

AlarmPoint Integration for BMC Service Desk Express

IT service interruption means business interruption and the first line of defense is prevention. The second line of defense is to automate the notification, escalation and resolution of impacting events prior to impact on the business. A complicated feat, which is easier said than implemented in today's complex, dynamic, fast paced IT service environment.

AlarmPoint for BMC Service Desk Express

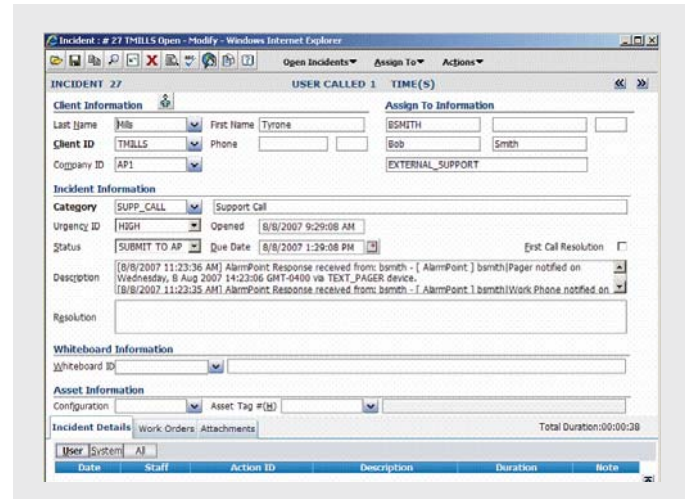
Many organizations use the Service Desk as the focal point of IT service management. Events and incidents reported are considered important and business impacting. Resolving those events, tickets, cases and incidents as quickly and accurately as possible is top priority.

The integration of AlarmPoint with BMC Service Desk Express provides IT professionals with a mobile, remote interface to the infrastructure of the entire IT organization. When a case is opened or an incident occurs, AlarmPoint immediately catches the event and matches it to the correct person or group. Context appropriate notifications are immediately delivered to each person's contact device. AlarmPoint is persistent and will escalate through multiple devices or rotating groups of people until the event is solved or someone accepts responsibility. AlarmPoint gives the notified person immediate two-way communication allowing them to accept the ticket or initiate an automated action on the monitoring system to cure the event.

Each notification attempt or resolution action is logged in the BMC Service Desk Express case or ticket. Through this process, the service desk personnel have a real-time, historical picture of what's happening. The system is fully web-based and provisioned for staff and managers to self-manage schedules, contact devices, methods and subscription capabilities to specific events, tickets or other relevant infrastructure components. The end result is delivering on a reduction of costly inbound calls to the service desk, increasing the accuracy of dispatch and reducing the mean time to resolve open tickets.

Delivering Important Information

AlarmPoint's scheduling modules include numerous group types including fixed, rotating, broadcast, hunt and custom coverage schedule capabilities. Each group, site and company can schedule staff as appropriate including multiple countries and sites on the same system. AlarmPoint supports custom holidays, time zones, calendar terms, time based escalations, event-based escalations and numerous other features to ensure system management events are resolved.



AlarmPoint provides automated, event notification across all communication channels and devices including:

