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

 располагают обилием информации

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
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
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.