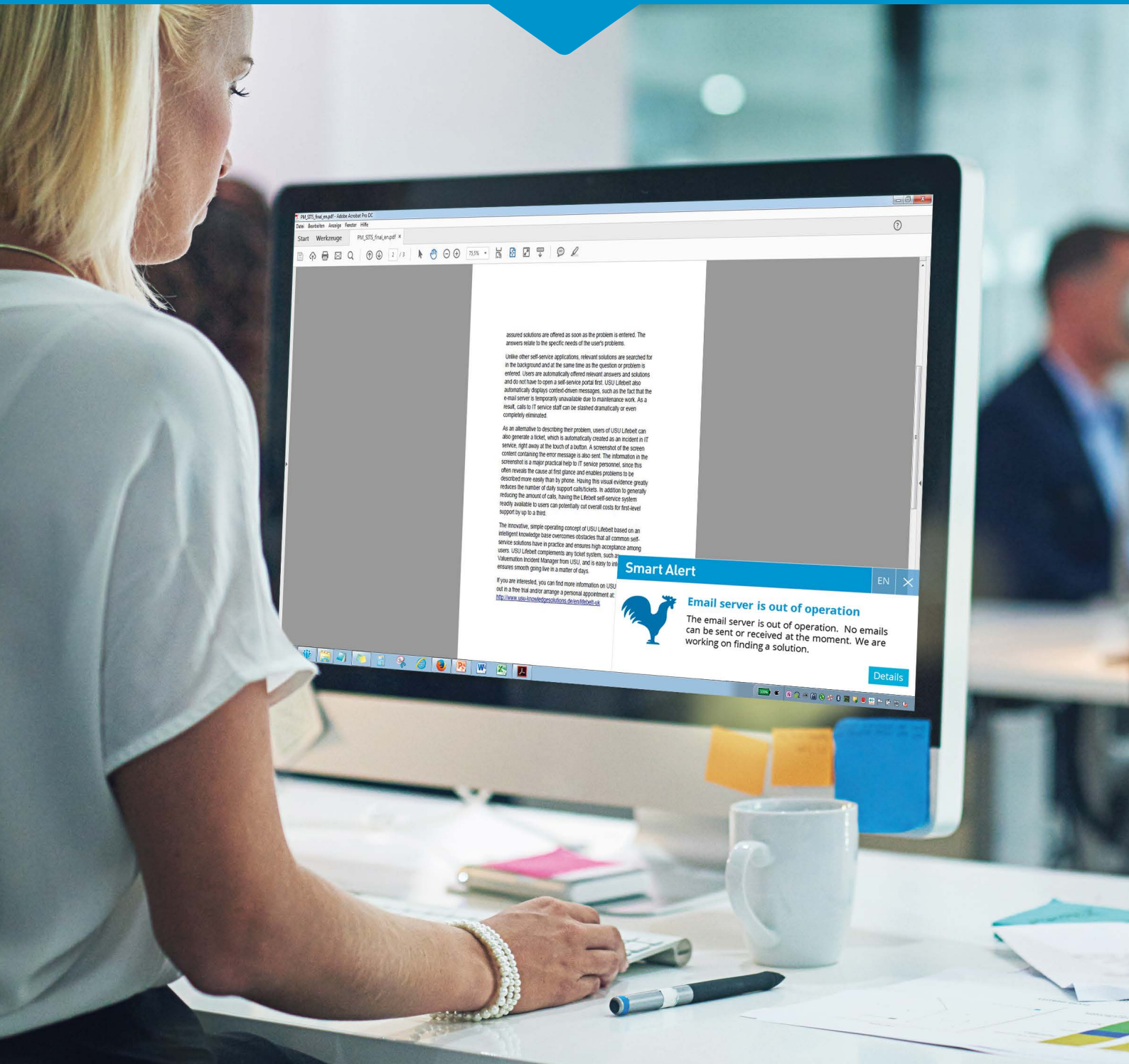


PRO-ACTIVE MESSAGING AND ALARM SYSTEM FOR IT NOTIFICATIONS

Disruptions in IT operations cannot always be avoided. Dissatisfied users and overloaded IT support can – if users are pro-actively informed about maintenance work and disruptions.



