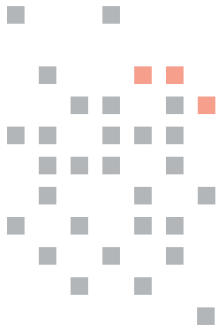




TELALERT™ and CA Unicenter® Integration Overview

Today's IT infrastructure requires a reliable two-way communications system to guarantee delivery and workflow management of mission-critical information. TelAlert Urgent Messaging System integrates with CA Unicenter's enterprise system and help-desk platforms to provide a comprehensive mobile solution that saves organizations time and cost. TelAlert provides customers with global, two-way wireless messaging designed to extend the power of CA's Unicenter applications to your mobile workforce. TelAlert integrates with two critical event-centric applications of the Unicenter suite - CA Unicenter Service Desk and CA Unicenter Network and System Management.



CA Unicenter Service Desk

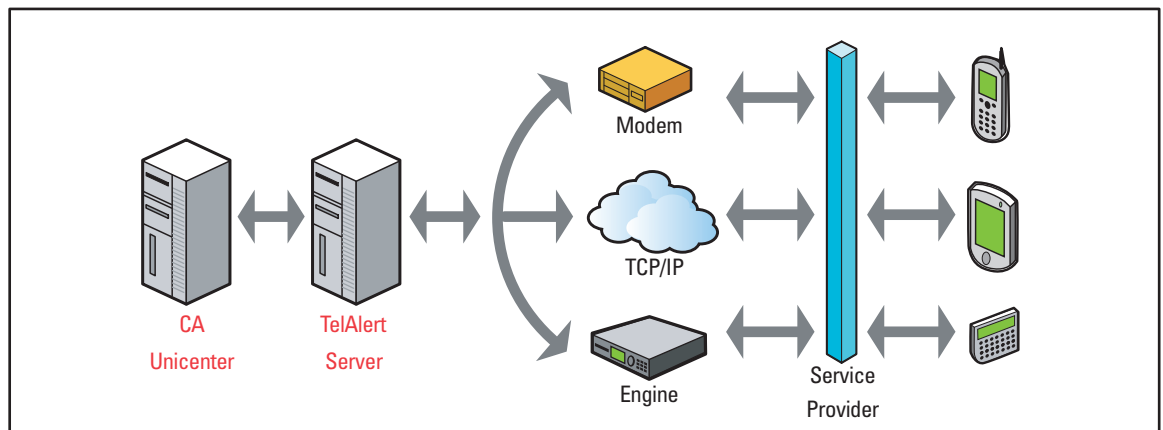
CA Unicenter Service Desk is a help desk solution for effective management of IT assets, systems, networks and people. TelAlert's bi-directional messaging increases the efficiency of Service Desk and improves the management of calls by offering guaranteed notification plus the means for interactive response via any data-enabled device.

CA Unicenter Network and System Management

The Unicenter Network and Systems Management product manages the health and availability of all infrastructure elements such as network devices, business applications and database systems. TelAlert acts as the notification link for speedy problem resolution by communicating various events to the right person and allowing for remote response via mobile devices.

Benefits

- **Urgent Messaging System maximizes Unicenter's functionality**
- **Flexible notification option increases productivity of mobile staff**
- **Two-way messaging allows for remote problem resolution**
- **Customizable to your own business rules for greater control over workflow processes**
- **TelAlert administration integrates in the Unicenter interface**
- **Integration saves the cost of building a wireless infrastructure**
- **Anytime, anywhere access to critical business information**





Leveraging the Power of CA Unicenter Applications

By extending CA Unicenter applications to your mobile staff, they can provide better service while in the field and respond to critical situations wherever they may be, allowing for increased productivity and customer satisfaction. TelAlert can send messages to entire workgroups or individuals, depending upon 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. As responses are received through TelAlert, CA Unicenter applications can instantly update trouble tickets and status reports.

TelAlert and the CA Unicenter Environment

The TelAlert software is structured as a client-server application, so the TelAlert client and server do not have to be running on the same hardware system, allowing Unicenter and TelAlert applications to reside on different servers. In this case a copy of the TelAlert Client must be on the Unicenter server to make a socket connection to TelAlert in order to register the job.

Enhanced CA Unicenter Capabilities

The TelAlert-CA Unicenter integration enhances the capabilities of CA Unicenter by providing:

- Secure and guaranteed notification and bi-directional response
- Robust and scalable architectural core
- Support for multiple protocols and devices including pagers, PDAs, and Web-enabled mobile phones, IVR, electronic sign boards, and email
- Interactive Voice Response for retrieval and resolution of Unicenter messages from any touch-tone phone
- Easy configuration for any type of event