Reliable incident notifications and anywhere response for IBM Software

Enterprise Alert® complements IBM software with automated and targeted mobile notifications to rapidly and reliable notify responsible people. Together with mobile apps for anywhere collaboration, troubleshooting and remediation, this ensures a timely response to critical incidents.

Situation and challenges

Critical events in IT and networks are often communicated by a simple "fire-and-forget" email or a blinking symbol on a computer screen. Too often off-console communication of critical incidents is a manual process with a lot of unnecessary latencies. Updating tickets requires access to a computer console.

The resulting slowness in responding to critical incidents can be disastrous in many aspects.

Solution

Derdack's solution uniquely combines intelligent alert notifications, machine-assisted collaboration and remote incident remediation – enabling an anywhere incident response.

Reliable IT incident notifications

Targeted and automated notifications to IT staff and on-call-teams holds an enormous potential for reducing the acknowledgement and response time to critical IT incidents. Enterprise Alert® maximizes your IBM software investment by adding mobile alert and response capabilities to your IT management. So, that beyond the plain detection of problems, the right people are automatically informed and able to respond – wherever they are.

Enterprise Alert® notifies service technicians, managers, on-call engineers, any affected staff and operations team members in parallel and via a suitable communication channel such as voice or SMS text message. It tracks the delivery of notifications and responses in real-time and utilizes presence, "find-me, follow-me" procedures, automated escalations, on-call schedules and workflows for rapid information delivery.

Enterprise Alert® thus goes beyond basic "fire-and-hope" notifications and thus truly embeds notification and communication workflows in overall problem resolution

Benefits

- Significant shorter response time and MTTR (50%+ improvement)
- Up to 66% IT HR cost savings by replacing permanently staffed NOC with standby- & on-call teams
- Improved accountability for critical incidents
- Ensured SLAs and improved IT performance
- Seamless integrations maximize existing IT infrastructure investments
- Automation of processes and workflows

Industry

IT Operations & Datacenter
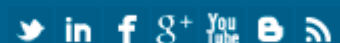
Learn more

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procedures, avoiding a dead endpoint in the overall process.

On-call schedules

With Enterprise Alert® you can say "Good bye" to customized and inconsistent options for manually scheduling your teams and "welcome" the revolution of on-call planning, automatically linking your critical alerts to the right people at the right time. Scheduling on-call services for a whole year now only takes a few minutes. On-call schedules are used to automati-cally distribute alerts to the right people on call.

Anywhere collaboration

With the Enterprise Alert mobile app, IT operations and remediation of critical incidents now truly rests in the palm of your hand. It enables convenient alert manage-ment and remote access to IT automation jobs. The apps is natively available for iPhones, Blackberries, Android Phones and Windows Phones and is based on a secure access rights system and a 2-factor authen-tication.

Enterprise Alert also enables remote ticket and service request management through its mobile apps. Two-way notifications for such activities along with a feedback chan-nel enable the mobile creation or update of your ticket and other service activities.

Designed for enterprises

Enterprise Alert has been specifically de-signed for large and global enterprises and organizations with the highest demands in reliability, productivity, integrations and se-curity.

Seamless integrations

Enterprise Alert® provides an unrivalled and seamless 2-way integration with IBM software including:

- IBM Tivoli Monitoring
- IBM Tivoli Netcool/OMNIbus
- IBM Maximo
- IBM Impact

Business Partner IBM

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