SMART ALERT PROVIDES PRO-ACTIVE INFORMATION ABOUT IT DISRUPTIONS

Disruption and maintenance work in IT can interrupt the workflows of many users, resulting in a great deal of irritation. Almost everyone is familiar with the problem: The e-mail system isn't working, or there is no connection to the file server. But what's causing the problem?

— Is it a central problem, or can it be found on the PC that is trying to make the connection? If you and your colleagues are experiencing the same problem, you typically contact IT support – probably about the same time your colleagues are doing the same. This leads to an influx of calls and a spike in the number of service tickets.

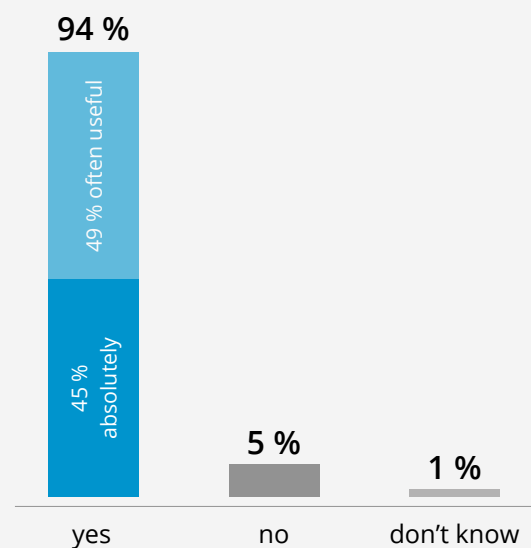
Pro-active IT information to all affected users

— Smart Alert is an innovative IT messaging and alarm system that allows quick, direct distribution of information within the company. The notifications can be

- displayed to a restricted user group only,
- sent in multiple languages,
- published at tailored times.

These functions allow IT service the greatest possible flexibility and efficiency in notifying users.

Do users want to be proactively informed?*



ADVANTAGES AND UTILITY



For the user

- Targeted information for each situation
- Pro-active information about maintenance work ensures no workflow interruptions
- Greater efficiency since no time is lost in support hotline use
- Improved IT availability for complex queries
- Avoidance of information overload – affected users are notified in a targeted manner
- No missed information – alerts are displayed in a pop-up directly on the users computer



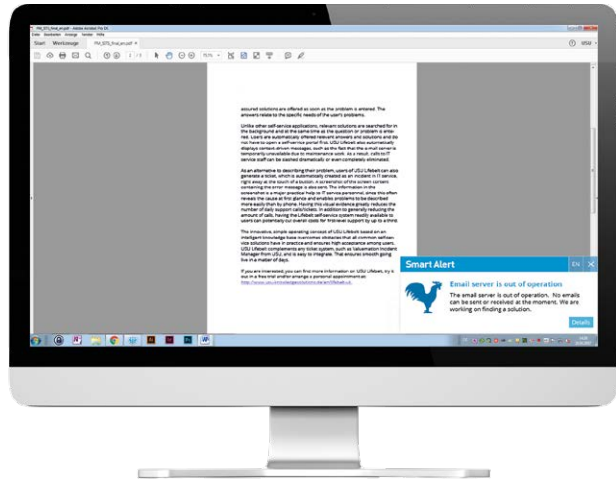
For IT service

- Quick reaction capability for urgent issues such as service disruption
- Reduced number of callers alleviates workload
- Greater productivity due to avoidance of standard-query calls
- More time for challenging queries and for correcting the disruption
- Satisfied users mean better IT reputation and acceptance
- Simple connection and integration into existing systems

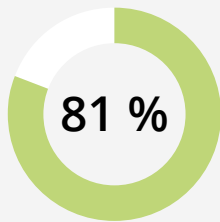
Urgent notifications are immediately visible on the desktop as pop-ups

Smart Alert immediately displays disruption notifications on the affected users' screens. This makes the information directly visible without requiring the current application to be closed. The addressee can be selected using specific criteria:

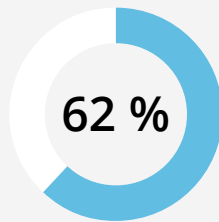
- Location
- Organizational unit
- IP address range
- Client characteristic (such as processes running)



