

AlarmPoint Standard by AlarmPoint Systems

Event Notification and Resolution for the Small-to-Midsized Business

FEATURED PARTNER



KEY BENEFITS

- > Speed event resolution by ensuring incidents are properly assigned and resolution is coordinated
- > Tie IT events to business users and provide an auditable trail of the event resolution process
- > Eliminate human errors in incident, service, and support processes
- > Increase productivity on the people side of IT

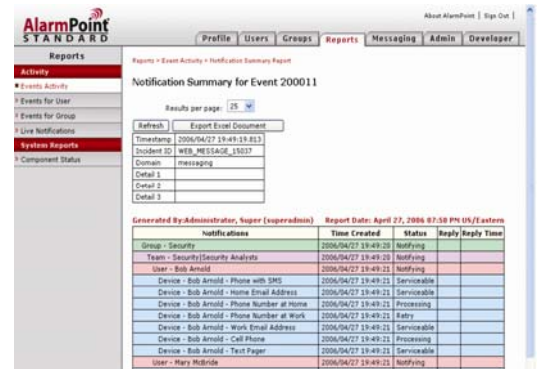
AlarmPoint is a flexible, interactive event notification system that enables you to effectively communicate and resolve incidents before they impact the business. The AlarmPoint Standard product is an entry-level product useful for small groups — especially those in the small-to-midsized business market. Using AlarmPoint Standard along with your BMC solutions, you can automate the notification and resolution of incidents, support tickets, application warnings, and other exceptions that affect IT Infrastructure Library® (ITIL®) processes.

BUSINESS CHALLENGE

In high-pressure IT environments, undetected and unresolved events are costly to an organization. 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 service level agreements. Many IT organizations respond reactively, using inadequate event systems, manual processes, and inaccurate data.

THE BMC SOLUTION

AlarmPoint Standard is an administrator-controlled solution designed to notify up to 100 users. AlarmPoint Standard provides a flexible, interactive event notification system that enables you to notify and communicate critical events to the right people. AlarmPoint Standard integrates with your existing service management systems and extends those systems by delivering actionable notifications for errors, failures, and other incidents affecting important applications and services. In doing so, it enables you to manage assets and services by exception from remote locations.



Receive full run-time reporting on each event and a quick view of event progress through the Notification Summary Report

Quick and Easy Setup and Installation

With its simple setup and installation, AlarmPoint Standard starts improving IT operational efficiency immediately. Out-of-the-box integrations to many popular systems management and help desk applications speed the process, while AlarmPoint's fully Web-based system administration allows you to create user profiles and manage groups through a Web browser. Group wizards help you easily set-up and maintain scheduling information, including timeframes, preferred ordering, latency among devices, and event priorities for each device.

"Find-Me, Follow-Me" Technology

Sophisticated "find-me, follow-me" technology ensures that users can be 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 that the right person will be found — on his or her specified device — and will be given an on-the-fly set of actions that can be taken immediately.

KEY FEATURES

- > Fully Web-based user interface
- > Versatile contact device specifications that allow predetermined contact time frames, preferred ordering, latency among devices, and event priorities for each device
- > Support for sophisticated escalation policies, group and rotation associations, and holiday and vacation scheduling
- > Guaranteed message delivery with unique "find-me, follow-me" technology
- > Ability to send messages from the Web to AlarmPoint users on any device
- > Calendar-based workgroup scheduling

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. MarketZone Direct 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. 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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Advanced notification features

With advanced protocol support for text devices, AlarmPoint Standard enables you to resolve events from the Web, text phone, pager, e-mail, or even instant messenger.

AlarmPoint Standard also provides calendar-based workgroup scheduling (person-to person escalations, groups-in-groups, one-time schedules, automated rotations, and round-robin scheduling) and will escalate a notification across multiple devices or groups of personnel until the event is resolved or someone accepts responsibility.

ALIGNMENT WITH BEST PRACTICES

AlarmPoint products facilitate and support core ITIL processes and enable your personnel to automate these processes. The AlarmPoint Standard product aligns primarily with the ITIL processes below:

- > **Incident and Problem Management:** AlarmPoint allows you to create repeatable, structured processes for incident and problem management notifications and their ultimate resolution. What's more, it helps resolve IT events faster by ensuring tickets or incidents are properly assigned and resolution activities are coordinated.
- > **Service Level and Availability Management:** AlarmPoint is the bridge between service-impacting events, the people who are responsible for resolving the issues, and the people affected by the service impact. For example, AlarmPoint can identify events that are liable to breach agreed-upon service level targets; inform the assigned solver; and notify the service owner of the time-to-fix.
- > **Change and Configuration Management:** Emergency change requests are particularly well-served through AlarmPoint's ability to target notifications, require acknowledgments, and, if necessary, escalate responses.

BMC AND ALARMPPOINT: PARTNERING FOR SUCCESS

AlarmPoint provides BMC customers with one consistent event notification and resolution application across BMC products. AlarmPoint catches and matches events and incidents to the correct personnel, using intelligent attribute matching, coverage schedules, and event subscriptions. What's more, the product translates the event and delivers the information in real time to any communication device. As a result, your IT customers are now proactively informed prior to impact, avoiding costly inbound help desk calls.

AlarmPoint and BMC align to deliver:

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

TECHNICAL SPECIFICATIONS

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

ABOUT ALARMPPOINT SYSTEMS

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 enterprisewide event notification and resolution application used for automating exceptions in incident, support, service impact, and continuity processes. 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 Web page at www.bmc.com/alarmpoint or call a BMC representative at (800) 841-2031.

