

www.teneo.net

NOTIFICATION WORKS

NotificationWorks is an essential yet cost effective solution that brings the relevancy back to alarm monitoring and notification. Intelligent control features indicate the severity of the alert and ensure only the right people are notified.

Using 24 hour, 7 day scheduling, critical network alarms can be quickly identified and forwarded to the scheduled personnel ensuring that network downtime is kept to a minimum.

Alarm messages can be sent via mobile phone, pager or e-mail, with astounding flexibility and detailed control. Severity alerting ensures users know to act quickly when the situation demands and to prioritise their workload more effectively.

NotificationWorks provides network management notification solutions that can be added to an existing network management environment (such as Castle Rock's SNMPC).

The solution includes network monitoring, notification and reports.

NotificationWorks™ Universal Notification Solutions

About Teneo:

Teneo is an Infrastructure Optimization Company that helps customers to understand and improve the way their IT works.

We do this by providing solutions in the areas of Management, Performance and Virtualization.

Our solutions help customers to:

- ▶ Understand what is on the network
- ▶ Increase efficiency & decrease cost of IT
- ▶ Improve the performance of applications
- ▶ Work collaboratively between sites

Our focus is to understand customer goals and provide products & services that allow them to be achieved.

Teneo has over 1000 customers across 40 countries and offers a portfolio of services that includes Training, Installation, Maintenance and Performance Analysis Consultancy.

Mobile Phone & Email Support

Full email support using (E)SMTP and mobile phone support using (E)SMTP.

Personnel Schedules

Assign network personnel by days and times on a 24 hour 7 day calendar.

Duplicate Alarm Filtering

Filter out duplicate alarms that happen within specified time frames.

Alarm Correlation Filtering

Set up correlating alarm pairs that, when received within a specified amount of minutes will self-cancel.

Alarm Content Filtering

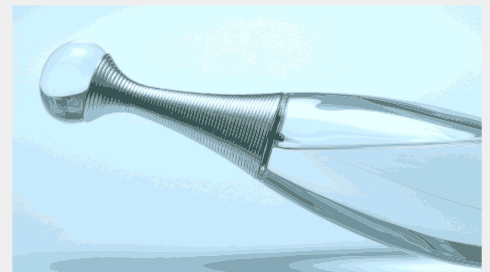
Set up Include/Exclude tables to filter alarms based on content.

Custom Alarms

Send a notification alarm when a specific alarm has been filtered a number of times.

Inactive Personnel Scheduling

Schedule when someone will be unavailable to give notifications using a full calendar. This allows scheduling of vacations, days off etc and assigning of someone to cover their schedule.



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