

## TELALERT MISSION-CRITICAL MESSAGING SERVER FROM MIR3



In today's competitive market, your enterprise requires a reliable means of closed-loop communication with your increasingly mobile workforce. TelAlert® Mission-Critical Messaging Server equips your enterprise with the powerful software infrastructure that assures your business continuity.

### BUSINESS CHALLENGE

According to current estimates, network and system downtime can cost companies as much as \$1600 a minute. A single financial transaction failure could cause a \$50,000 hit to your bottom line. Ensuring availability of enterprise resources is critical, and represents a daily challenge. Detecting an issue, notifying the right technician, and the ability to resolve problems quickly is a crucial requirement of any enterprise.

### EMPOWERING THE ACTIVE WORKFORCE

TelAlert provides robust and scalable messaging solutions to meet the notification needs of more than 80 of the Fortune 100. TelAlert's urgent messaging infrastructure enables staff to respond immediately and effectively to critical events at any time of day from any location. Much more than a reactive paging system, TelAlert initiates sophisticated interactions with back office systems, allowing diagnostic action, record updating, message retrieval, problem tracking and more.

### IMMEDIATE COST BENEFITS

TelAlert offers an out-of-the-box notification solution that is scalable and flexible to meet the evolving needs of your enterprise. TelAlert can be implemented in a matter of hours, so your enterprise immediately reaps the benefit. TelAlert accelerates information flow for shortened time-to-response and time-to-resolution, minimizing costly system downtime. Guaranteed delivery of messages to the right person increases productivity and raises the level of customer service a business can offer. TelAlert provides unparalleled flexibility and usability, with intuitive administrative tools that allow users to manage TelAlert efficiently.

### FLEXIBILITY IN MESSAGING

- Using available technology to its fullest potential, TelAlert supports virtually all wireless platforms and protocols including SNPP, SMTP, TAP, WAP, TMEX, CHAT, UCP, SMPP, and WCTP, making it the perfect choice for the global enterprise. TelAlert's SMPP implementation provides support for the latest SMS technology with delivery confirmation receipt.
- TelAlert can send messages to and from PDAs, numeric pagers, telephone/voicemail, email, electronic signboards, and loudspeakers.

Enable mission-critical communications

Minimize system downtime

Shorten time-to-response and time-to-resolution

Increase productivity of your enterprise workforce

Cut costs and increase revenue

Improve customer satisfaction

Meet Service Level Agreements

PRODUCT HIGHLIGHTS

TelAlert

“When potential network issues arise, TelAlert instantly tracks down and notifies the appropriate person so that issues can be resolved before they turn into problems. Ultimately it is one tool we use to ensure we're delivering the top quality service that sets us apart from other retailers.”

Louis Bustamante  
Enterprise Management Analyst  
The Men's Wearhouse



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# TelAlert

- Two-way messaging offers the capability to alert staff and communicate mission-critical data at any time and any place, allowing for remote response via multiple devices.

## TELALERT INTEGRATIONS

TelAlert integrates with HP OpenView, Remedy, CA, IBM Tivoli, BMC Patrol, Peregrine, and others.

## SCHEDULING AND ESCALATION

- TelAlert's scheduling and escalation features guarantee 24/7 notification, sending alerts based on priority and scheduling.
- TelAlert provides a view of your schedule based upon the time zone, accounting for time zone differences.
- TelAlert is persistent, and escalates messages until a response is acknowledged. It enables custom escalation strategies based on duty, schedules or type of event. TelAlert tracks down the right person via the right device for that specific time of day.

## SECURITY AND AUDIT TRAIL

- TelAlert's architecture provides security and audit trail features that minimize exposure to unauthorized activity.

Enhanced security features include:

- Required logins and passwords
- Password encryption
- Authentication
- Secure Socket Layer (SSL) connections

- TelAlert's logging and tracing capabilities allow recording of all actions and commands to ensure employee accountability.

## EASE OF USE

- TelAlert Desktop simplifies the administration process with a Windows-based user interface framework.
- The TelAlert real-time monitor allows you to view and analyze message transactions as they unfold.
- Flexible profiles let you create useful views of the server messaging activity.
- The TelAlert Desktop provides directlaunch into the TelAlert/CM web GUI.
- The Destination Wizard allows quick set-up of destinations for receipt of messages
- The Group Set-up Wizard walks you through the process of creating and maintaining TelAlert Groups.
- The Host Property menu choice and Host Status indicators allow you to monitor activity on current TelAlert Host(s).

The screenshot shows the TelAlert Monitor - LocalHost interface. The main window displays a list of active alerts with columns for Alert ID / Send ID, Destination, Message, Reply, Status, and Last Update Time. The alerts are grouped under 'LocalHost' and include details such as 'Alert ID: [25730]', 'Destination: SteveEmail', and 'Message: node 200 down'. A detailed view of a specific alert is shown below the list, displaying various attributes like AlertSequenceNum, ClientHost, Configuration, Destination, Group, Message, Number, PIN, Port, Priority, Reply, SendSequence..., SPTIME, StartTime, State, StatusData, Subgroup, TimeStamp, Type, and User.

Alert ID / Send ID	Destination	Message	Reply	Status	Last Update Time
Alert ID: [25730]	SteveEmail	node 200 down			2004/10/22 10:05:09
Send ID:[2573]	SteveEmail	node 200 down		ReleaseWait: [81]Message sent	2004/10/22 10:05:09
Alert ID: [25742]	Alert25742	server201 backup com...			2004/10/22 10:34:47
Alert ID: [25743]	Alert25743	server200 down			2004/10/22 10:34:53
Send ID:[2609]	PageSteve	server200 down		AckWait: 57s: [82]Message sent, ac...	2004/10/22 10:34:57
Send ID:[2610]	SteveEmail	server200 down		AckWait: 1m: [81]Message sent, Pa...	2004/10/22 10:34:54
Send ID:[2611]	Steve's Phone	server200 down		Active: [80]Message issued, Steve'...	2004/10/22 10:34:53

  

AlertSequenceNum	=	25743.10	Reply	=	Page Submitted
Calls	=	Connected 1/1, Failed 0/2, Rejected 0/1	SendSequence...	=	2609.41
ClientHost	=	steve-dev01	SPTIME	=	2004/10/22 10:34:54
ClientUser	=	STEVE	StartTime	=	2004/10/22 10:34:53
Configuration	=	TelamonSNPPTestPage	State	=	AckWait: 57s: [82]Message sent, acknowledged
Destination	=	PageSteve	StatusData	=	[82]Message sent, acknowledged
Group	=	Alert25743	Subgroup	=	Alert25743
Message	=	server200 down	TimeStamp	=	2004/10/22 10:34:57
Number	=	srpp.telamon.com.444	Type	=	TextPager
PIN	=	1234567	User	=	steve
Port	=	Internet			
Priority	=	51			

REAL-TIME MONITOR ALLOWS YOU TO VIEW EVENTS AS THEY UNFOLD