

AlarmPoint Professional Suite by AlarmPoint Systems

Enterprise Event Notification and Resolution

FEATURED PARTNER



KEY BENEFITS

- > Role-based web user interface
- > Contact device and group wizards
- > Full reporting module
- > Localized UI option
- > Now on any O/S platform
- > Blackberry Enterprise Server
- > Voice over IP support
- > Web Services support

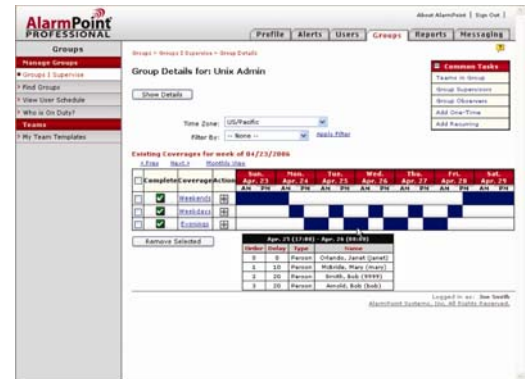
The AlarmPoint Professional Suite is a flexible, interactive event notification system that enables personnel to quickly collaborate and resolve incidents before they impact the business. AlarmPoint instruments an organization's ability to effectively and efficiently automate the notification and resolution of incidents, support tickets, application warning and other exceptions which effect ITIL® processes. Additionally, AlarmPoint can adapt to immediate events or on-the-fly situations with use of simple call lists with or without preferred ordering or sophisticated escalations.

BUSINESS CHALLENGE

In high pressure IT environments, undetected and unresolved events are costly to an enterprise. Often the leading causes include human error, manual escalation processes, inadequate event notification technology and false alerts sent to an already overloaded IT staff. The results are serious including slow times to resolve, inaccurate staff dispatch outages and the risk of breaching a service level agreement. Many IT organizations respond reactively using inadequate event systems, manual processes and inaccurate data.

THE BMC MARKETZONE DIRECT SOLUTION

The AlarmPoint Professional Suite includes self-service user personalization aligned to the needs of a highly mobile IT workforce. Roles, alerts, languages, schedules, reports, devices and escalation rules are all self-managed by AlarmPoint Professional users. This reduces administrative requirements and increases the quality of user information to improve event dispatch and resolution processes. My Alerts and My Reports provide a unique user-based dashboard view of actionable personal and team alerts as well as personalized reporting. Users can review event details and take corrective actions from the user interface to cure events. What's more, AlarmPoint enhances the user's experience with an optional Web user interface, which is localized in numerous languages including double byte support. With its Contact Device and Group Wizards, the AlarmPoint Professional Suite helps users easily set-up and maintain their information, easing the burden of administrative upkeep on IT staff.



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

Automation and Reporting Features

AlarmPoint Professional executes automations resulting from a user's response to an event, or from a process built in advance. AlarmPoint Professional includes a set of several standard reports that exceed Sarbanes Oxley and Basel II requirements. In addition, AlarmPoint Professional includes event-level overrides (user preferences) based on the severity of an event to ensure users are located.

Using Find-Me, Follow-Me Technology

Sophisticated Find-Me, Follow-Me technology ensures users are located with accurate, reliable and expedient notifications. AlarmPoint's people-focused notifications find the person who will cure the issue and enable event resolution. Find-me, follow-me determines who to locate, how the message should be delivered, on which device, and what to do if unsuccessful. This means the right person will be found on their specified device and will be given an on-the-fly set of actions that can be taken immediately.



FEATURES

- > Versatile contact device specifications allow pre-determined contact time frames, preferred ordering, delays between devices and event priorities for each device
- > Calendar-based work group scheduling
- > Advanced Voice Technology provides Voice alerts and responses, recordings, announcements, IVR functionality, text to-speech, speech recognition, multiple language support, bridge-to-conference using VoIP and traditional voice
- > Advanced Device Protocol Support provides TAP, UCP, SNPP, SMPP, SMTP/POP, MAPI, TTS, ASR, DTMF, JABBER, GSM, SMS, Blackberry Enterprise Server, and custom protocols.

Smart Calendar-based Work Group Scheduling

This powerful capability gives group owners the ability to manage their teams, create recurring and one-time schedules, automate rotations, handle temporary replacements, create round-robin groups and groups-in-groups, and establish sophisticated group permissions to allow view and edit rights to their group. Because AlarmPoint Professional has several stop-gaps built into these self-service capabilities, administrators are ensured that someone will always be notified on every event.

ALIGNMENT WITH BEST PRACTICES

AlarmPoint facilitates and supports the core ITIL processes and enables personnel to automate these processes. AlarmPoint aligns primarily 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: bridges the gap between service-impacting events, the people who are responsible for resolving the issues, and/or the people affected by the service impact
- > Change and configuration: ability to target emergency change request notifications, require acknowledgments, and if necessary, escalate responses
- > Continuity: includes an advanced messaging module designed to allow personnel to build, test and initiate scenarios that may affect an organization's ability to manage communications during a crisis

TIE-IN TO BUSINESS SERVICE MANAGEMENT

AlarmPoint and BMC Software align to deliver:

- > Automated event assignment, notification and resolution
- > Proactive notifications prior to service impact
- > Web-based mobile access to BMC applications

AlarmPoint provides BMC customers with one consistent event notification and resolution application across all BMC Software solutions. AlarmPoint catches and matches events and incidents to the correct personnel using intelligent attribute matching, coverage schedules and event subscriptions. AlarmPoint translates the event and delivers the information in real time to any communication device. IT customers are now proactively informed prior to impact, avoiding costly inbound help desk calls!

TECHNICAL SPECIFICATIONS

Built to support Oracle® and Microsoft SQL databases, AlarmPoint Professional operates on the Windows, Linux® and UNIX® platforms. It includes a Developer IDE with virtual testing tools and device-level validation features to ensure changes to contact information work as expected during the incident management process.

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. The AlarmPoint products automate event notification and resolution by managing real-time workforce data including schedules, roles, attributes, event assignments and skills. AlarmPoint bridges IT services and events to IT personnel and business users and provides 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.

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.



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