

AlarmPoint Professional by AlarmPoint Systems

Enterprise Event Notification and Resolution

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
- > Inform all affected users of the time-to-fix, completed fix, and other appropriate information
- > Allow stakeholders to sign up for business-critical events or let end users receive system outages notifications through self-service user personalization
- > Enable mass voice-based notifications for broad-scale, disaster-alerting scenarios — without adding phone lines or hardware
- > Guarantee secured notifications because messages can be protected behind the company firewall through the Blackberry Enterprise Server technology
- > Ensure message delivery with high-availability deployment options

AlarmPoint is a flexible, interactive event notification system that enables you to effectively communicate and resolve incidents before they impact the business. The AlarmPoint Professional product is well-suited for mid-range enterprise needs, where IT operational requirements are gaining in complexity and the value of IT services are becoming more strategic. Using AlarmPoint Professional 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 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 service level agreements. Many IT organizations respond reactively, using inadequate event systems, manual processes, and inaccurate data.

THE BMC SOLUTION

Designed to serve the needs of growing enterprise users, AlarmPoint Professional automates costly, inefficient processes and reduces the risk of IT service and business interruption. It extends the functionality found in the AlarmPoint Standard product, and also includes unique capabilities for this market.

Self-Service Personalization

AlarmPoint Professional includes self-service user personalization aligned to the needs of a highly mobile IT workforce. Using AlarmPoint Professional, you can self-manage your roles, alerts, languages, schedules, reports, devices, and escalation rules. **My Alerts** and **My**

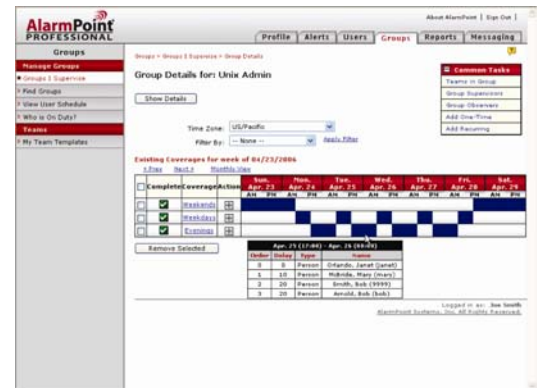
Reports provide a unique user-based, dashboard view of actionable personal and team alerts, as well as personalized reporting. As such, you can review event details and take corrective actions from the user interface to cure events. What's more, AlarmPoint Professional can enhance your experience with optional Web user interface localization in numerous languages, including double-byte support. With its **Contact Device** and **Group Wizards**, AlarmPoint Professional helps you easily set-up and maintain your information, while also easing the burden of administrative upkeep on IT staff.

Automation and Reporting Features

AlarmPoint Professional executes automations resulting from a user's response to an event or from a process built in advance. The solution 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 quickly.

"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



Flexibly manage workgroup scheduling, follow-the-sun groups, rotations, and on-call reporting.

KEY FEATURES

- > Self-service user personalization, including profile, alerts, languages, roles, work scheduled, and reports
- > Guaranteed message delivery with unique “find-me, follow-me” technology
- > Advanced voice technology that provides voice alerts and responses, recordings, announcements, IVR functionality, text-to-speech, multiple language support, speech recognition, and bridge-to-conference using VoIP and traditional voice
- > Support for Blackberry Enterprise Server to manage exceptions and incidents from a Blackberry device with a touch of a button
- > Advanced event management features that provide scheduled event filtering, suppression, and enrichment, as well as event transformation based on the recipient
- > Advanced Reporting module exceeding Sarbanes Oxley and NFPA 1600 requirements
- > Robust data integrations for security, sign on and data integrations (LDAP, AD, SSO, CMDB, Peoplesoft, .XLS load)

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.

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.

Smart Calendar-based Workgroup Scheduling

This powerful capability enables you to manage your 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 group members.

ALIGNMENT WITH BEST PRACTICES

AlarmPoint products facilitate and support core ITIL processes and enable your personnel to automate these processes. The AlarmPoint Professional 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 Professional 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.



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

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