

TelAlert® 6e and IBM Tivoli

Integration Overview

TelAlert 6e:

With TelAlert 6e, enterprises are empowered with an indispensable tool that ensures delivery and communication of urgent information, resulting in better management of workflow processes. Today's ITSM infrastructure requires an industry-standard, reliable wireless communication system that guarantees time-critical notification flows throughout the organization.

TelAlert 6e integrates with IBM Tivoli system management to provide a comprehensive mobile solution that reduces cost and saves time. TelAlert 6e provides customers with global, two-way messaging designed to extend the power of Tivoli applications to your mobile workforce. TelAlert 6e integrates with any event-centric application of the Tivoli suite, including Tivoli Enterprise Console (TEC) and Tivoli NetView.



IBM Tivoli Enterprise Console

IBM Tivoli Enterprise Console is an event management system designed to help maintain peak system availability and performance. TEC consolidates and processes thousands of events from network devices, enterprise system databases and applications. TelAlert 6e's bi-directional messaging increases the efficiency of TEC and improves the management of events by offering guaranteed notification to technical staff with the added means for interactive response via any voice or data-enabled device.

Benefits

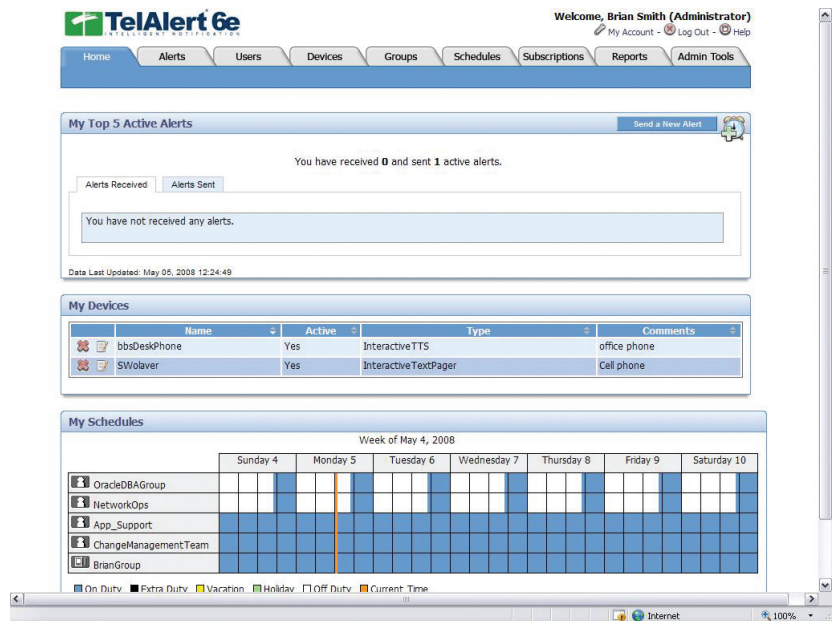
- Minimize system downtime
- Effectively implement ITIL incident and problem management
- Shorten time-to-response and time-to-resolution
- Increase productivity of your mobile workforce
- Cut costs and increase revenue
- Improve customer satisfaction
- Meet the terms of IT Service Level Agreements

IBM Tivoli NetView

IBM Tivoli NetView lets you monitor network health and availability of critical network systems for quick identification of system problems. TelAlert 6e Messaging System acts as the notification link for speedy problem resolution by communicating events you have pre-defined as critical, directing them to the appropriate person and allowing for remote response via mobile devices. The TelAlert 6e-Tivoli integration provides real-time notification, helping prevent costly system downtime and increase network availability. TelAlert 6e software is structured as a client-server application, allowing Tivoli and TelAlert 6e applications to reside on different servers.

Leveraging the Power of IBM Tivoli Network Applications

By extending Tivoli network applications to your mobile staff, they can provide better service while in the field and respond to critical situations wherever they may be. Constant staff accountability allows for increased productivity, customer satisfaction and more efficient workflow. TelAlert 6e can send messages to entire workgroups or individuals, depending on the type of event and scheduling requirements. Remote staff can call in via touch-tone phone or PDA to access applications, perform diagnostics and resolve problems.



The screenshot displays the TelAlert 6e web interface. At the top, it shows the user's name, 'Brian Smith (Administrator)', and navigation 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 summary box indicating 'You have received 0 and sent 1 active alerts.' Below this, there are tabs for 'Alerts Received' and 'Alerts Sent', and a message stating 'You have not received any alerts.' The data was last updated on May 06, 2008 at 12:24:49.
- 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. 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 (dark blue), Vacation (green), Holiday (light green), Off Duty (yellow), and Current Time (orange).

Enhanced IBM Tivoli Capabilities

The TelAlert 6e-IBM Tivoli integration enhances the capabilities of Tivoli by providing:

- Secure and guaranteed notification and bi-directional response
- Robust and scalable architectural core
- Support for multiple protocols and device types including pager, PDA, web-enabled mobile phones, IVR, electronic sign-boards and email
- Voice Messaging and Interactive Voice Response for retrieval and resolution of Tivoli messages from any touch-tone phone
- Easy configuration for any type of event

Contact Us:

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



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