert staff that can fix problems when they occur. It increases efficiency, helping you meet your SLAs by providing full reporting and tracking accountability for every event.

While very powerful, TelAlert is also easy to use:

- ▶ Automatically launch notifications from industry-leading ITSM and NMS tools (BMC, HP, IBM, Microsoft, CA, etc.)
- ▶ Allow personnel to update tickets and run commands by responding to TelAlert notifications
- ▶ Plan and monitor the entire alert management process
- ▶ Designate personnel and groups
- ▶ Create detailed on-call schedules, including holidays and vacations, across multiple time zones
- ▶ Implement escalation plans to avoid delays caused by staff that cannot respond immediately
- ▶ Keep track of all events in progress
- ▶ Easily integrate for a low-impact deployment

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It's really true of all companies: 3.6% of gross annual revenue is the average loss for downtime.

InformationWeek SMB, 2009

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Which product is right for you?

FEATURE	TelAlert Messaging Server	TelAlert 6e
Send automated alerts without human intervention or risk of human error	✓	✓
Tightly integrate with existing applications using the MIR3 ESB, giving you two-way communications between applications and any or all on-call personnel	✓	✓
Full reporting and tracking provides accountability for every event and alert and help you meet SLAs	✓	✓
Rapidly integrate with ITSM platforms from HP, IBM, Microsoft and BMC	✓	✓
Create schedules with on-call work hours, vacations, holidays, with support for multiple time zones	✓	✓
Decrease time to resolve with person-by-person or group-by-group escalation strategies	✓	✓
Contact people on any carrier or device , including landline phones, mobile phones, pagers, email and more	✓	✓
Track alerts with detailed reporting of who received alerts, when, and with what response	✓	✓
Work on any operating system including Windows, Solaris, HP-UX and Linux	✓	✓
Extend the reach of your NMS , help desk and financial processing systems, reducing the risk of missed issues	✓	✓
Deliver messages via an intuitive Web-browser GUI with a modular, distributed architecture	X	✓
Send and reply to notifications via the Web from any Internet-connected PC	X	✓
Granular data management makes it easy and automatic to keep your contact data clean and current	X	✓
Notify whether connected to the Internet or not with an in-memory database that will continue automatic delivery of notifications when triggered by your NMS	X	✓

✓ = included X = not available

Which TelAlert is right for you?

TelAlert Messaging Server

The TelAlert Messaging Server is a favorite of IT professionals who are comfortable working with a command line interface. Custom integration is possible with virtually any application using the command line interface or the C or Java APIs. TelAlert is tailored for IT department-sized needs and provides automated, closed-loop communication through all types of communication devices with multiple server synchronization.



TelAlert 6e

TelAlert 6e has everything that the TelAlert Messaging Server has, but makes it easier to manage groups, schedules and reports using a modular, distributed architecture and an intuitive Web-browser GUI. TelAlert 6e has its own application database that is synchronized to the TelAlert Messaging Server's memory-resident database. If the Web application loses connectivity, TelAlert will continue to send alerts.

Whichever version you choose, know that TelAlert reliability has been extensively field-proven with years of maintenance-free use in daily operation by thousands of organizations around the world. And MIR3 provides 24/7 customer support, from assistance with creating and sending notifications to more in-depth technical assistance.

TelAlert Messaging Server lets you:



Rapidly integrate with your ITSM software

Easily integrate with leading ITSM platforms from HP, IBM, Microsoft and BMC; integrate with additional platforms using the MIR3 ESB (enterprise service bus).



Maintain 24/7 coverage

Create detailed schedules for all personnel and their individual devices, with regular and on-call work hours, vacation days, holidays, and support for multiple time zones. Easily create recipient groups and subgroups based on departments and skill sets and manage group schedules.



Decrease time to resolve

Design person-by-person or group-by-group escalation strategies to minimize the time it takes to locate someone who can immediately resolve an issue. If the first person on the list doesn't respond within a specified amount of time, TelAlert will move on to the second person and so on.



Contact devices on any carrier

Reach personnel on any number of devices, including mobile phones, landlines, pagers and emails, regardless of what carrier they're on. Schedules can be set to contact different devices depending on the day and time.



Track and report alerts

Provides closed-loop communication with detailed reporting of who received alerts, when, and with what responses, providing a feedback loop that's useful for continuous process improvement.



Work on any operating system

Runs on the most common enterprise operating systems, including Windows, Solaris, HP-UX and Linux.



Connect your people to your processes

Extend the reach of your NMS, help desk and financial processing systems, improving service quality, decreasing time to resolve issues and lowering the risk that issues are missed.

TelAlert 6e adds a Web interface and GUI:



Send and reply to notifications via the Web

Web-based administration gives you log-in access and administration abilities from any Internet-connected PC. It provides full failover support on both the client and the server side, comprehensive reporting for full accountability and process improvement and scalability for any size of enterprise deployment.



Manage your contact data

The TelAlert 6e data loader provides granular data management, making it easy and automatic to keep your contact data clean and current. The TelAlert failover module allows you to keep user contact, group and schedule information in multiple instances of TelAlert synchronized across the network.



Deliver alerts whether connected or not

TelAlert 6e gives you the added advantage of a robust RDBMS (relational database management system), so that even if you lose Internet connectivity, TelAlert 6e will draw on its in-memory database to continue delivering automatic notifications when triggered by your NMS. RDBMS support includes MySQL, Oracle, MS SQL.



End-user self-service features

Self-service features allow users or their direct supervisors to manage group memberships, set up scheduling, designate preferred contact devices and subscribe to specific recipient groups.

MIR3: Proven technology, global reach

Founded in 1999, MIR3 is a leading developer of notification and response technology. The company has a history of meeting exacting customer requirements with innovative technologies that continue to set standards for the industry. MIR3 is the provider of choice for many of the Global FORTUNE 100 companies and thousands of other organizations around the world. When you choose MIR3, you are choosing a strong company with extensively proven technology and a solid global communication infrastructure.

MIR3 maintains a commitment to its customers with best-in-class support services including:

- ▶ Reliable 24/7 technical support
- ▶ Knowledgeable support engineers
- ▶ Comprehensive international support
- ▶ Online and onsite certification courses to train your team

Technical Specifications:

ITSM Systems Integrations:

- HP Operations Manager
- HP Service Manager
- HP Network Node Manager
- IBM Tivoli TEC
- IBM Tivoli Netview
- IBM Tivoli Netcool/OMNIBus
- BMC Remedy
- Microsoft SCOM

Operating System Support – Server

HP-UX

- HP-UX PA-RISC 1.1 (11.31 and higher)
- HP-UX PA-RISC 2.0 (11.31 and higher)
- HP-UX Itanium2 (11.31 and higher)

Linux

- Linux (glibc 2.1) (Intel x86 32bit) (Red Hat 4.7)
- Linux (glibc 2.5) (Intel x86 32bit) (Red Hat 5.4)

Microsoft

- Windows NT (32 bit – Server) (2000)
- Windows NT (32 bit – Server) (2003)
- Windows NT (32 bit – Server) (2008)

Sun

- Solaris 2.9 (Solaris 9) + (SunOS 5.9+) (SPARC 32/64 bit)
- Solaris 2.9 (Solaris 9) + (SunOS 5.9+) (Intel X86 32/64 bit)
- Solaris 2.10 (Solaris 10) + (SunOS 5.10+) (SPARC 32/64 bit)
- Solaris 2.10 (Solaris 10) + (SunOS 5.10+) (Intel X86 32/64 bit)

Download the free 30-day evaluation at: www.MIR3.com/try-TelAlert

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