



AlarmPoint Version 4.1 Release: Feature and Functionality Highlights

AlarmPoint is pleased to announce Version 4.1 available on the entire product suite. With compatibility to existing out-of-the box integrations (including, HP Service Manager, HP Operations Manager for Windows and Unix, HP Network Node Manager, BMC Remedy, BMC Proactive Performance Net, IBM Tivoli Netcool, Microsoft SCOM and others), this release provides new performance reporting capabilities and allows enterprises to identify and measure bottlenecks in critical business processes, enabling optimal efficiency for managers, groups and users.

As the first vendor to bring performance reporting to the market, AlarmPoint enables IT organizations to better manage incidents, changes in service repairs and customer expectations based on enhanced, targeted information delivery. Managers and stakeholders have visibility into detailed information, allowing customized reporting based on their organizational scenarios. These reports can be viewed in the AlarmPoint console or via a web enabled mobile device including the BlackBerry, iPhone and Droid.

Performance Reporting:

Currently, many enterprises are not able to identify and measure bottlenecks in business process to enable optimal efficiency for managers, groups and users. The current state allows Service Delivery and Service Support organizations to track who received what information at what time as well as define the escalation process, but does not provide them the information they need to make strategic decisions around the efficiency of their organization.

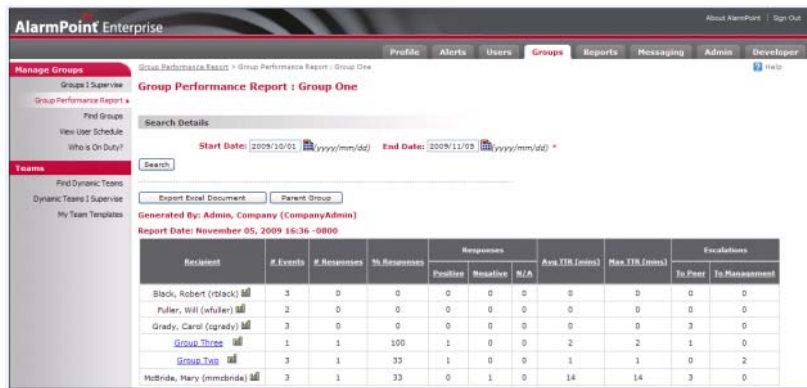
The ability to compare time to accept and time to resolve incidents or events for different groups allows you to see which areas of the process are fast/slow as well as which personnel are performing at a higher/lower level than others. You can run reports based on a group or individuals, including:

- Quality of response: measure if a response is helpful to the overall process
- Average and Maximum time to respond
- Number of times this event was escalated to a peer or manager
- Number of events
- Number of responses

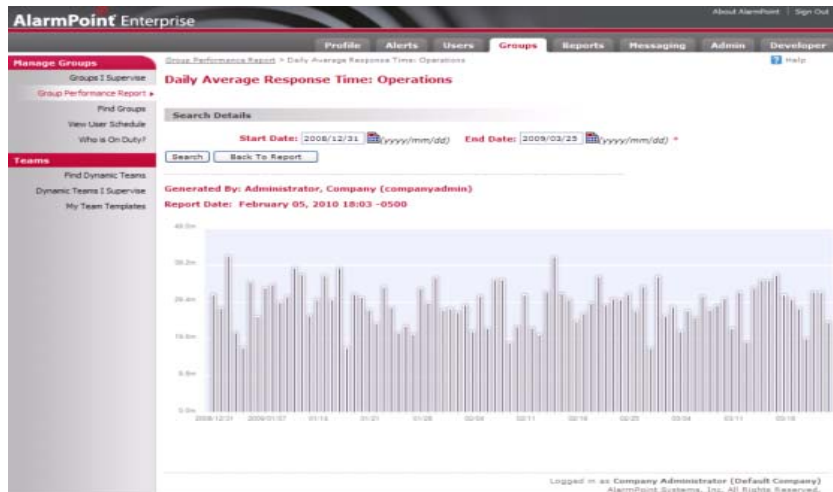


Below are some of the major benefits of Performance Reporting:

- **Visibility** - Allows Managers, groups and users to identify bottlenecks in each process to enable optimal efficiency and visibility as to whether an issue is being handled the right away or being escalated to peers or managers, significantly reducing the average time to respond.



