



# RBA Integrator

The easy way to add automated notification to applications

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**A run book automation tool for adding notification technology to existing applications, making it easy to send and receive automated alerts.**

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Wouldn't it be great if you could rely on your IT systems to run smoothly at all times? Unfortunately, you can't count on continuous uptime, but you can reduce the impact of downtime by using automated notification to alert the people who can fix problems when systems lag. Notification can add value to travel systems and other applications, automatically keeping staff informed on key changes and issues.

RBA Integrator uses run book automation to integrate notification technology with existing applications seamlessly, allowing two-way communication between applications and any or all personnel who are on-call or need information quickly. When a recipient responds to an alert, the system recognizes them and allows them to initiate an action with their response, such as restart a server, start additional notifications or execute other commands. Responses can be logged back to IT systems or other applications for full accountability. RBA Integrator provides workflow logic so you can fine-tune the interactions between applications and notification to communicate more effectively.

RBA Integrator gives you an easy way to integrate notification with major ITSM tools and any other internal applications. It has a simple point-and-click data configuration for seamless implementation of escalation rules without custom coding or scripting. It provides a complete set of flexible, pre-defined

## Why choose MIR3 technology?

### **Safety, Continuity, Efficiency and Productivity**

When an impactful event happens, key personnel must be notified and response teams mobilized. Rapid, intelligent, two-way, mass communication empowers both business leaders and public agencies to mitigate disruption while ensuring safety and sharing critical information. Intelligent Notification and TelAlert Advanced provide a layer of awareness that helps monitor operations, alert responsible parties, and respond appropriately as a situation develops and is resolved, keeping personnel safe and your business or agency running smoothly around the clock.



building blocks for creating and deploying notification within existing applications and providing intelligent workflow, rule-based logic flow control and branching. Using settings you provide, RBA Integrator can make the decision on who should be contacted, how to reach them, and what actions to take when they do (or don't) respond, logging results to your internal system so you have full visibility at all times.

RBA Integrator can track systems or applications, and when it finds a situation where communication may be needed, it can automatically execute a workflow to implement established business processes. For key ITSM tools, monitoring is out-of-the-box and only needs to be configured to track what's important to you. RBA Integrator also offers a full built-in suite of methods that let the same tracking be set up quickly and easily for any tool or application in your environment.

#### The RBA Integrator lets you build workflows to:

- Combine information from multiple sources into each message
- Apply business rules to adjust the message, urgency and delivery during ongoing events
- Automate repetitive processes
- Integrate multiple processes in a single workflow
- Initiate interactions and custom processes when responding
- Build just about any integration you can imagine

**RBA Integrator** makes it easy to integrate notification into existing and legacy applications, allowing you to:



**Automatically alert IT staff** to respond to critical issues



**Deliver alerts** via email, mobile and landline phones, SMS and more



**Use responses** to implement escalation plans



**Keep track of all events** in progress



**Build custom alerts** with tailored responses



**Fine-tune applications** before issues become visible to system users or stakeholders

Note that all features are not available in every configuration. Please contact a sales person to determine the best feature set for your organization.

#### MIR3: Proven technology, global reach

Founded in 1999, MIR3 is a leading developer of notification and response technology. The company has a history of meeting exacting customer requirements with innovative technologies that continue to set standards for the industry. MIR3 is the provider of choice for many of the Global Fortune 100 companies and thousands of other organizations around the world. When you choose MIR3, you are choosing a strong company with extensively proven technology and a solid global communication infrastructure.

For more information, visit us at: [www.MIR3.com](http://www.MIR3.com)

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