



Reduce incident response & resolution times by 50%

Anywhere notification, collaboration, remediation

Potsdam, Germany | Richmond, Virginia

derdack

The 24/7 operations challenge



Typical needs in 24/7 IT operations

100% reliable mobile alerting for on-call staff



Fast and effective "anywhere" response and resolution of incidents



Avoid floods, relevant alerts only



Integrated on-call scheduling



Tracking, escalations, auditability, automation



Targeted information for better accountability



What is missing in ITSM/BSM today?

Limited communication options

Tracking and auditing of alert flows

Too many human latencies in comm. processes

Intelligent filtering of alerts/noise reduction

No on-call scheduling, Collaboration

Remote remediation is non-existent

Missing speed and effectiveness of incident response

Genuine mobility as the foundation

Anywhere
Information



Intelligent Notifications

reliable, real-time, mobile, automated, targeted, multi-modal, tracking and escalations, meaningful alerts

Anywhere
Collaboration



Machine-assisted

who is on call?, connect to the experts (skill-based), ad-hoc phone conferences, call bridging & transfer

Anywhere
Remediation

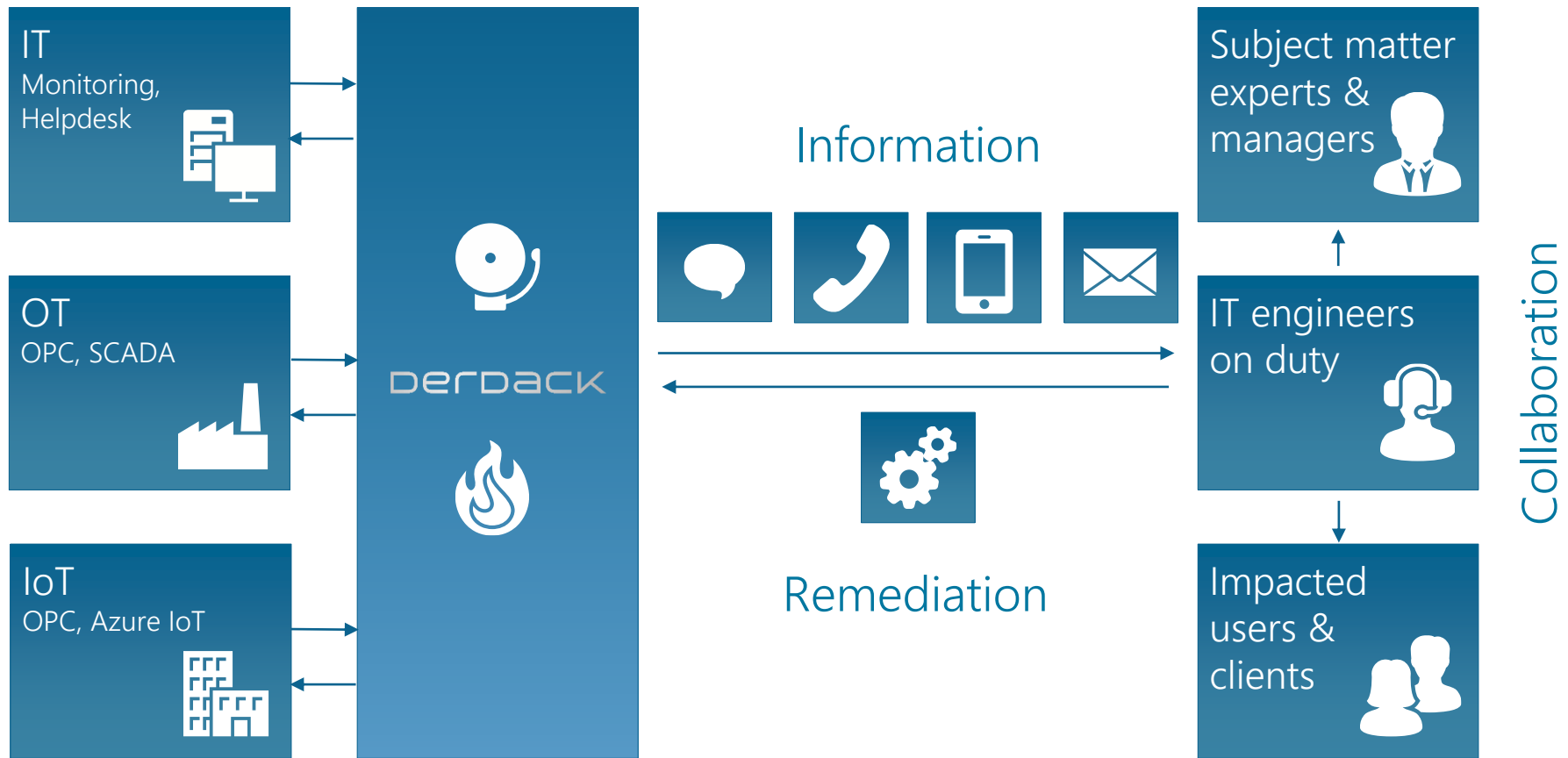


Anywhere Actions

mobile app, first responder actions, IT remote control, machine-access, automation job execution

Effective anywhere incident response & resolution

Closed-loop incident management



Live demo



Anywhere notification,
collaboration, remediation

Thank you!

Come and visit us at **HP
Discover in London**
from Dec 1 – 3

booth #490

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