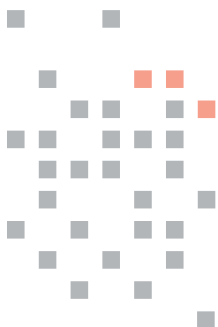




# TELALERT™ and Peregrine ServiceCenter® Integration Overview

Today's IT infrastructure requires a reliable communications system to guarantee delivery and workflow management of time-critical information. TelAlert Urgent Messaging System integrates with Peregrine's help-desk platforms to provide a comprehensive mobile solution that saves organizations time and cost. TelAlert provides customers with global, two-way messaging designed to extend the power of Peregrine ServiceDesk to your mobile workforce.



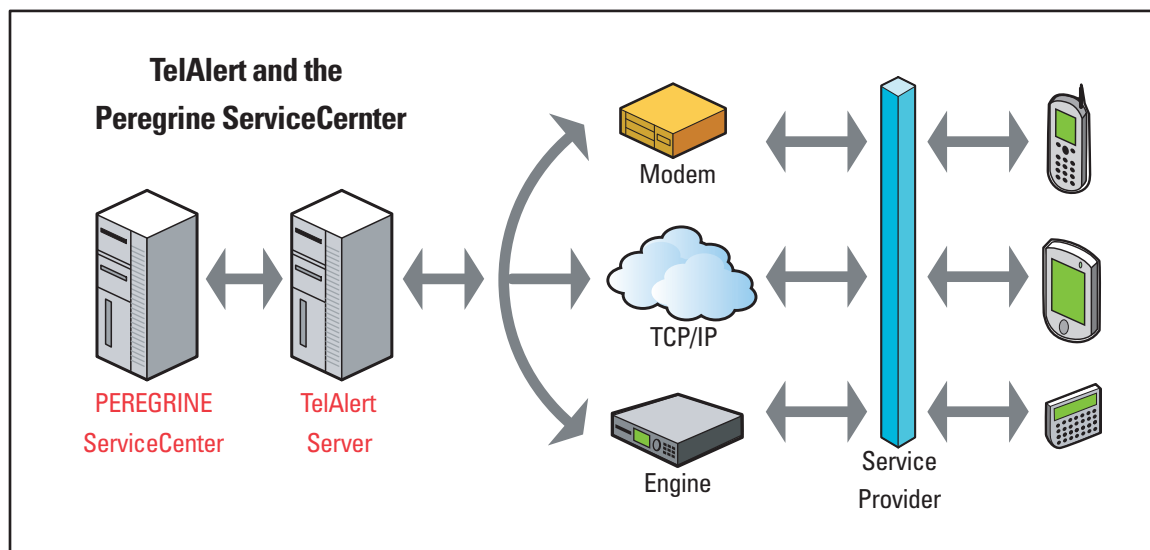
## Peregrine ServiceCenter

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

TelAlert integrates with Peregrine ServiceCenter through the ServiceCenter Automate (SC Auto) adapter adding powerful notification and response capabilities. Any events generated by attached back end applications can be configured to generate a notification. Various event agents can be set up and managed within ServiceCenter's Event Scheduler.

## Benefits

- **Urgent Messaging System maximizes ServiceCenter'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**
- **Integration saves the cost of building a wireless infrastructure**
- **Anytime, anywhere access to critical business information**





## TelAlert and the Peregrine ServiceCenter 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 ServiceCenter and TelAlert applications to reside on different servers. In this case a copy of the TelAlert client must be on the ServiceCenter server to make a socket connection to TelAlert to register the job.

## Leveraging the Power of Peregrine ServiceCenter Applications

By extending the Peregrine ServiceCenter application 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, Peregrine ServiceCenter can instantly update trouble tickets and status reports.

## The TelAlert-Peregrine ServiceCenter integration provides:

- 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 updating ServiceCenter messages from any touch-tone phone
- Easy configuration for any type of event

© 2006 CalAmp Corp. All rights reserved. CalAmp is a trademark of CalAmp Corp. TelAlert is a trademark of CalAmp Solutions, Inc. All other trademarks and service marks are the property of their respective owners. All data subject to change without notice.

Data.Tel.12\_0506



1330 Broadway, Suite 1530 | Oakland, CA 94612 | t: 510.987.7700 t: 888.835.2578 f: 510.987.7009 | [telalertsales@telalert.com](mailto:telalertsales@telalert.com) | [www.telalert.com](http://www.telalert.com) | [www.calamp.com](http://www.calamp.com)