



AlarmPoint Mobile Gateway by AlarmPoint Systems

Enterprise Event Notification and Resolution

FEATURED PARTNER



KEY BENEFITS

- > Deliver context sensitive notifications to the right on-call resource
- > Accelerate incident and event resolution
- > Optimize mobile personnel capabilities with purpose-built mobile applications
- > Annotate and modify tickets or incidents securely
- > View, accept or modify change and configuration approvals

The AlarmPoint Mobile Gateway leverages AlarmPoint's core functionality including subscriptions, scheduling and roles to deliver important notifications to any mobile device. The recipient then connects via AlarmPoint Mobile Gateway to the most important business applications in the datacenter or across the enterprise. This mobile connectivity allows the user to access, create, approve and modify important incident information. The information is displayed in real-time allowing the user to browse the incident status.

BUSINESS CHALLENGE

Today's cost-sensitive, dynamic IT industry demands that IT professionals operate with fewer on site staff while delivering optimum levels of service. To this end, organizations must utilize virtualization to reduce hardware costs and apply intelligent process automation to reduce operations costs and consolidate systems, site and efforts. To meet the business requirements, organizations must transform processes from static to communications accelerated. Instantly locating mobile personnel and enabling collaboration and remote incident resolution delivers the required efficiencies.

THE BMC MARKETZONE DIRECT SOLUTION

The AlarmPoint Mobile Gateway provides immediate, mobile web access to critical applications. It provides a consistent, secure, authenticated and audited access point to enterprise applications from a wide variety of devices. This innovation provides role-based access to services desks, operations and monitoring systems. AlarmPoint Mobile Gateway acts as a proxy between the mobile user and corporate applications allowing them to access and modify ticket information, monitor dashboards and generate sophisticated reports. The user experience can be fine-tuned to perform very specific context-sensitive operations against management systems allowing the end users to focus on the fields that are relevant to their operation. The integrations provide extended API's to build composite applications directly linking event information to ticket creation and management.



Flexibly manage work group scheduling, follow the sun groups, rotations and on call reporting.



Secure Mobile Access

Adding AlarmPoint Mobile Gateway to an AlarmPoint application allows users to access applications from mobile devices. AlarmPoint Mobile Gateway provides a consistent, secure, role-based, authenticated and audited access points to enterprise applications from a variety of mobile devices including Blackberry, Pocket PC, Treo, and other web-enabled mobile devices.

Deliver on Mobility

The AlarmPoint Mobile Gateway provides role-based access allowing users to subscribe to and access only the systems events they affected or allowed to access.

FEATURES

- > View real-time notifications schedules and contact details
- > Securely view, annotate and modify tickets or incidents
- > Instantly display custom service impact reports
- > Utilize out-of-the-box Integrations to BMC products
- > Proactively browse health of systems

ALIGNMENT WITH BEST PRACTICES

AlarmPoint facilitates and supports the core ITIL® processes and enables personnel to automate these processes. AlarmPoint Mobile Gateway primarily aligning with four ITIL processes:

- > Incident, event and support management: allows enterprises to create repeatable, structured processes for incident and service management notifications and their ultimate resolution
- > Service impact and Business Service Management: allows the user to take remote action and inform the people who are responsible for fixing or affected by the service impact event
- > Change and configuration: provides users the ability to remotely kickoff and approve important change requests from any mobile device
- > Continuity: allows mobile personnel to remotely launch predetermined scenarios in the case of an emergency, as well as reply from any mobile device on their current situation status

ABOUT MARKETZONE DIRECT PRODUCTS

Through the BMC MarketZone Direct program, BMC is able to resell third-party products that complement and/or augment our own products. As a MarketZone Direct product, these products are available under BMC license and support terms.

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2008 revenues of \$1.73 billion. Activate your business with the power of IT. www.bmc.com.

TIE-IN TO BUSINESS SERVICE MANAGEMENT

AlarmPoint and BMC Software align to deliver:

- > Incident resolution prior to service impact
- > Shorter times to resolution through automation
- > Consolidated event notification and mobile access platform

TECHNICAL SPECIFICATIONS

AlarmPoint Mobile Gateway supports a variety of mobile devices including Blackberry, Windows Mobile, Palm, Symbian and others.

ABOUT THE MARKETZONE DIRECT PARTNER

AlarmPoint Systems enables leading enterprises to maximize their investment in IT service management, ensure availability of critical systems, and increase productivity of IT personnel. AlarmPoint is an enterprise-wide event notification and resolution application used for automating exceptions in incident, support, service impact, and continuity processes. AlarmPoint automates event notification and resolution by managing real-time workforce data including schedules, roles, attributes, event assignments, and skills. It bridges IT services and events to IT personnel and business users, providing accountability in the resolution process.

LEARN MORE

For more information, please visit our BMC webpage at www.bmc.com/alarmpointprofessionalsuite or call us at 800-861-3916.



To learn more about how BMC can help activate your business, visit www.bmc.com or call (800) 841-2031

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