

“Effectively managing” IT infrastructure

MESSAGING IN IT INFRASTRUCTURE

Why IT Infrastructure Management is critical?

IT is an integral part of any business function in today's IT enabled world. Since the business processes are highly dependent on IT resources (*hardware and software*) it is absolutely essential for any enterprise to manage these IT resources efficiently.

IT Infrastructure management assures proper functioning, near 100% uptime and optimum allocation of the resources. It ultimately adds to the productivity of the organization and also helps in achieving the desired SLAs (Service Level Agreements) of the various departments depending on IT or the organization (in case of Managed services).

Why Messaging has become crucial?

Stringent SLAs of the business processes necessitates that problems should be addressed as soon as they occur. A lot of times the service engineers attending to the problems are not on their desk and there is a delay in resolution of the problem which affects the SLAs.

Instant messaging also reduces the stress level in the organization by allowing stakeholders to know that their problems are being addressed by the service engineers and they should not panic.

Mobile messaging services empowers the IT Infrastructure management tools to become efficient and ensure 100% uptime of the critical processes.

Few applications of Mobile Messaging

- Automated critical alerts configured based on specified business rules.
- Push updates about the process recovery.
- Periodic MIS on process performance.
- Proactive alerts based on pre-configured rules about the process performance.
- Escalation of the messages to higher level if not attended by the assigned service engineer.

ValueFirst's USP

- 24 * 7 support.
- Least time to market – deployment typically is done in one day.
- Highly configurable products - processes can be configured on-the-fly.
- The most scalable solution in the industry in terms of architecture.
- Redundancy of servers with load balancing, failover mechanism, least cost routing.
- Provider of Carrier-Class Value Added Services such as delivery reports and queuing in case of server breakdown.
- Redundancy of operators by virtue of being connected to more than a dozen operators and aggregators internationally.

Bouquet of mobile messaging services

Email-to-SMS

ValueFirst **Airmail** is an enterprise class email to SMS service which converts critical emails into the SMS. Any email sent to <mobilenumber>@airmail.myvaluefirst.com is sent to the mobile number as SMS mentioned in the email in case of systems failures and alerts.

Key features of Airmail:

- **Audit:** Email – SMS linkage are stored for audit purposes.
- **Active service monitoring:** Through a helper process which tracks and delivers failed messages through an alternate gateway.

Push Alerts

ValueFirst VelocityPlus is an enterprise messaging platform, which enable the business push and pull critical information. It provides the ability to deliver SMS on request with powerful two-way messaging capability. In case automated messages need to be sent based on system performance, the rules engine can be configured to enable this.

Key features of VelocityPlus:

- **Rules Engine:** Seamlessly integrates with existing back office applications and databases to effectively automate existing business process.
- **Server Access:** Comprehensive MIS, administrative Console (Manage multiple users and credits allocation).

How some of our clients have m-powered their infrastructure?

HCL Comnet

- PUSH automated critical failure alerts to service engineers.
- PUSH updates about the process recovery to stakeholders involved.

Lufthansa

- Report instant alert to the service engineers in the event of a system failure.
- Receive acknowledgement that the report has been delivered to the recipient.

Convergys

- PUSH the workflow data to the concerned persons
- Employees pull workflow related information

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