

# TelAlert 6e & Tivoli Netcool/OMNIBus

## INTEGRATION OVERVIEW



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 to provide a comprehensive mobile solution that reduces cost and save 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), Tivoli NetView and Tivoli Netcool/OMNIBus.

### Tivoli software

#### Tivoli Netcool/OMNIBus

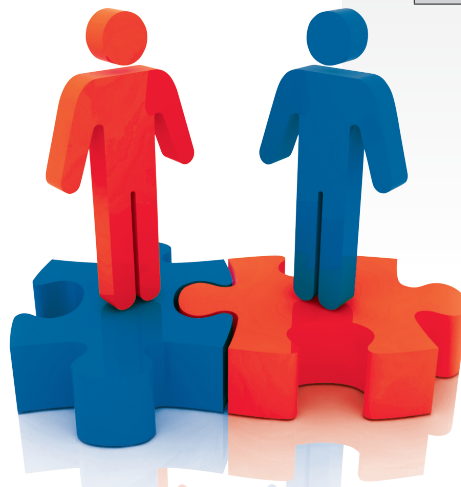
IBM Tivoli Netcool/OMNIBus centralizes and manages across complex data centers, network operations centers and IT domains in real time to increase efficiency and productivity, reduce costs, and improve service availability and resiliency. IBM Tivoli Netcool/ OMNIBus delivers a central point of management for complex IT and network operations, including business applications, network devices, Internet protocols, security devices and more. It also utilizes customizable lightweight agents to collect business and technology events from more than 1,000 sources in real time.

#### Tivoli Netcool/OMNIBus and TelAlert 6e

IBM Tivoli Netcool/OMNIBus optimizes service availability and reliability through automated event correlation, isolation and resolution capabilities that enable IT personnel to quickly identify and resolve critical problems across operational silos. TelAlert 6e Messaging System acts as the notification link for speedy problem resolution by communicating events 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 a mobile staff, it can provide better service while on the go and the ability to 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.



#### 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

Easy configuration for any type of event

Voice Messaging and Interactive Voice Response for retrieval and resolution of Tivoli messages from any touch-tone phone



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