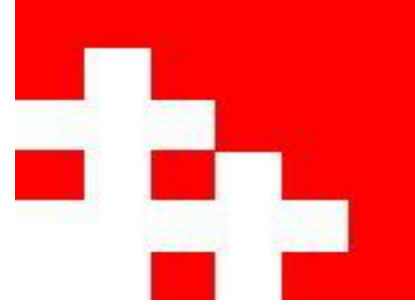


Notification

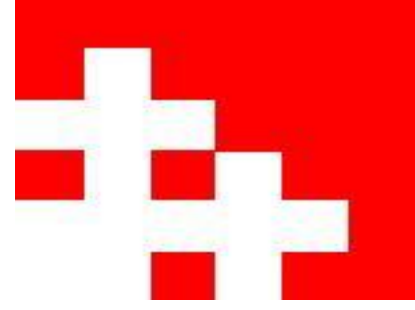
”The final “Front-Tier

Notification definition



“To Inform responsible personnel about occurrence of events using many different channels and options”.

<Zabbix Documentation>

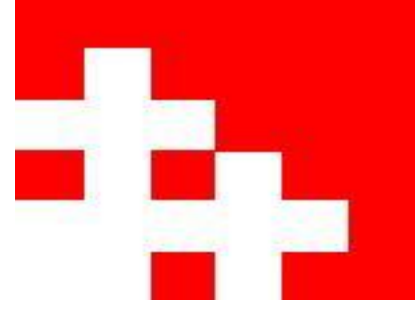


Challenges #1

The right person @ the right time

- Who should receive this particular message?
- How can we acknowledge that the message was delivered?
- Escalation path and timeframe
- Targeting roles not individuals





Challenge #2

Sending the right message

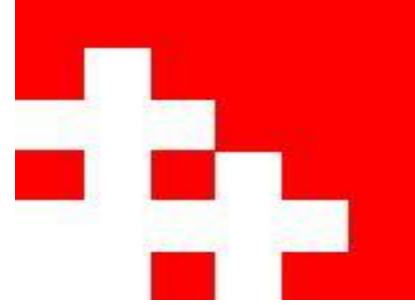
- ☹ Complex and fragmented infrastructures
- ☹ Monitoring and Management tools proliferation
- ☹ Rapid application release cycle

□ All the above reasons, generate overwhelming noise

□ This is #1 enemy of every IT Ops/NOC!



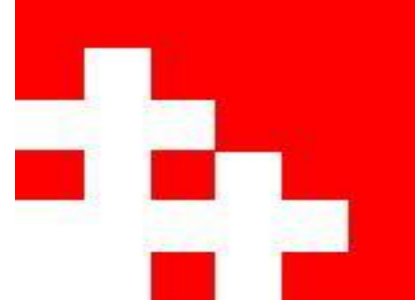
Ways to overcome the problem



- ❖ Increasing headcounts
- ❖ Increasing screens
- ❖ Turning off tools
- ❖ Alert filtering (P0/P1 cases)
- ❖ Correlations
- ❖ Relying on customers



