

TelAlert® 6e for HP Network Node Manager Integration Overview

TelAlert 6e:

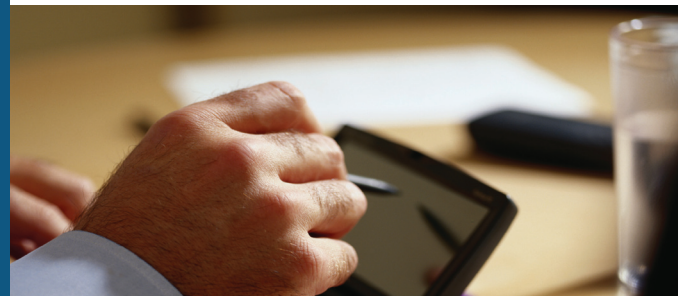
Ensuring network availability and maximum uptime for your business's technology assets is essential for the enterprise. MIR3's TelAlert 6e Notification Platform provides real time notification of critical network incidents so that on-call personnel can respond to issues before they affect your bottom line. TelAlert 6e extends the notification capabilities of industry-leading network and system management software applications, ensuring timely response and resolution to incidents.

HP Network Node Manager software (NNM) allows IT professionals to monitor network assets and services. TelAlert 6e extends HP NNM's notification capability. When HP NNM detects an SNMP trap, HP event, or user-defined event, TelAlert 6e is able to get the information to people who can quickly rectify the problem. TelAlert 6e determines who is scheduled to respond at the time of the incident; it sends the message to one or more devices, escalates if necessary and, using two-way notifications with response options, closes the loop, providing accountability to the process.



Integration Expertise

TelAlert 6e has been an HP solution partner for over 20 years and has provided certified integrations with various applications from the HP Software Suite. Integration support exists for both the Starter and Advanced Editions of HP Network Node Manager, for both Windows and UNIX platforms. TelAlert 6e integrations come with instructions and scripts required to integrate with HP NNM. MIR3 professional services are available to provide best practices for implementation of your notification strategy.



Features

Integrating with TelAlert 6e enhances NNM capabilities by providing:

- Customizable notification of HP NNM events to mobile technicians using myriad communication devices including telephones (text-to-speech), pagers, PDA, interactive voice response (IVR) menus, electronic sign-boards, and email
- Built-in features to manage recipient schedule, escalation strategy and group workflow to ensure guaranteed and timely response
- Remote response for acknowledging HP NNM message using any two-way wireless device
- Support for Interactive Voice Response (IVR) from any touch-tone phone
- Message routing by priorities you assign
- TelAlert 6e management from HP NNM tools menu

Integration Levels

This integration provides support for one-way, two-way and IVR. These options for outbound/inbound communication can be implemented depending upon your business need to support an IT infrastructure. Outbound notifications delivered by TelAlert 6e include customizable variables important for:

- Event detection, description and resolution
- Ticket update and status reporting

Benefits

- Maximizes HP NNM functionality
- Easy to deploy and operate
- Increase efficiency of your staff by reducing time-to-respond
- Reduce system downtime
- Meet Service Level Agreements

Contact Us:

For more information on how integrating TelAlert 6e with HP NNM can help your organization, please contact MIR3.

The screenshot displays the TelAlert 6e web interface. At the top, it says "Welcome, Brian Smith (Administrator)" with links for "My Account", "Log Out", and "Help". 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 "You have received 0 and sent 1 active alerts." Below this, there are tabs for "Alerts Received" and "Alerts Sent". A message states "You have not received any alerts." The data was last updated on May 05, 2008 at 12:24:49.
- My Devices:** A table listing active devices:

Name	Active	Type	Comments
bbsDeskPhone	Yes	InteractiveTTS	office phone
SWolaver	Yes	InteractiveTextPager	Cell phone

- My Schedules:** A calendar view for the week of May 4, 2008. The calendar shows various groups and their status for each day of the week. 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).



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