

Whether you're in IT support or IT operations, we know that getting the right people engaged in critical incidents matters to you. The time it takes to manually look up who's on duty and do call outs is a waste. Life can be easier with a relevance engine. Our clients on average achieve an 85% reduction in response time. Imagine the benefits of improving your processes as our clients have.

- Cash America saw a 77% reduction in MTTR
- Manpower eliminated 80 hours of downtime
- Sprint Nextel now has 1 notification system, instead of 56

Whether you're managing complex schedules and escalations, or looking to extend your IT systems to your smartphones, xMatters relevance engines have a variety of features that can make sure your IT department is running smoothly.

(Schedules and escalations)

Outlook is jealous...

Hmmm...on-call schedules and escalation rules still in spreadsheets...what year is it again? Turns out, in this day and age you can easily tie them into the tools you use everyday instead of having them live in static places where they go out of date in a week. Up-to-date contact information and schedules means that your process is respected no matter what system accesses it. xMatters relevance engines let you set up:

- Set and forget schedules
- Exception scheduling
- Automated escalations
- Who's on duty reports
- Centralized processes
- Manager escalations
- Reporting and metrics

(Communication channels)

Every device, everywhere.

How is sending someone an email who isn't at their desk effective? Or better yet, how do you let people know that email is down? If you are sending an email and hoping...well...that's just silly. xMatters relevance engines let you send notifications through any communication channel and it also lets users decide how they want to receive notifications. Seriously, every device, every where:

- Phone calls
- iPhone and iPad
- Blackberry and Android
- SMS and pagers
- Instant Messaging
- Emails

(Service impact alerts)

For your information...

Now that you've got the right people engaged to fix the problem there are probably a few other hundred people that need to know about it. Why not be proactive and notify the people who are impacted by an outage before they get the chance to call you? Send service impact alerts with xMatters to:

- People who need to know
- End users
- Partners
- Any device, any format
- Subscriptions

(Two-way responses)

Talk back to your apps - it's ok!

Wouldn't it be nice if when you sent a notification to someone you knew if they received it? Better yet, if that person could respond back to you letting you know they're available to take the ticket, or able to approve your change request, wouldn't that make the notification you sent a lot more valuable? We think its important to do more than just broadcast a message - that message has to have an action in order to move your processes along. xMatters gives you two-way responses:

- One click to fix the problem
- Polling
- Confirming availability
- One click to mobile access
- Reporting and metrics

(Live collaboration)

Stop, look, collaborate and listen.

How often do you have to pull in people across teams to get an issue resolved? Sometimes all you need is real-time tools to help you collaborate - pull in people and groups, provide updates to people who need to know, access systems from anywhere. xMatters facilitates collaboration:

- *(find you)* conferencing
- Know who to collaborate with
- Service impact alerts
- Real-time updates
- Involve various groups
- Polling

(Mobile access)

Just do it...anywhere

Don't be glued to your console waiting for the next ticket to be created. Don't wait to get back to your desk to approve a change request. Don't call into your teammates to give them updates on the issues you're working on. Do it all from your smart phone. After all, your time to resolve shouldn't include the time it takes to go back to your desk to close the ticket. We provide mobile access for:

- Cross systems workflow
- Context-specific screens
- Incident
- View queue
- Change
- View dashboard

(Metrics and Reporting)

You rock, and now you can prove it.

After the hours of agony you spend building spreadsheets with your on-call schedules, and using "send and hope" email as your method for notification delivery, how do you know how you're doing? We've tied reporting and performance metrics into every aspect of our IT relevance engines so you always know what's working, and what isn't. After all, you can only have real metrics when you have an automated process. We help with:

- Process improvement
- Should your adding value
- Better reports
- MTTx reports
- Audit trails
- Bringing out the best

(Integrations)

Friends with benefits.

We've worked long and hard with the leading vendors in the IT services space to make sure that our IT relevance engines combine seamlessly with their products. Take advantage of our out-of-the-box integrations to improve the notification and mobility functionalities of the products you use. You will NOT find another notification application that seamlessly combines with as many systems as we do. We integrate with just about everything:

- Help desk systems
- Monitoring systems
- Operations tools
- Build your own
- Cloud to cloud
- Your personnel data

About xMatters

xMatters builds relevance engines that connect people with what they need to know at exactly the right moment - so they can take immediate action. Our relevance engines work with existing enterprise applications, technologies, and processes to help businesses run faster and smarter. More than 1000 global firms use xMatters to make their products and services more valuable, both internally and to their customers and shareholders. Founded in 2000 as AlarmPoint Systems, xMatters is headquartered in San Ramon, CA with European operations based in Woking, U.K.. More information is available at www.xMatters.com or 1-877-xMATTRS or +44 (0) 1483 722 001 UK.

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