

Proactive Remote Alarms Management

IRISnGEN – simply the best

IRISnGEN is a powerful alarms management system that lets you offer best-in-class maintenance services to your customers. Whether your customers are within your own enterprise or represent thousands of different companies, the flexibility of IRISnGEN lets you manage your maintenance services according to requirements of the remote sites.

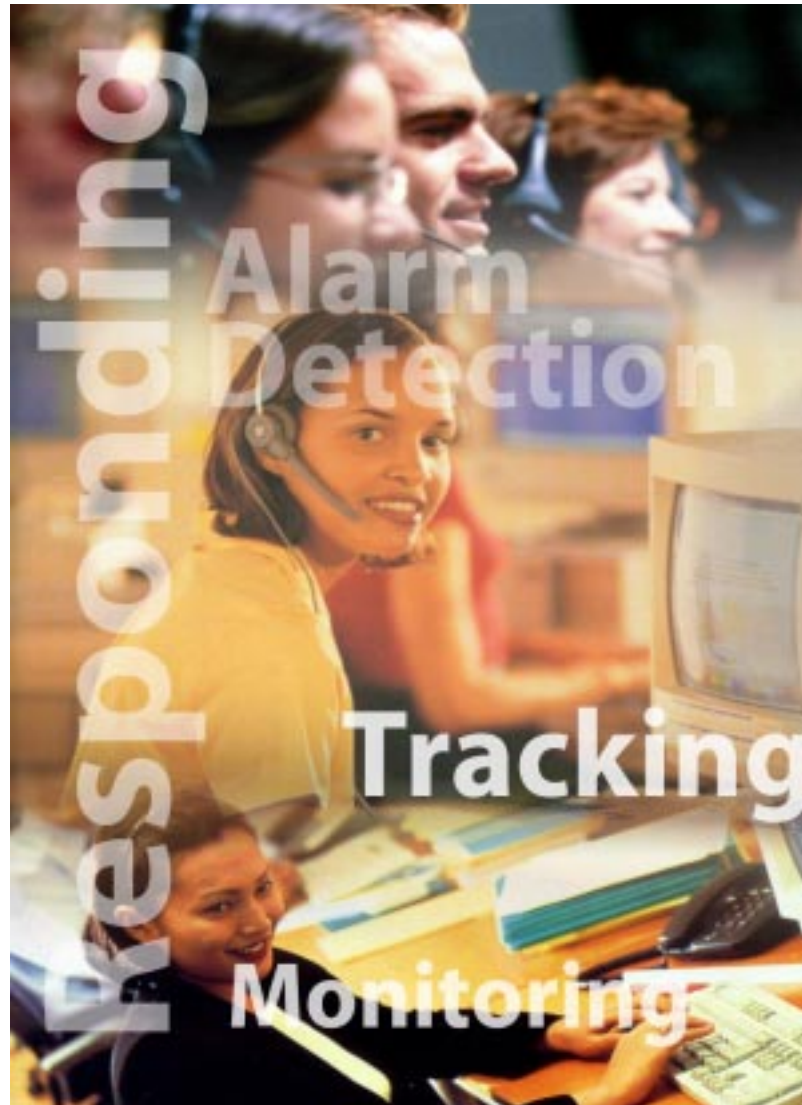
For over 3 decades, Teltronics products have helped you maximize your revenues while minimizing your costs. We are proud to provide you with the best alarms management system in the world – IRISnGEN! This new version of the classic IRISnGEN system provides you with a new user interface and exciting new features for increased sophistication in alarms management, reporting and automated efficiency - all in an easy-to-use windows environment. IRISnGEN, the central software component, is a client-server application that operates with NT or Windows 2000 Server Operating System and SQL2000 database engine from Microsoft®. The IRISnGEN client operates on any PC running NT and Windows 2000 Professional.

At the center of it all

As your business grows, the challenges of tracking and responding to maintenance problems grow with it. The large quantity of data streaming in from multiple locations is overwhelming. With IRISnGEN, you easily monitor millions of messages and maintain thousands of PBXs, voice mail systems, Interactive Voice response (IVR) systems, network elements and practically any other electronic device critical to your business.

Your centralized IRISnGEN system gives you single-point visibility and control of all your monitored systems, no matter whether they are located across town or across the ocean. You have critical data instantly on-screen to identify trouble areas and faulty equipment. Problems can often be corrected remotely, avoiding costly site visits. When on-site service is required, technicians arrive with exactly the information they need to take immediate corrective action. Response time and maintenance costs are reduced.

IRISnGEN is sophisticated alarms management. The system supports unlimited users and the number of sites you can monitor is limited only by hardware capacity and throughput considerations.



