

QonDoc Alarm Management

The Alarm Management application extends the capabilities of network monitoring system, and ensures fast reliable alarm handling. We manage and escalate alarms from all major NMS systems. Alarms will be distributed according to on-Call staffs schedule, technical competencies and geographically location. In a time where IT-uptime is an Achilles heel for most companies, and where the workload is constantly increasing in most IT-departments, network monitoring and resource optimisation become increasingly crucial. At the same time monitoring of complicated networks often requires multiple monitoring tools with different interfaces, configurations and alarms. With the Alarm Management application you can gather all alarms in one intelligent interface and ensure that only persons on call with the right competencies receive the alarms regardless of where they are or what they are doing. At the same time you can make sure that the alarms do not end up unattended. The Alarm Management application offers centralised data management, improved automatic SMS and email communication, superior management analysis and the ability to extract crucial alarms. This will help you get the most out of your resources and at the same time reduce the stress load on your organisation.

Key functionalities:

- Web based interface - that enables administrators to always have full access to all functionalities, including configuration, monitoring and administration.
- Detailed logging and reporting - ensures that all alarm life cycles are kept for auditing purposes.
- Escalation - makes sure that alarms never go unhandled, because back-up personnel will be contacted in case the primary user is not able to respond to the alarm.
- External notification - you can send status messages to people that are not on the schedule, just for notification purposes.
- Configurable alarm delay - to avoid alarm overflow, certain alarms can be given a time frame to reset themselves, before users are notified
- Scheduler ensures that alarms is send out based on staff schedule - only on-call staff will be notified about alarms.
- Competencies - the Alarm Management application can be configured to choose the on-call staffs that are most competent to handle a specific alarm.
- Pattern matching - Alarm Management can filter alarms for certain words or phrases.
- Action filters use priority lists and pattern matching to determine how to react on alarms.
- Location agents will interpret alarms from specific sites according to your own "alarm code to text" mapping.
- "Heart Beat" functionality - this is a monitoring of your monitoring system.
- Support for multiple modems witch enable users to handle SMS load spikes and provide the fail-over problematic.



QONDOC ALL-IN-ONE is like a hub where all your IT information is gathered together. By using the same tool throughout the whole organisation, you improve communication and interaction between different functions such as infrastructure management, application management and service support and delivery. Each person gets the information they need for making decisions.

Which functions do you need?

- INFRASTRUCTURE MANAGEMENT
- APPLICATION MANAGEMENT
- SOFTWARE ASSET MANAGEMENT
- CONTRACT MANAGEMENT
- FINANCE MANAGEMENT
- ALARM MANAGEMENT

Benefits:

- Enhance alarm management for the most widely used Network Management Systems (NMS), including Microsoft MOM/SCOM, IBM Director®, HP OpenView®, SolarWinds Orion® and IpMonitor® and many others.
- Alarm listeners will accept alarms from any system emitting alarms via email, SMS, DTMF or SOAP. Custom listeners can easily be added.
- Send alarms to mobile phones (SMS or WAP-Push), email accounts, or voice phones.
- External notifications to give people the latest status.
- Web based user interface for setting up schedules, action filters, escalations, and defining competencies for on-call staff.
- Support for multiple modems to handle SMS load spikes and provide fail-over.
- "Heartbeat" functionality monitoring both server and listeners guarantee a high availability factor. In case a monitored element fails, options are to send an email, execute a batch program or raise an internal alarm.
- Detailed logging of all alarms and their life cycle, capable of logging to the Windows Event Log. Reporting facilities.
- Online help available for all settings and features.

Plugins:

Plugins give you the tightest possible integration between Qondoc Alarm Management and your network management system. Our plugins hook into the heart of the network management system and communicate alarms back to your central installation of the NMSview. From here on the alarms are managed by Qondoc Alarm Management application and you can utilize all its features.

We offer plugins for the following systems:

- ▶ Microsoft Operations Manager 2005
- ▶ Microsoft System Center Operations Manager 2007
- ▶ IBM Director
- ▶ IBM Director for Linux

SWEDEN

Qondoc System AB • Södra Gubberogatan 20 • 416 63 Göteborg • Sweden
+46 31 760 25 00 • info@qondoc.com • www.qondoc.com

DENMARK

Qondoc System A/S • Hørskædden 32 • 2630 Taastrup • Denmark
+45 7026 7878 • info@qondoc.dk • www.qondoc.com

QONDOC

QONDOC SYSTEM develops software solutions that automate documentation to visualise and manage complex IT-infrastructure. Our technology provides a flexible, modular CMDB solution. Our clients include companies and organisations in both the private and public sectors. Would you like more information? Contact us today.