

# TEALERT® 6e for BMC Patrol™

## Enterprise Manager Integration Overview

### TelAlert 6e:

*TelAlert 6e, the most widely used network and systems management (NSM) urgent notification tool, extends BMC's Patrol Enterprise Manager (PEM) to field technicians anytime, anywhere. It provides proactive management of your ITSM infrastructure to ensure uninterrupted business services. One solution that addresses continuous system availability for IT departments is TelAlert 6e Messaging Server.*

TelAlert 6e guarantees notification of critical system alerts and allows remote resolution using any browser based PDA, pager or (using voice command options) touch-tone phone. Field technicians can action to resolve critical incidents and, using TelAlert 6e close the communications loop. TelAlert 6e completes your incident management strategy providing targeted communication, fast response and accountability to the process.

The multi-device, multi-protocol support at the heart of the TelAlert 6e architecture makes it the most comprehensive urgent notification solution on the market. TelAlert 6e is deployed by over 80 of the Fortune 100 and is installed in over 50 countries. Advanced features of TelAlert 6e such as workgroup scheduling, escalation, and Interactive Voice Response support, enhance notification capabilities. The ability to customize TelAlert 6e to your business rules can immediately increase the efficiency and productivity of your mobile staff.



### BMC Patrol Enterprise Manager

PEM consolidates business event management in a single desktop console providing a global view of IT infrastructure components including network devices, business applications, database systems, etc. TelAlert 6e complements this solution by expanding PEM beyond your desktop to the field technician. A two-way integration between PEM and TelAlert 6e allows delivery of PEM alarms out to IT staff and, upon acknowledgement by the IT staff, PEM's alarm status can be updated (for example, "assign" or "close").

### Benefits

- *Maximize system availability*
- *Reduce time-to-repair and time-to-respond*
- *Improve customer satisfaction and Service Level Agreements*
- *Improve staff productivity*
- *Improve ITSM efficiency and effectiveness*

## Remote Resolution

The resulting integrated management system enables you to remotely troubleshoot, manage and remedy faults within the network, resident applications and databases from almost any type of device.

## Flexible Architecture

TelAlert 6e-PEM integration is based on a flexible architecture, allowing the TelAlert 6e client and server to be running on different OS platforms. You can manage TelAlert 6e from any location.

## Interactive Voice Response

The voice option adds flexibility to the base notification software by adding sophisticated multi-port hardware. This provides voice notification, response and IVR access capabilities from any touch-tone phone.

## Self-Service End User Portal

The TelAlert 6e product line provides an end-user self-service portal for maintaining user profiles and schedules based upon your workflow process. The portal also supports centralized administration of multiple TelAlert 6e servers.

## Contact Us:

For more information on how integrating TelAlert 6e with BMC Patrol Enterprise Manager can be a helpful to your organization, please contact MIR3.

The screenshot displays the TelAlert 6e web interface. At the top, the user is logged in as Brian Smith (Administrator). The navigation menu includes Home, Alerts, Users, Devices, Groups, Schedules, Subscriptions, Reports, and Admin Tools. The main content area is divided into three sections:

- My Top 5 Active Alerts:** Shows that the user has received 0 alerts and sent 1 active alert. A sub-section for 'Alerts Received' states 'You have not received any alerts.'
- My Devices:** A table listing active devices:

Name	Active	Type	Comments
bbsDeskPhone	Yes	Interactive TTS	office phone
SWolaver	Yes	Interactive TextPager	Cell phone

- My Schedules:** A calendar view for the week of May 4, 2008, showing duty schedules for various groups. The groups listed are OracleDBAGroup, NetworkOps, App\_Support, ChangeManagementTeam, and BrianGroup. The legend indicates: On Duty (blue), Extra Duty (black), Vacation (yellow), Holiday (green), Off Duty (white), and Current Time (orange vertical line).