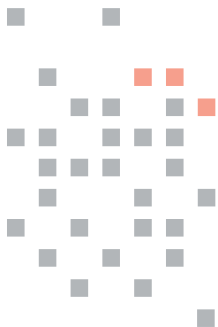


# TELALERT™ and IBM Tivoli Integration Overview

Today's IT infrastructure requires a reliable wireless communications system that guarantees time-critical information flowing throughout the organization. With TelAlert Urgent Messaging System, enterprises are empowered with an indispensable tool that ensures delivery and communication of urgent information, resulting in better management of workflow processes.



TelAlert integrates with IBM Tivoli's network management systems to provide a comprehensive mobile solution that reduces cost and saves time. TelAlert provides customers with global, two-way messaging designed to extend the power of Tivoli applications to your mobile workforce. TelAlert integrates with two event-centric applications of the Tivoli Suite-Tivoli Enterprise Console and Tivoli NetView.

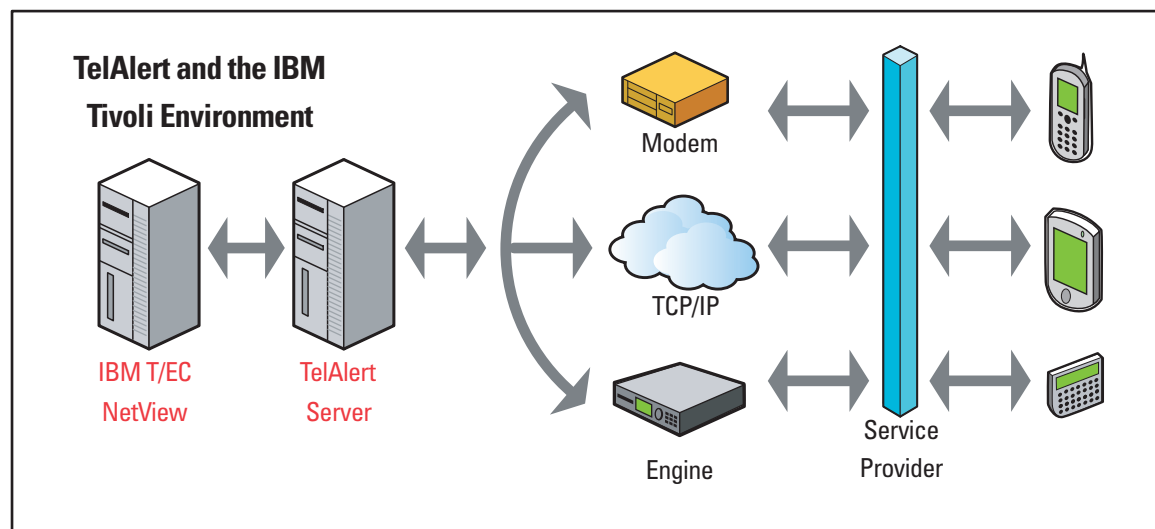
## IBM Tivoli Enterprise Console

IBM Tivoli Enterprise Console is an event management system designed to help maintain peak system performance. T/EC consolidates and processes thousands of events from network devices, enterprise system databases and applications. TelAlert's bi-directional messaging increases the efficiency of

T/EC and improves the management of events by offering guaranteed notification plus the means for interactive response via any data-enabled device.

## TelAlert Benefits

- Minimize system downtime
- Shorten time-to-response and time-to-resolution
- Increase productivity of your mobile workforce
- Cut costs and increase revenue
- Improve customer satisfaction
- Meet the terms of your Service Level Agreements





## IBM Tivoli Netview

IBM Tivoli NetView lets you monitor network health and availability of critical business systems for quick identification of system problems. TelAlert Messaging System acts as the notification link for speedy problem resolution by communicating events you've pre-defined as critical, directing them to the appropriate person, and allowing for remote response via mobile devices. The TelAlert-Tivoli integration provides real-time notification to help prevent costly system downtime and increase network availability. TelAlert software is structured as a client-server application, allowing Tivoli and TelAlert applications to reside on different servers.

## Leveraging the Power of IBM Tivoli Network Applications

By extending Tivoli network 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, customer satisfaction and more efficient workflow. TelAlert can send messages to entire workgroups or individuals, depending on 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.

## Enhanced IBM Tivoli Capabilities

The TelAlert-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 devices including pagers, PDAs and Web-enabled mobile phones, IVR, electronic sign boards and email
- Voice Messaging and Interactive Voice Response for retrieval and resolution of Tivoli messages from any touch-tone phone
- One-click installation
- Easy configuration for any type of event