

AlarmPoint Integration for HP Network Node Manager

Actionable Information Delivery

It is a fact that many companies struggle with the management of their network infrastructure. Organizing complexity, compliance and constant change challenges even the best team's ability to maintain smooth processes. AlarmPoint and HP Network Node Manager (NNM) Advanced Edition reduce many of these complexities by automating the process of mapping, monitoring and notifying on critical network events, ensuring higher availability and employee productivity. HP NNM is the most widely adopted Network Monitor with over 10,000 users worldwide.

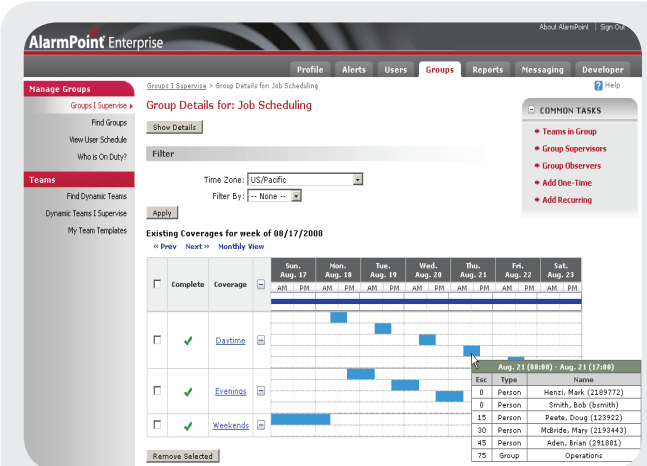
In NNM, only administrators are permitted to manually configure Management Events, which notify personnel via one-way email to their desktop or pager. Because the process is owned by the Administrator, they often become a bottleneck in maintaining current IT employee profile information and managing rotations and schedules.

Providing the correct alerts to the appropriate person during a critical event is of the utmost importance. Sending out broadcast emails to several people is inefficient and ineffective. Eventually, personnel stop paying attention to alerts and confusion arises around who is handling what event. In addition, when an NNM operator detects a critical event and sends out an email, there is no indication that someone has accepted responsibility and started working it. The operator then starts making phone calls to escalate the event, wasting precious time.

AlarmPoint's Actionable Information Delivery platform provides intelligent, real-time notification and remediation across IT Service Management, monitoring, and other IT product categories. AlarmPoint delivers the last critical step in the resolution process by automating identification and communication with the personnel responsible for problem resolution.

Creating Efficient and Effective Processes

AlarmPoint and NNM tightly integrate to provide automated schedules and subscription panels to be accessed by not only the NNM Administrator, but also by team leaders and users. AlarmPoint's web-based subscription capabilities allow team leaders to assign technical users based on event definitions and business users to self-subscribe to event notifications that impact them. This automates the scheduling process based on hierarchy, event knowledge, rotations and follow-the-sun availability.



The screenshot displays the AlarmPoint Enterprise web interface for 'Group Details for: Job Scheduling'. It features a navigation menu on the left with options like 'Manage Groups', 'Teams', and 'Find Groups'. The main content area shows a calendar view for 'Existing Coverages for week of 08/17/2008'. Below the calendar is a table with columns for 'Esc', 'Type', and 'Name'. The table lists several entries, including 'Person' and 'Group' with associated names and IDs.

Esc	Type	Name
0	Person	Hanzi, Mark (2189772)
0	Person	Smith, Bob (30000)
15	Person	Ferna, Doug (123925)
30	Person	McBride, Mary (2193440)
45	Person	Aden, Brian (291881)
75	Group	Operations

Flexibly manage work group scheduling, groups, rotations and on call reporting

AlarmPoint provides two-way notification, allowing users to take action on an event through email, voicemail, SMS, pager and instant messenger on any mobile device. Users can now ensure that alerts are being sent to the appropriate person on the correct device through detailed, real-time reporting. AlarmPoint automatically updates reporting information back to the NNM console so the operator knows, in real-time, who is taking curing actions.