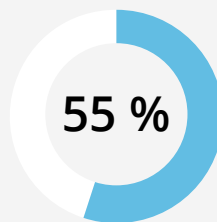
User satisfaction enhanced by information provided through various communication channels*



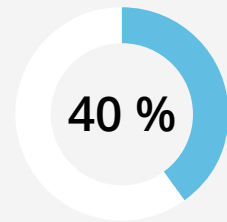
Pop-up note



E-mail



Intranet



Recorded message helpdesk

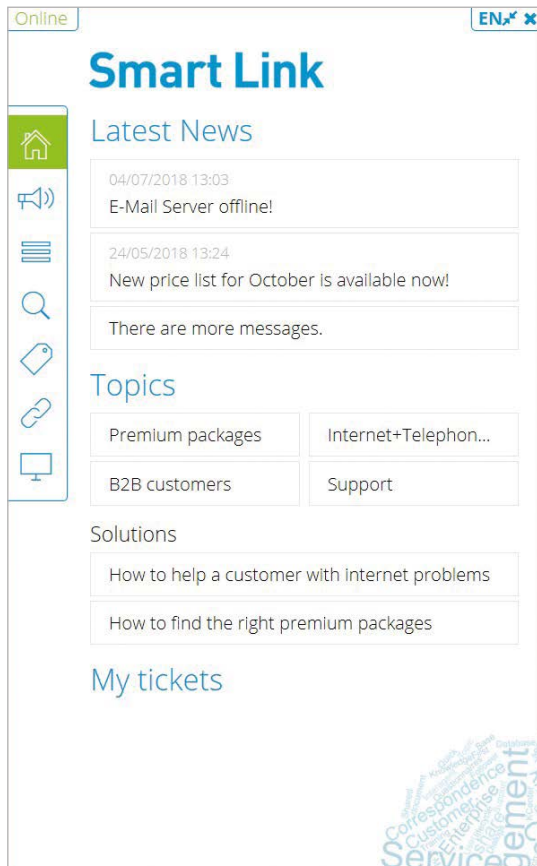
*Results of an online-survey of the USU in April 2016 with approx. 400 participants

IT quick reaction capability for urgent issues such as service disruption

Time-sensitive, urgent information such as disruption or system failure makes quickness in distributing information within the company important. Especially if interruption of staff workflows is to be kept to a minimum. Smart Alert allows IT service to select the affected user groups extremely quickly and notify them directly. In many cases, this means that users are informed even before they notice the disruption. It also prevents unnecessary support tickets and calls to IT, reducing IT costs. Pro-active notification also gives IT service more time to correct the disruption and to process individual queries. This significantly increases user satisfaction and improves IT's image.



Simple integration of Smart Alert into the Smart Link IT self-service solution.



— Smart Link is a self-service solution that bundles all IT-related information and functions for end users into a single channel. It does not matter whether a user submits a service request, reports disruption, or has a general IT question. Smart Link provides all of these functions in one interface. Existing systems such as IT ticketing, service request applications, and document storage are not replaced, but integrated.

Smart Link expanded to include IT Alerting

— Smart Alert can be simply integrated into the self-service solution through the Smart Link service connector. The administrator can always decide whether a notification is to be displayed merely as information in Smart Link under “Latest News” or whether it will appear directly on all affected users’ screens as a pop-up, depending on the urgency of the notification. This provides IT service great flexibility and contributes significantly to user satisfaction.

Unymira – Benefit from our experience

— For more than 20 years, we have delivered professional solutions that enable our customers to use knowledge efficiently in their service activities. Our excellent consulting services and practical approach have contributed to the success of countless customer projects across all industries and disciplines. Whether rolling out a self-service or replacing an old system along with migrating your data, our team of qualified consultants supports you throughout all phases of your project.

“The Smart Link alerting function allows us at the IT service desk to provide quick, targeted information to only those users who are affected by the disruptions and system failures, without distracting anyone else from their workflows. Urgent messages delivered by pop-up are ideal for attracting the necessary attention immediately and avoiding calls to support. We have seen clear support relief as a result of Smart Alert.”

Marvin Stange, IT-Systemmanager,
GISA GmbH

GISA[®]

Contact us today. We'd be pleased to have the opportunity to discuss your needs with you!