



# TELALERT ENTERPRISE

WIRELESS

## Business Challenge

Enterprises spend excessive amounts of time and money restoring IT services and resolving problems. Loss of productivity or revenues due to hardware, software or service failures cost organizations sizeable amounts of money and goodwill.

As part of network and services management, your enterprise needs a messaging infrastructure to handle workflow, maintain business continuity and optimize uptime for all critical services.

## Vytek's Enterprise Solution

TelAlert has long been the leading urgent messaging solution for help desk, network and systems management environments. With *TelAlert Enterprise*, Vytek leverages its strength in two-way communications to introduce additional benefits with roles-based administration, self-service capabilities, reporting, charting and remote fault resolution.

This solution enables delivery of critical system messages to the mobile professional, regardless of the wireless device or service provider. Mobile users can then respond to critical events using any 2-way wireless device. Advanced capabilities such as person-to-person escalations, scheduling, filtering, message prioritization, IVR and voice messaging enforce your business rules and ensure that the right person is notified on the right device. *TelAlert Enterprise* enables the real-time enterprise.

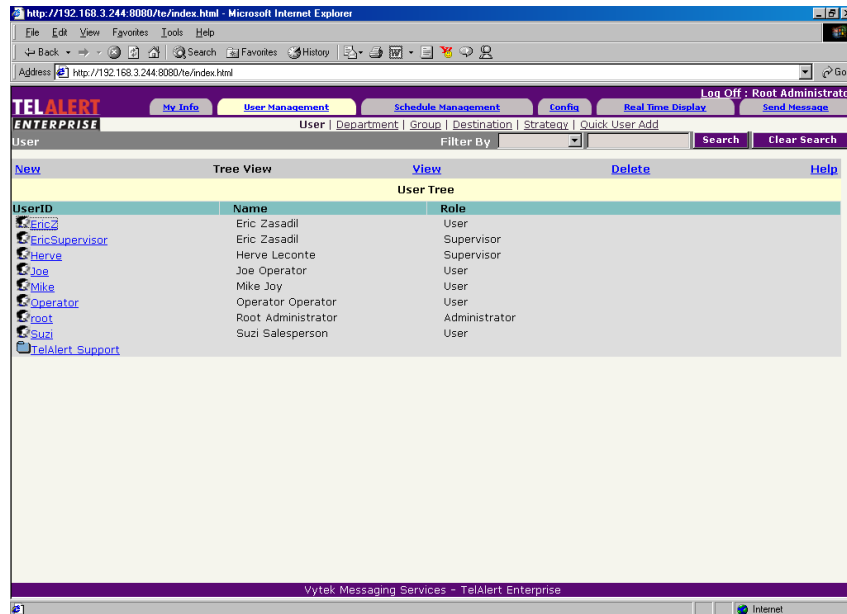
The friendly web-based interface allows staff to quickly learn to administer messaging and device configurations and manage messaging activities. Using a secure, robust architecture, different user roles can be configured to suit your organization, activity reports can be generated, and failover capabilities can be implemented.

**Immediate Benefits**  
Empower your staff with TelAlert Enterprise and experience:

- reduced downtime
- shortened time-to response
- increased staff productivity
- improved customer satisfaction and service levels
- friendly web-based interface
- end-user self service

*"Our longstanding partnership helps customers increase their operational efficiencies and optimize their investments in network and system management deployments."*

**JIM GRANT,**  
GENERAL MANAGER,  
HP OPENVIEW



**Get up and running with TelAlert Enterprise and experience immediate benefits within your organization.**



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# VYTEK

## WIRELESS

### **Functions and Capabilities**

- Web-based alert management based upon your workgroup structure and role assignment
- Remote management of multiple notification servers using a user-friendly web interface
- Closing the loop of communication by providing two-way information flow between your enterprise backend and IT professionals
- Wireless messaging management using advanced features like grouping, escalation, scheduling and filtering
- Backup/failover capabilities to ensure business continuity
- Interactive Voice Response to provide inbound and outbound communications using a touch-tone phone
- ODBC/JDBC compliant database support to provide real-time reporting
- Remote-resolution of any network, database, router or resident application issues from any browser-based PDA
- Single repository of carrier configuration information to support multi-protocol and multi-devices
- Integration with best-of-breed Network and System Management and Service Desk applications from HP, CA, IBM-Tivoli, BMC, Peregrine, Remedy and others

### **Web-based Alert Management**

A web-based administrative tool enables users to easily manage, maintain and administer multiple TelAlert servers in a distributed environment.

### **Security**

With the remote management of enterprise systems, security is of the utmost concern. TelAlert Enterprise requires user authentication for authorizing access to any functionality. Access is via your company's Intranet, behind your firewall, so actions are protected and monitored to ensure network security.

### **Remote Resolution**

The corrective management system enables you to remotely troubleshoot, manage and remedy faults within the network, resident applications and databases from any browser-based PDA.

### **Interactive Voice Response**

The Voice option adds flexibility to the base notification software by adding hardware (a Voice engine or a Dialogic card); this provides voice notification, response and IVR access capabilities using any touch-tone phone.

### **Integrations**

By leveraging your existing infrastructure, TelAlert Enterprise integrates with your legacy systems and can be customized to meet your particular business rules within days, dramatically reducing time-to-market. Integration notes are available as part of TelAlert.

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*Vytek Messaging's enterprise solutions provide an infrastructure for improving workflow within today's distributed environments. Our proven products and services wirelessly extend leading industry applications, offering immediate benefit to customers requiring real-time, automated information delivery and remote systems management. More than two-thirds of the Fortune 500 use Vytek's TelAlert to distribute two-way urgent messages to mobile users, regardless of protocol, device or networking service.*

#### **The TelAlert Enterprise server runs on these platforms:**

- Windows NT/2000
- AIX (IBM RS/6000)
- AT&T/NCR System 3000
- Digital UNIX (Alpha)
- HP-UX (9.x/10.x/11.x)
- LINUX
- MIPS ABI
- SCO UNIX
- SGI Irix
- Solaris/SunOS

#### **The TelAlert Enterprise client program – through which a remote node communicates with the TelAlert server - runs on all the server platforms, plus these systems:**

- Windows 95/98 and 3.1
- MPE/V (HP 3000)
- MPE/iX (HP 3000)
- OpenVMS (Alpha)
- OpenVMS (VAX)
- Tandem

#### **Other requirements**

- Jakarta-Tomcat 3.2.1
- Java Platform
  - JDK 1.2
  - JDBC Driver

#### **For TelAlert Enterprise Sales and Services**

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