

# Reliable real-time notifications and anywhere incident response for 24/7 datacenter operations

Derdack’s enterprise-class solution ensures and speeds up the response to unexpected, major IT incidents. Combining targeted real-time notifications with a mobile app for anywhere collaboration and incident remediation, it supports the bimodal operation of IT in the “digital enterprise” era.



## Situation and challenges

In critical situations, like an unexpected, major network downtime, real-time alert notifications and an IT engineer’s ability to respond from anywhere are key. Accountability is another critical factor.

To-date critical IT incidents are still mainly communicated via broadcast email or blinking symbols on computer screens. Communication of critical events or alarming of on-call teams is often a very manual process with a lot of unnecessary latencies. Results can be disastrous in many aspects ranging from productivity losses over customer dissatisfaction to serious downtimes of enterprise systems, threatening the reputation of businesses.

## Solution

Derdack’s Enterprise Alert® is a unique alert notification and incident response platform, extending IT monitoring and helpdesk solutions.

It closes the loop from alert notifications to an anywhere engagement to fix problems and introduces a new level of on-call incident accountability and response.

It comes with everything your IT line of business needs to respond to major incidents quickly, reliably and effectively.

Current customers confirm a **50%+ improvement over existing solutions for responding to critical incidents**

### Reliable real-time, mobile notifications

Enterprise Alert delivers critical alerts to the right people via text, voice, IM, email and push. It tracks the delivery of notifications and responses in real-time and utilizes presence, “find-me, follow-me” procedures, automated escalations and workflows for rapid information delivery.



It considers the availability of staff based on on-call duties and follow-the-sun schedules. It also enables to plan such schedules via drag&drop in just a few minutes.

## Benefits

- Faster response to potential threats and performance issues
- Boosts accountability for critical incidents
- Improves uptime and helps to ensure customer service SLAs
- Minimizes unexpected IT interruptions & helps improve MTTR
- Makes a 24/7 staffed operations center obsolete, thus reducing costs
- Increases flexibility and mobility of IT staff

## Industry

IT & Datacenter

## Learn more

<http://www.derdack.com>

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## Anywhere response mobile app

With the Enterprise Alert mobile app, IT operations and remediation of critical incidents now truly rests in the palm of your hand. It enables access to IT automation jobs from iPhones, Blackberries, Android Phones and



Windows Phones and is based on a secure access rights system and a 2-factor authentication. The result being a swift resolution of IT incidents "on-the-go.

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

## Pro-active end-user notifications

Instead of taking calls during a major incident, IT admin staff can pro-actively inform end-users about such incidents and expected downtimes. Customer satisfaction is raised significantly.



## Integrations

Enterprise Alert is a perfect hub for centralizing alert management and distribution. It integrates with numerous IT monitoring and ITSM systems, including Microsoft System Center, ServiceNow, HP Operations and Service Manager, Remedy, Rittal Systems, IBM Tivoli and others. All integration is 2-way, i.e. any acknowledgement, ownership assignment is populated back into the 3<sup>rd</sup> party system.

## Delivery options

Enterprise Alert® is available as on-premise software for Windows Server or as a hybrid cloud solution (virtual cloud appliance) from the Microsoft Azure Marketplace.

"I would recommend Derdack as a key element of the infrastructure for companies that operate a NOC or data center."

Berry van Hummel, Senior Engineer  
Telecom, Imtech

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