



## HP and AlarmPoint Systems

Enterprise Alert Management for the HP business technology optimization suite

Improving operational efficiency depends on delivering instant, actionable information to the right person at the right time

### Instantly targeting alerts

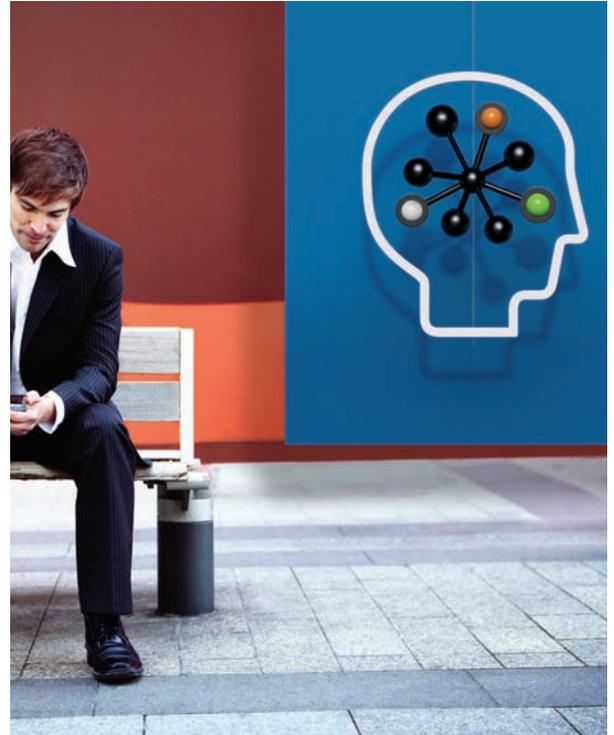
Every IT service management application can send out alerts. The ability to effectively target and deliver information to the person that can resolve it reduces alert overload and ensures immediate incident resolution, delivering significant efficiencies back to the business.

### Accelerating alert management

AlarmPoint's Alert Management platform transforms event data into actionable information, 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. Using the three pillars of Alert Management, information request management, information delivery and remote action enablement, 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.

### Solution benefits

- Tangible reduction in IT operations and help desk costs
- Increased accuracy of personnel assignment
- Decreased mean-time-to-repair incidents
- Proactive information delivery before service impact occurs
- Significantly increased application availability and service levels



### Working together with HP

With a rich heritage in the financial services industry that spans more than three decades, HP holds a significant presence in the top 200 banks, the top 50 brokerages, over 130 of the world's major stock and commodity exchanges, and the top 25 insurers. Renowned for thought leadership and innovation, HP has an excellent track record of designing, implementing and supporting technology environments that enable financial institutions to optimize their business outcomes. With unique standing in today's marketplace, the HP Business Technology solutions portfolio of products, software and services enables financial institutions to prepare for the future by accelerating business growth, increasing operational efficiency and reducing risks.

AlarmPoint®



## The AlarmPoint approach

AlarmPoint provides IT management with the capability to automate the process of assigning and executing on events, ensuring that the appropriate personnel take ownership. AlarmPoint allows you to send automated and targeted notifications through SMS, pager, two-way paging and instant messenger. To effectively achieve operational efficiency, there are three core areas of Alert Management to focus on: information request management – ensures each person defines what information they need to efficiently manage their responsibilities for incident management, change and service impacting events; information delivery – the process of transforming event data into role-specific actionable information, delivering it only to the personnel who require it to accelerate the process of incident resolution; remote action enablement – enables personnel receiving actionable information to work through a role-specific mobile workflow to deal with the issue right away. These areas allow users to resolve critical issues faster, minimize downtime, accelerate decision-making, and increase IT service and application availability.

### HP products supported

Our solutions are supported on a broad range of HP servers across both RISC and/or Intel® architectures. From blades and clustered servers to high-powered, 64-bit, multi-processor supercomputers, HP servers set the standard for performance, scalability, availability and manageability. With industry-leading innovation and value, HP servers are the ideal choice for helping you meet today's business challenges while preparing for tomorrow's.

### HP software

To provide the intelligent tools you need to deliver business-critical data and services on time, every time, our solutions leverage the HP portfolio of management software solutions. With HP software solutions, you can reach all-new levels of insight into and control over your business environment. You'll be able to increase the performance of your infrastructure, anticipate and correct problems before they become critical, automate and manage change in real time, and keep your data secure.

## Technology for better business outcomes

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To learn more, visit [www.hp.com](http://www.hp.com)  
[www.alarmpoint.com/hp](http://www.alarmpoint.com/hp)

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### Operating systems supported

Tackling today's business challenges requires flexibility and the ability to choose—and that includes operating environments. In many cases, it means using multiple operating environments within the same infrastructure. To help you meet this challenge, we provide comprehensive support for a wide range of operating systems:

- HP OpenVMS – unique, disaster-tolerant solutions that provide long-term business value and the high levels of protection you need to safeguard your most important asset—your information
- HP-UX – powerful, virtualized solutions that not only automatically allocate resources to meet fluctuating demands, but also intelligently manage your computing environment for greater insight and control
- Linux® – cost-effective, industry-standard solutions that drive a fast return on IT investments
- Microsoft® Windows® – highest-quality solutions delivered quickly, efficiently and at the best cost—enabling you to keep pace with the rapid changes in today's volatile marketplace

### Building on the value of strong relationships

By working collaboratively with HP, we can leverage the necessary resources, experience and knowledge to deliver tailor-made solutions that drive better business value. For more than 50 years, HP has thrived on innovation, holding a proven track record of success in virtually every market, customer segment and region worldwide. Together, we use innovative technology and services to design solutions that meet today's business challenges, while helping you prepare for tomorrow's.

Together, HP and AlarmPoint deliver a complete solution that meets a well-defined and urgent need for timely, accurate and flexible information delivery. Coupled with AlarmPoint's seamless, out-of-the-box integrations, this is a proven approach that can help any enterprise significantly advance its business technology optimization initiative.

### Working together to drive success

By combining standards-based and modular technologies with our leading-edge applications and comprehensive services portfolio, you gain a powerful, flexible solution that meets your business needs today and dynamically adapts as those needs change. We provide an agile foundation for building a highly responsive enterprise that drives better business outcomes and promotes your long term success.

AlarmPoint®