Notification perspective



From a notification POV, this problem is only getting worse



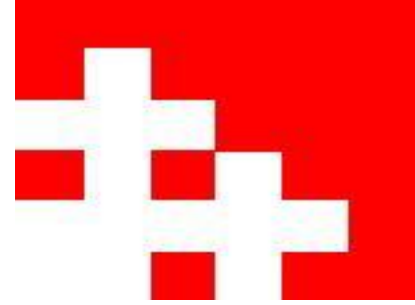
No 'human eye' in the process



End-User expectations are totally different then NOC user



Notification channel limitations

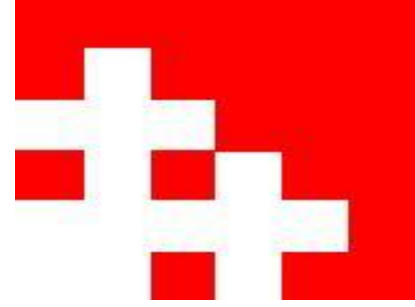


SNS+++™

powered by Highnet systems

The SMART Notification System

SNS++TM Customer satisfaction



**Over 95% rate of maintenance
renewals among our customers**

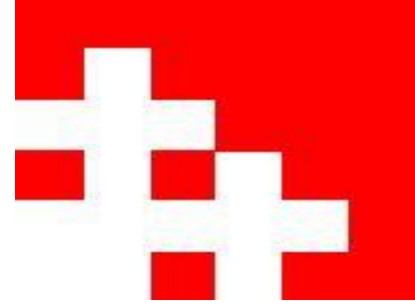


Customers

((Partial list



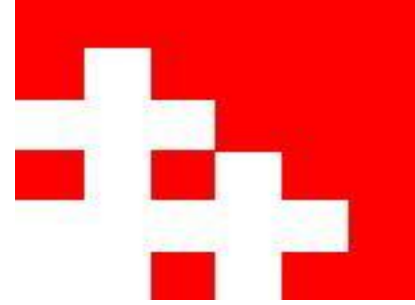
Our Vision



Sending the right ALERT
To the right PERSON
At the right TIME



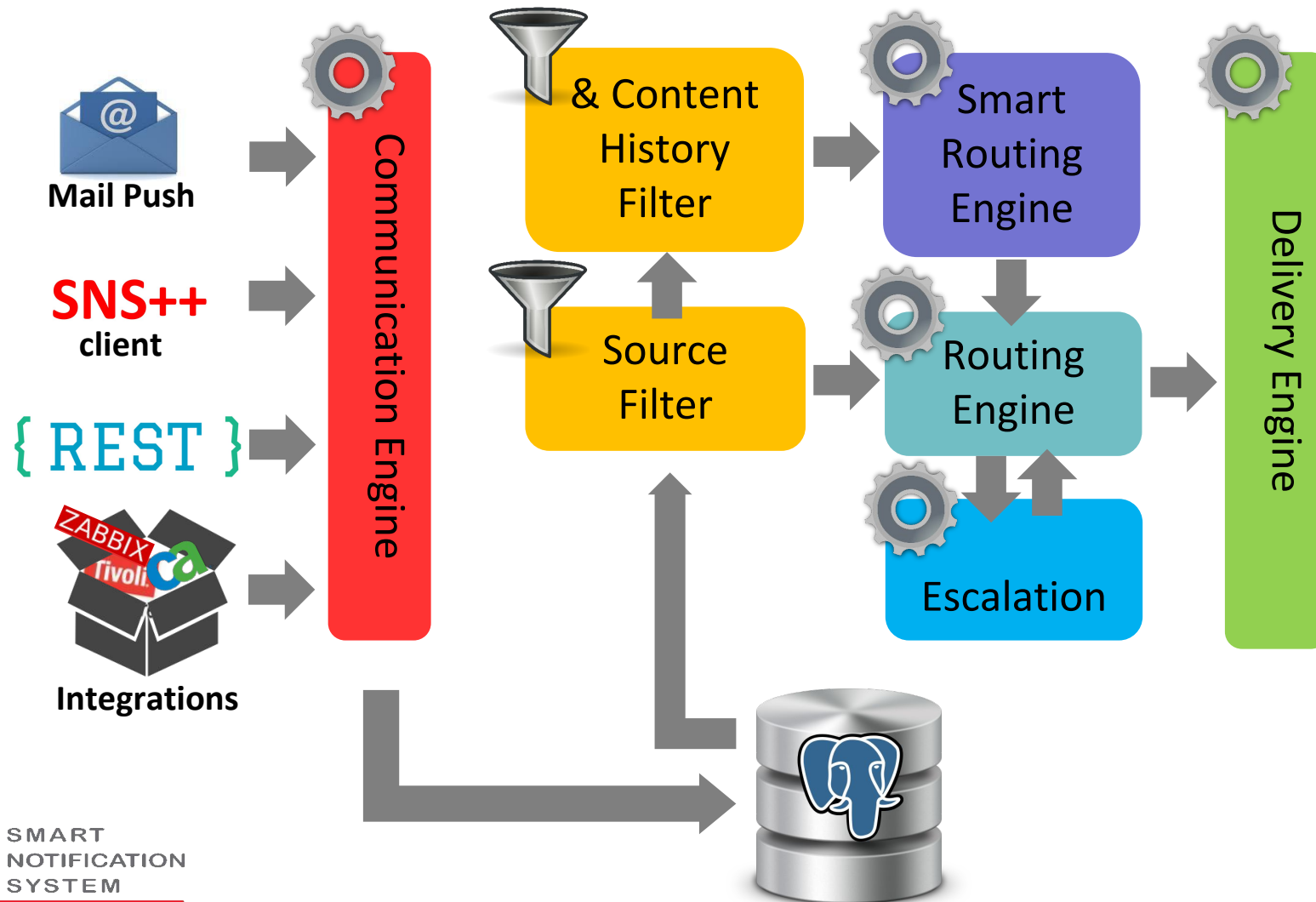
SNS++ Characteristics



