

TELALERT® 6e and Microsoft® System Center Operations Manager Integration Overview

BUSINESS NEEDS:

Microsoft System Center Operations Manager (SCOM) provides the most complete Windows enterprise management portfolio in the industry and TelAlert 6e is positioned to accelerate its key business drivers in the following ways:

1. Align Business & IT

Notifications are not just for IT. Business users in general also need to know about the state of the business in real time.

2. Maximize Customer & Partner Relationships

The TelAlert 6e notification service can be used beyond the walls of the enterprise to reduce communication times between you, your customers and suppliers.

3. Empower People & Increase Productivity

Web-enabled self-service is the route to enterprise scalable adoption of any IT system. Centralized management models have their place, however, business users now expect IT to provide systems that are directly accessible and maintainable by employees themselves without having to go through the administrator middle-man. Mission-critical notification with TelAlert 6e is one very visible way in which IT can deliver infrastructure value to enterprise users.

4. Manage Security & Risk

Whatever network, systems security and back-up tools are in place, there will be situations when it is critical that key personnel are informed of an emerging crisis at any time of the day or night.

Operations Server, linked to TelAlert 6e, the most reliable notification server in the industry, allows the company to know that they are covered in such situations. Enterprise data, privacy, compliance and ultimately dollars and jobs are all at stake in the world of security and risk planning.

5. Improve Operations & Reduce Costs

So many tools claim to improve operations and reduce system costs, but how do you tell the real from the merely plausible? The fact is, when it comes to infrastructure management, the savings involved expediting the communication of incidents to the appropriate groups or individuals are hundreds of times greater than the small economies that might be made in one algorithm here or there.



TelAlert 6e and SCOM:

TelAlert 6e, developed under Windows 2003 Server, is fully integrated with Microsoft Systems Center Operations Manager, the heart of the "Designed for BIG" enterprise management software suite.

The Systems Center Configuration Manager, Service Manager, Data Protection Manager, Virtual Machine Manager, and Capacity Planner applications all feed critical management information into the Microsoft SCOM Server. Based on rules configured in the SCOM server, TelAlert 6e reaches out to the enterprise workforce to ensure that the smallest possible time is taken to get exactly the right skills connected with the task.

Managing Beyond the Glass

The Progress of Enterprise Architecture

Today's enterprise software is the result of millions of man-hours in discovery, innovation and refinement of subject matter expertise -- whether that is network monitoring, software inventory or performance profiling. This complexity is matched by automation and intelligence in order to present the best possible illustration of the problem, business process, statistic, or report on the screen. But what happens beyond the glass?

The Human Factor in Business Processes

We have all heard the line about “people, process and technology.” The technology has been around for some time and ITSM has brought the abstract business process to life. But where are the people in this model?

People are not sitting at their desks running exactly the right tool and waiting for a particular problem to intrude at any minute. We all have meetings to attend, travel to perform and tasks that take us away from the enterprise systems on which we all depend.

Business processes are blind to the daily tasks humans must work around and when critical issues arise, only specialist support can circumvent a disaster. Monitoring systems know all about any given event. Correlation systems know what causes an event and display systems paint it on the screen. While machines know all the details, only humans know what actions to take. Technology tells us about an event immediately, allowing humans to take actions before a crisis escalates.

Enterprise Notification is a Critical Process

So manage it.

For all of its complexity, automation, and intelligence, each enterprise toolset has either omitted the notification feature or has implemented a method that only works under a restricted set of circumstances. The problem is simply stated but not easily solved: how do we reach the right person whatever the problem, whatever the time, whatever communications devices they have and in the shortest possible time?

We can cut milliseconds from our detection times, but the best business outcome is in trimming the minutes and hours that pass as we scramble to find the expertise to solve a problem.

Complete the Microsoft System Center Operations Manager Portfolio

TelAlert 6e is a purpose-built enterprise SOA application that does one thing very well: connects your people to your processes. Whether that process is operations support through Microsoft SCOM, Virtual Machine Manager, the ITSM helpdesk function or the Configuration Manager, TelAlert 6e has the most robust and reliable feature set to enable your business applications in the background and to provide an interactive self-service messaging portal for your business users.

Contact Us:

For more information on how integrating TelAlert 6e with your Microsoft System Center Operations Manager can improve service efficiency and effectiveness for your business outcome, please contact MIR3.

Seamless Integration:

Figure 1: Bridging the Gap

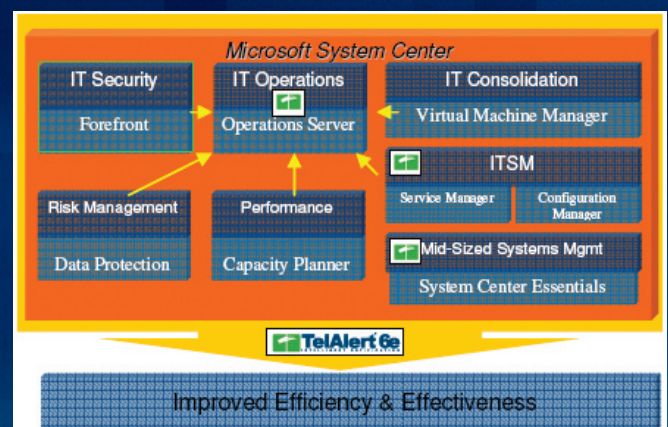
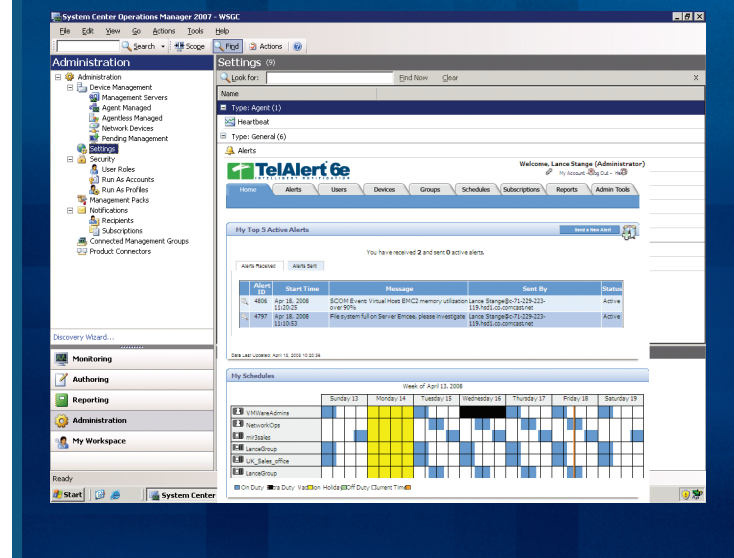


Figure 2: Closing the Loop



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