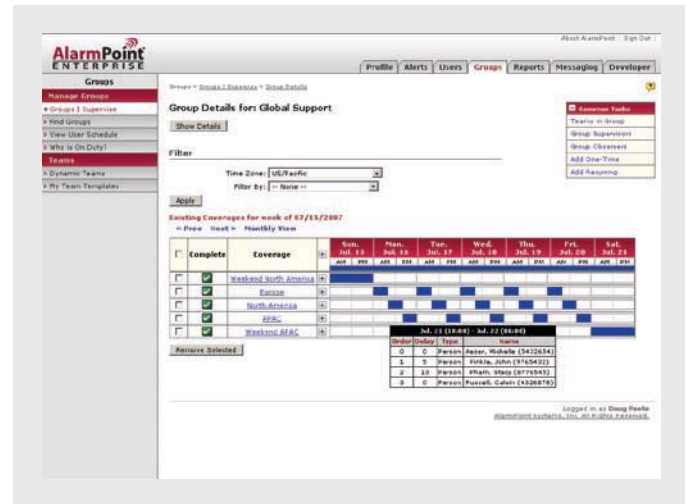
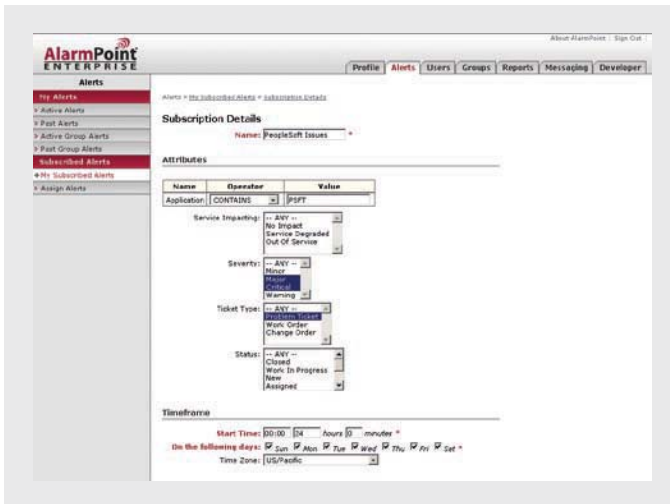
- Voice phones and voicemail using traditional and VoIP
- Voice and text to mobile telephones
- SMS, GSM modem and text based alerts
- Inbound interactive voice response
- Text to and from any wireless paging device
- Blackberry via RIM Blackberry Enterprise Server
- Text to and from email
- Instant messaging
- Public address systems, announcement boxes, call bridging and other contact methods supported

FEATURES

- Out-of-the-box alert subscription capabilities
- Real-time synchronization between AlarmPoint and Service Desk Express
- Automatic annotation of notification delivery details for each incident
- Immediate delivery and assignment with the ability to instantly assign incidents

BENEFITS

- Automates service desk notification and assignment, lowering the cost of operations
- Enables mobile personnel with real time, actionable information
- Reduce false alerts by providing self service subscription services
- Transform to a proactive service desk, providing real-time information to service desk customers



Adaptive Service Management

IT personnel in today’s complex business environment are mobile and stretched. In most organizations, the business relies on the success of its IT operations systems, applications and personnel. AlarmPoint is the guardian of IT infrastructure, the enabler of mobile staff, and ultimately, the insurance policy to ensure business operations continue without interruption.

AlarmPoint provides alert subscription where users can subscribe or be assigned to events or groups of events. Users of the application can log on and subscribe to any event type, building business rules, such as:

1. Alert my group if Service Desk Express has an SLA about to breach
2. Alert my group via email once the change management request is approved
3. Alert my Department if our services will be affected

AlarmPoint Ensures Service Availability

- Guarantee notification delivery
- Decrease mean-time-to-resolve critical IT events
- Automate event notification and interaction
- Reduce costs for service desks and call centers
- Solve IT events proactively, prior to impact
- Provide self-service alerting for IT service events
- Increase, automated communications with stakeholders during a business impacting event
- Automated interactions with mobile staff ensuring key staff, managers, and executives are informed and acting on the most current information
- Consistent, repetitive returns on investment. Organizations can achieve a full return of investment on AlarmPoint in the first 30-90 days of deployment



About the next-generation AlarmPoint platform

AlarmPoint is an enterprise-wide event notification and resolution application designed to ensure mobile personnel receive and act on important business and IT events. Personnel use AlarmPoint to subscribe to events and services using a self service profile where they may manage their alerts, schedules, contact details, attributes, groups and escalation procedures. AlarmPoint receives events from leading IT management systems, via web services, filters, suppresses and matches the events to the appropriate personnel then routes, notifies and in some cases escalates until resolved. Each stakeholder in the process receives relevant information on the voice or text communication device of their choice and may take appropriate resolution actions. AlarmPoint provides a bridge from IT services to personnel ensuring incidents are resolved prior to service impact.

AlarmPoint Systems
 Enabling enterprise event notification & resolution

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