- **Velocity** – Managers, groups and users can gauge the speed of a process such as time to resolve, time to escalate, time to accept an event, etc.
 - **Escalation Bypass**- Allows users to manually escalate an event if they are not available. Wait time is eliminated allowing the user to accelerate the assignment process.



- **Optimization** – Managers, groups and users have the ability to self assess where they are spending their time in relation to the most critical process, allowing them to identify where they should shift their focus to better support the business.



- **Accountability** – Enables Enterprises to run real-time feedback reports on individual performance so they can self correct prior to business impact to better uphold service levels.

Recipient	# Events	# Responses	% Responses	Responses			Avg TTR (mins)	Max TTR (mins)	Escalations	
				Positive	Negative	N/A			To Peer	To Management
u4, u4 (u4)	2	1	50	1	0	0	1	1	1	0
u5, u5 (u5)	1	0	0	0	0	0	0	0	0	1
u6, u6 (u6)	1	1	100	1	0	0	3	3	0	0

- **Flexibility:** Escalation Definition aids each supervisor in defining peer to peer and peer to manager escalations within a group for better measurement and process refinement allowing real-time information analysis. With manually managed escalation as opposed to timing restricted escalation, users no longer have to wait to escalate an incident. With the new scripting method in Version 4.1, escalation can take place immediately, as soon as the first respondent by-passes the alert.

	Escalation Rules			Name	Description	Type	Active
	Delay (min)	Escalation	Type				
<input type="checkbox"/>	0	0		McBride, Mary (mmcbride)		Person	✓
<input type="checkbox"/>	5	5	None	Black, Robert (rblack)		Person	✓
<input type="checkbox"/>	5	10	Peer	Grady, Carol (cgrady)		Person	✓
<input type="checkbox"/>	5	15	Peer	Group Two		Group	✓
<input type="checkbox"/>	5	20	Management	Fuller, Will (wfuller)		Person	✓

Features included in AlarmPoint Version 4.1. Ask your Sales Rep for more information:

- **Performance Reporting:** enables managers, stakeholders and users to identify bottlenecks in current processes and access real-time and trend reporting allowing teams to self assess what resolution methods are working and which are not
- **Messaging Controls:** allows manual notifications to be sent from AlarmPoint giving IT professionals the ability to suppress replies or deliver content without requiring voice authentication
- **Messaging Panel Reorganization:** gives IT Operations the opportunity to mix custom panels with prebuilt panels through a User Interface enhancement
- **Filtering by Device:** enables the user to filter messages by device names on the messaging and scenario screens
- **SMS Responder Validation:** reduces incorrect delivery and actions if a sender should key in incorrect information
- **Email presentation improvements:** updated action scripts to conform to the latest HTML email presentation standards
- **Database Partition Support:** added to reduce data archiving time

AlarmPoint® Systems

Actionable Information Delivery



“AlarmPoint Version 4.1 delivers significant product enrichments that allow our customers to identify issues in critical processes that are keeping the business from running with maximum efficiency.” –Troy McAlpin, CEO, AlarmPoint Systems

Availability

Version 4.1 for AlarmPoint Express, Standard, Professional, Enterprise and now AlarmPoint Service Provider are available from AlarmPoint Systems and authorized reseller partners as of March 2, 2010.

About AlarmPoint Systems

AlarmPoint Systems provides the leading Alert Management platform for accelerating decision making, improving operational effectiveness and increasing visibility across the real-time enterprise. Over 800 global firms, including 7 of the 10 largest global 2000, rely on AlarmPoint to help ensure the availability of their mission critical IT services, virtualized systems, networks and applications. Founded in 2000, AlarmPoint Systems is headquartered in Pleasanton, CA with European operations based in Woking, U.K. and Asia Pacific operations based in Sydney, Australia. More information is available at www.alarmpoint.com or 1-800-861-3916.

For More information:

Contact your Local Sales Representative –or–
1.800.861.3916
sales@alarmpoint.com