



INTELLIGENT NOTIFICATION  
SYSTEM OF CHOICE FOR  
CALL CENTERS, HELP DESKS,  
IT DEPARTMENTS AND  
NETWORK OPERATION  
CENTERS.

MIR3 in™TechCenter™ Intelligent Notification™ (IN) is a robust communication platform that integrates with the system monitoring components of an enterprise infrastructure. It shortens the problem resolution process and reduces operational downtime by automatically sending alerts from the network to all types of devices when a problem occurs.

### MIR3 INTECHCENTER - MACHINE-TO-MACHINE NOTIFICATION SUPPORTING MULTIPLE COMMUNICATION MODALITIES

Legacy machine-to-machine alerting systems typically send only an email notice when something goes wrong. In contrast, inTechCenter enables automatic notification of designated IT staff, based on their personal schedules, locations and individual communication profiles. Supported communication modes include email, wireless pager, PDA, landline, mobile phone, satellite phone, TTY, fax and two-way SMS. Alerts are sent to alternate devices and additional people until a response is received.

Recipients choose from pre-defined options that initiate actions or resolve problems. (Pressing '1' on a keypad, for example, might automatically initiate a conference call, enabling several technicians to collaborate on the problem.) Additionally, the system keeps an audit trail to provide detailed historical and real-time reports.

### THE SOLUTION OF CHOICE FOR CALL CENTERS, HELP DESKS, IT DEPARTMENTS AND NETWORK OPERATION CENTERS

inTechCenter reduces operational downtime and helps ensure that Service Level Agreements are met. Additionally, inTechCenter's Web Services API, command line interface and email connectivity provide a wide range of integration options with legacy network management systems with short implementation timelines.

inTechCenter is used by call centers, help desks, IT departments and Network Operations Centers in all vertical markets, including:

- Finance – notify customers of a disruption in financial services
- Energy and Utilities – provide consumers with maximum warnings for service disruption and recovery
- Government/Municipalities – maintain infrastructure readiness throughout all levels of the agency
- Healthcare – alert IT staff quickly to minimize downtime of automated healthcare and critical diagnostic systems
- Transportation – notify staff, customers and the public about technological emergencies that can potentially disrupt schedules and services

### BENEFITS AND VALUE TO THE ORGANIZATION

- Streamlined administration
- Secure, rapid-deploy architecture
- "Intelligent" calling strategy supporting automatic escalation to alternates and ability to initiate a second notification based on responses to the first notification
- Available as hosted and enterprise deliverable product behind customer firewall
- Unlimited devices for each user
- Intuitive interface
- Real-time monitoring

PRODUCT HIGHLIGHTS

Notifications tied to rotational schedules of on-call staff and shift workers

Call bridging into call centers, emergency lines and conference calls

Concurrent notification of IT employees, user constituencies & key customers

Real-time reporting and audit metrics for certification of IT group operational readiness

Command Line Interface enables enterprise hardware or software to send automatic notifications to IT staff on virtually any type of communication device – not just via email

Integration with enterprise applications or databases via Web Services (SOAP 1.2) API

Optional Incident Management module

inTechCenter

CHANGE YOUR LOCATION STATUS

Change your default location status by selecting from the pull down menu and click **Save**. To change your profile, click on your name in the left menu.

User: Daniel Martin  
Organization: MIR3 Marketing  
Location Status: Use Location Schedules

Location	Day (s)	All Day	From Hour:	To Hour:	From Date:	To Date:
Vacation @ Beach House	M->S	Yes	--	--	10/12/2003	10/18/2003
Home	M->F	No	5:30 PM	11:00 PM	--	--
Weekend	S&S	Yes	--	--	--	--
Work	M->F	No	6:30 AM	5:30 PM	--	--
Home	M->F	No	4:00 AM	6:29 AM	--	--

Hint

CANCEL SAVE

LOCATION SCHEDULES CAN FIND IT GROUP MEMBERS WITHIN MINUTES