Combined with the Site Event Buffer *Enterprise Agent* (SEBea), IRISnGEN provides a totally integrated alarms management system. Regardless of the type of device you wish to monitor, a legacy PBX or IVR, SNMP network element or a contact closure device such as a fire alarm or door sensor, IRISnGEN and SEBea provide the ideal solution.

The basic IRISnGEN system has all the essential alarm processing and reporting features required for intelligent alarm management. Optional feature packages let you expand those functions to include alarm escalation, correlation, forwarding, faxing, terminal emulation and Ad-hoc report generation. Teltronics also offers a full suite of services for IRISnGEN including installation, training and maintenance.

Key Features

A Microsoft Explorer-style user-interface (UI) creates an intuitive application that pairs a hierarchical tree-view with a viewer pane. Data such as customers, sites, hosts etc can be easily and quickly located within the tree and with just a mouse click, displayed in the pane. Trees can be expanded or collapsed and shortcuts added to an Outlook style bar to provide easy access to frequently used objects. Other familiar Windows objects such as status bars, toolbars and tabs add familiarity and reduce training time. Windows functions such as cut-and-paste, drag-and-drop and embedded hyperlinks make this version of IRISnGEN the best ever!

At-a-glance Alarm Viewers: The **Alarm Viewer** is the command center of IRISnGEN. Your technicians use the Alarm Viewer to monitor incoming alarms so they can take immediate corrective action. Alarms are color-coded to show severity and status. From the viewer, technicians have immediate drill-down access to all information about the alarm, corrective actions to take, equipment details, who to contact and custom user-defined information that you have created. Both a list view and a **Geographic Viewer** are available.

Alarm Escalation ensures that no alarm ever goes unnoticed, no matter how hectic things get. Alarm escalation automatically monitors the current status and severity of received alarms and takes the appropriate action to insure that an alarm never gets "lost". You can automate alarm escalation to alert a supervisor if a critical condition does not receive an acknowledgement within a certain period of time. Alarms from a critical-care customer can generate a fax, email or page if a problem remains unresolved for a specified period of time. You can even manually escalate an alarm to advise other support personnel to a situation.

Alarm Correlation reduces the number of nuisance alarms by associating events that occur in one or more monitored systems. For example, alarms that occur and automatically clear before they become real problems can bypass the Alarms Viewer. Multi-host correlation can expose the root problem behind alarms generated from several systems. For instance, IRISnGEN can discard repeated voicemail alarms caused by a PABX failure and generate one message that states: "the PBX is down and is affecting voicemail."

Alarm Forwarding allows you to automatically or manually forward any alarm to the proper personnel. Alarms can be forwarded automatically or manually, and can be sent to multiple locations, using a variety of delivery methods including email, fax, pager, and printer. They can even be sent to another computer system such as a back-office or umbrella management system. Alarm Forwarding saves you time and money by permitting you to take action BEFORE a small failure becomes a crisis.

Automatic Site Management provides you the ability to automatically manage thousands of SEBea and SEB units. Need to change passwords or event filters in 1000 remote units? No problem. Whenever a change is made in IRISnGEN to the database

of any SEB or SEBea unit, it is automatically flagged to be included in a list of devices to be downloaded at a scheduled time and date. Devices to be downloaded can also be selected by any combination of other parameters such as customer, site, host, software level, hierarchy, or even password. IRISnGEN automatically downloads the new parameters into each and every SEB or SEBea immediately, or on a schedule that you specify.

Terminal Emulation allows you to communicate with a host device in its native language. This means that keystrokes and escape sequences work the same when transparently accessing a device from IRISnGEN as they would if you were directly connected to the device. Emulations include VT100 and VT220, Wyse 50/60 and TTY.

Enhanced Fax capability provides IRISnGEN server based faxing for up to four (4) lines. Standard single line fax capability works with the IRISnGEN Alarm Forwarding feature and uses your corporate Microsoft Exchange server with Teltronics supplied fax software loaded on the Exchange server.

Reports at your fingertips: Reports are easy to schedule. Just choose a report and a report content selector, define a scheduled time and date, and pick your report output target. Each morning you can have an email in your inbox that summarizes the previous night's alarm activity. You can schedule periodic reports on critical accounts for your personal attention, or send them directly to your customers via fax or email.

Ad-hoc Reporter allows you to create your own custom reports, either from scratch or based on existing formats supplied with IRISnGEN. This feature provides the most flexibility for those having unique reporting requirements.

Flexibility is the bottom line with IRISnGEN! You can define an unlimited number of parameters to describe your host equipment, sites and customers. IRISnGEN lets you customize a comprehensive database that defines your enterprise structure or reflects your customer's organization. The information you need to service your internal systems or those of a customer is only a mouse click away

Ideas that .
Communicate



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