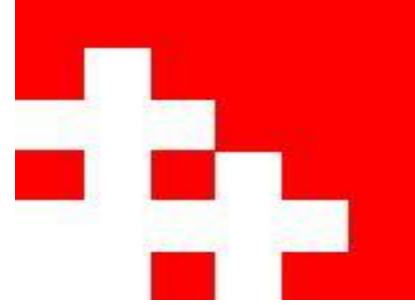
- ❑ On-premise installation (In minutes)
- ❑ Integrates with anything (In minutes)
- ❑ Pre-existing templates for out of the box alert filtering / automation
- ❑ iPhone and Android mobile software for users



Architecture



Main Features

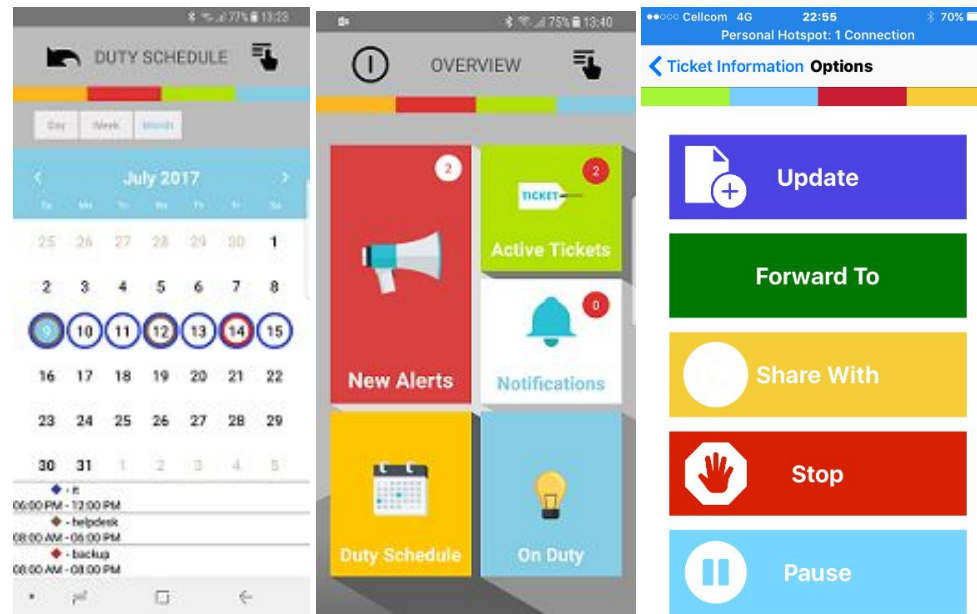


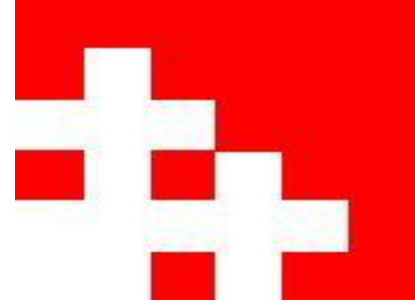
- ✓ Easy integration
 - Built-in set of integrations
- ✓ Advanced filtering engine
- ✓ Smart Routing engine
 - Support duty roster & On-call modules
- ✓ Escalation Engine
- ✓ Mobile App
 - Message ticketing
- ✓ Heartbeat monitor

Main Features

ITTricorder

- SNS++ Mobile app
- Supports iPhone and Android





thank you.

Come visit us at our booth