

# TelAlert® 6e for HP TeMIP Universal Notifier Integration Overview

## Business Challenge

*Achieving operational excellence in Operations System Support is a major challenge faced by communications service providers. Reduced funding and market pressure upgrading to advanced technologies is forcing telecommunications companies to reduce operational costs, preserve investments and guarantee service level agreements.*

*HP addresses these challenges with a carrier grade network and service management portfolio called HP Telecommunications Management Information Platform software (TeMIP). A vital functionality of the HP TeMIP solution is taking control of any critical system issue anytime, anywhere. HP TeMIP Universal Notifier (TUN) provides this communication between the systems and networks and the field technicians in conjunction with TelAlert 6e Messaging Server.*



## Platform Support

TelAlert 6e and HP TeMIP provide support for the following platforms:

- HP-UX (including Itanium)
- Linux
- Sun Solaris

## Benefits

- Reduce network and service management costs
- Increase productivity and responsiveness
- Ensure efficient use of network resources
- Improve quality of service
- Increase revenues

## TelAlert 6e Messaging Server

TelAlert 6e is the industry-standard for two-way communications between network monitoring systems and mobile system administrators. TelAlert 6e scheduling, person-to-person escalations, filtering, message prioritization, IVR, voice messaging and other advanced messaging capabilities enforce your business rules and ensure that the right person is notified on the right device. TelAlert 6e in HP TeMIP Universal Notifier supports both manual and automatic forwarding of alarms via email, pager and SMS.

TelAlert 6e manages the complex carrier standards and protocols to guarantee the delivery of messages anytime, anywhere. Scalable architecture lets you configure unlimited end-user destinations for message delivery as well as utilize multiple connectivity options, including wired and wireless modems.

The screenshot displays the TelAlert 6e web interface. At the top left is the TelAlert 6e logo with the tagline 'INTELLIGENT NOTIFICATION'. The top right shows a user greeting: 'Welcome, Brian Smith (Administrator)' with links for 'My Account', 'Log Out', and 'Help'. Below the header is a navigation menu with tabs for 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:** A section with a 'Send a New Alert' button. It states 'You have received 0 and sent 1 active alerts.' There are tabs for 'Alerts Received' and 'Alerts Sent'. A message box says 'You have not received any alerts.' Below this, it says 'Data Last Updated: May 05, 2008 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 schedules for OracleDBAGroup, NetworkOps, App\_Support, ChangeManagementTeam, and BrianGroup. A legend at the bottom indicates: On Duty (blue), Extra Duty (black), Vacation (yellow), Holiday (green), Off Duty (white), and Current Time (orange vertical line).

The browser's address bar shows 'Internet' and the zoom level is set to 100%.

## Contact Us:

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



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