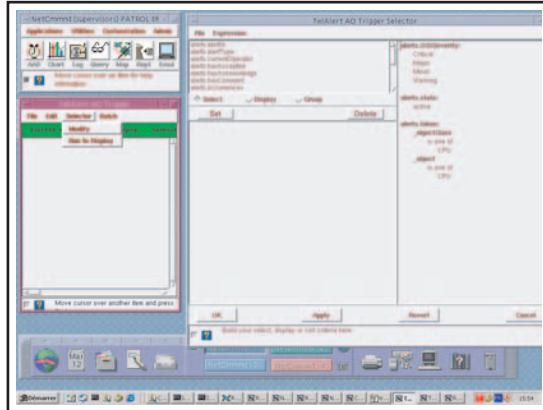
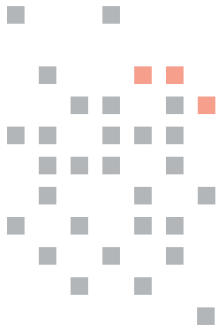




TELALERT™ For BMC Patrol Enterprise Manager

Proactive management of your IT infrastructure to ensure uninterrupted business services is a major challenge faced by today's enterprise. One solution that addresses continuous system availability for IT departments is TelAlert Urgent Messaging System. TelAlert, the most widely used network and systems management (NSM) urgent notification tool, extends BMC's PATROL Enterprise Manager (PATROL EM) to field technicians anytime, anywhere.



Modify alert details and severity level to guarantee quick time to resolution for critical system issues.

With system downtime costing businesses as much as \$16K per minute (IDC Report, 2002), TelAlert guarantees notification of critical system alerts and allows remote resolution using any browser based PDA, pager or (using voice command options) touch-tone phone. With TelAlert, field technicians can take action to close the communications loop.

The multi-device, multi-protocol support at the heart of the TelAlert architecture makes it the most comprehensive urgent notification solution on the market, deployed by over two-thirds of the Fortune 500 and in over 50 countries throughout the world. Advanced features of TelAlert such as workgroup scheduling, escalation, and IVR support enhance the notification capabilities. The ability to customize TelAlert to your business rules can immediately increase the efficiency and productivity of your mobile staff.

BMC Patrol Enterprise Manager

PATROL EM consolidates business event management in a single desktop console providing a global view of IT infrastructure components including network devices, business applications, database systems, etc. TelAlert complements this solution by expanding PATROL EM beyond your desktop to the field technician. A two-way integration between PATROL EM and TelAlert allows delivery of PATROL EM alarms out to IT staff and, upon acknowledgment by the IT staff, PATROL EM alarm status can be updated ('assign', 'close', etc.).

Benefits

- Maximize system availability
- Reduce time-to-repair and time-to response
- Improve customer satisfaction and Service Level Agreements
- Improve staff productivity
- Flexible IT management

Security

With the remote management of enterprise systems, security is of the utmost concern. TelAlert requires user authentication for authorizing access to any functionality. Access is via your company's Intranet, behind your firewall, so actions are protected and monitored to ensure network security.





Remote Resolution

The corrective management system enables you to remotely troubleshoot, manage, and remedy faults within the network, resident applications, and databases from almost any browser-based device.

Flexible Architecture

TelAlert–PATROL EM integration is based on a flexible architecture, allowing the TelAlert client and server to be running on different servers, allowing you to manage TelAlert from anywhere.

Interactive Voice Response

The Voice option adds flexibility to the base notification software by adding hardware (a TelAlert Voice engine or a Dialogic card); this provides voice notification, response, and IVR access capabilities using any touch-tone phone.

Self-Service End User Portal

TelAlert product line provides an end-user self-service portal for maintaining user profile and schedules based upon your workflow process. The portal also supports centralized administration of multiple TelAlert servers.

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