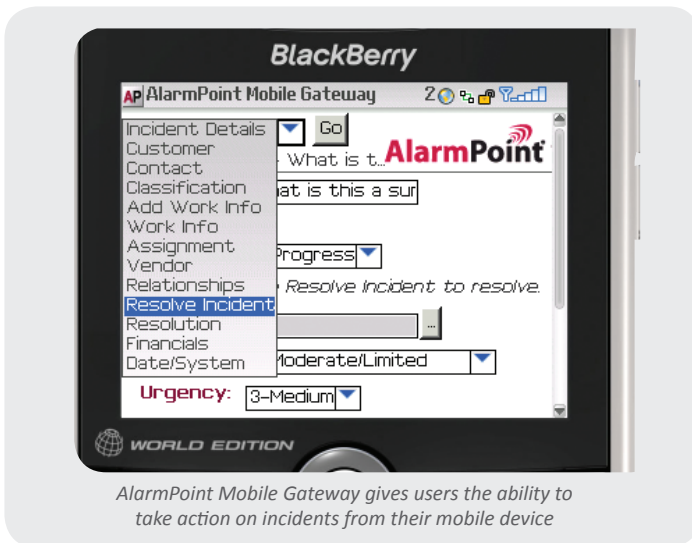
AlarmPoint allows the user to remotely acknowledge the event and automatically updates the event status into the NNM console. This process encourages the user to build out predetermined call schedules, allowing AlarmPoint to escalate the event and contact the correct person on the correct device.

FEATURES

- Out-of-the-box event assignment capabilities for IT event notifications
- Automatic annotation of notification delivery details for each event
- Immediate delivery and assignment with the ability to instantly resolve events

BENEFITS

- Decreases time to assign and resolve incidents
- Provides the ability to better leverage expert personnel
- Reduces false alarms and delivers critical events
- Certified integration provides rapid recognition of investment
- Immediate visibility into the Information Delivery Process



AlarmPoint Mobile Gateway gives users the ability to take action on incidents from their mobile device

Actionable Information - Instantly Delivered

AlarmPoint's scheduling modules are customizable by group type including call lists, escalations, and automated rotations. This provides organizations with the ability to schedule staff in multiple countries and sites on the same system. AlarmPoint supports custom holidays, time zones, calendar terms, time-based escalations, event-based escalations and numerous other features to ensure system management events are resolved. AlarmPoint provides Actionable Information Delivery across all communication channels and devices including:

- Voice and text to mobile telephones
- SMS, GSM modem and text based alerts
- Inbound interactive voice response
- Text to and from any wireless paging device
- Blackberry via RIM Blackberry Enterprise Server
- Text to and from email
- Instant messaging
- Public address systems, call bridging and other contact methods supported
- Voice phones and voicemail using traditional and VoIP technology

About the AlarmPoint Actionable Information Delivery platform

AlarmPoint is the leading Actionable Information Delivery platform which accelerates decision making, improves operational effectiveness and increases IT service and application availability across the real-time enterprise. AlarmPoint transforms event data, instantly notifying the appropriate personnel with information relevant to their role. This intelligent targeting reduces false alarms and enables mobile IT personnel to complete the resolution process more accurately and efficiently. The AlarmPoint approach delivers business service information further increasing IT service visibility, reducing the cost of operations and transforming traditional organizations into proactive, real-time enterprises. The AlarmPoint platform is used in a variety of ways, including IT Service Delivery, IT Service Support, Business Continuity, Disaster Recovery and Enterprise Messaging. Over 800 global firms, including 7 of the 10 largest Global 2000, rely on AlarmPoint to ensure the availability of their mission critical IT services, virtualized systems, networks and applications. More information is available at www.alarmpoint.com or 1-800-861-3916.

About the NNM Integration

The AlarmPoint integration for NNMi 8.10 allows the user to alert the correct person or group through an easy to understand user interface based on notification preferences. Currently, the user can subscribe to the following elements: category, severity, family, life cycle state, name, nature, privacy, source node, and source object. The integration for HP NNMi 8.10 allows users to update the lifecycle of an event through voice and text as well as update status including: acknowledge, increase or decrease priority based on a top, high, medium and low scale.

AlarmPoint Mobile Gateway for HP Network Node Manager

From any Web-enabled mobile device, AlarmPoint Mobile Gateway allows the user to view, create, search, query and annotate any event within HP Network Node Manager. Through an easy to view user interface, the majority of the most often used fields from HP NNMi (including acknowledgement, severity, instructions and operator initiated commands) are available on a mobile device, out-of-the-box. Plus, there are customization options which can make any field in HP NNMi accessible. AlarmPoint is tightly-integrated with HP NNMi and records all the activities and changes that have been taken via the mobile device, back into the HP NNMi console for detailed auditing and reporting. Benefits realized with AlarmPoint Mobile Gateway include:

- Events can be managed by exception
- Decrease downtime with proactive monitoring from devices
- Costs associated with IT support & delivery are reduced
- Improve operational efficiencies by ensuring Actionable Information is delivered to the correct on-call resource
- Consolidated audit information for notifications and mobile actions on one system

AlarmPoint Systems
Actionable Information - Instantly Delivered

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