

xMatters (alarmpoint) engines

(IT services)



(x) matters[®]
The relevance engine company.

The challenge

As an IT professional, your job is to deliver IT services that work on time, every time. You've been mandated to do more with less, use fewer human resources, avoid making capital expenditures and still beat the competition.

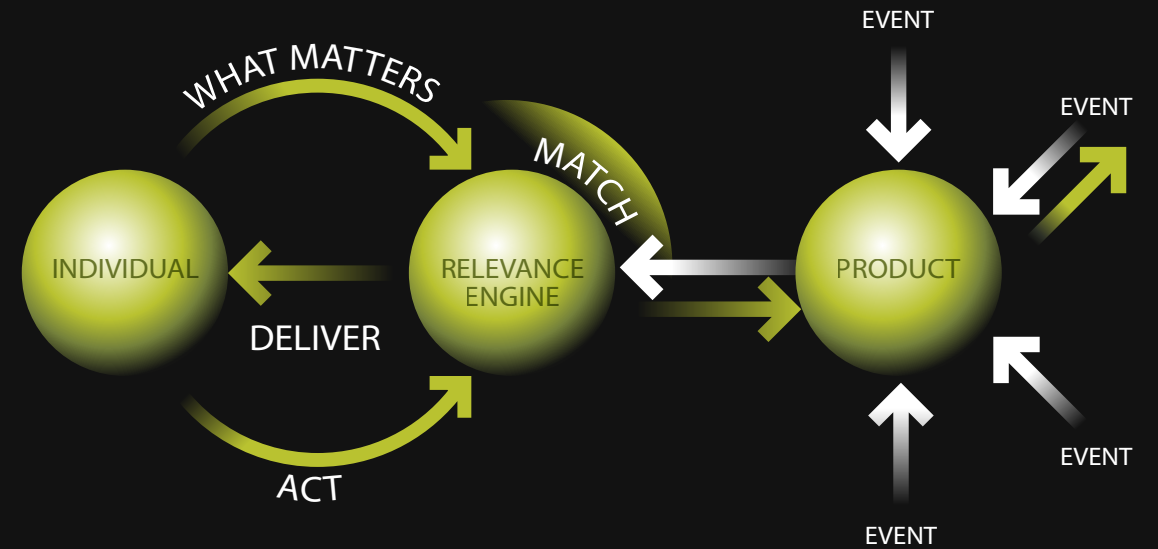
It's a tall order – but xMatters can help. The xMatters (*alarmpoint*) engine works with your existing enterprise applications and technologies to make them more relevant and effective. Your operating costs drop, while efficiency soars.

Our solution

xMatters (*alarmpoint*) engines connect people with what they need to know, at the exact moment they need to know it – so they can act quickly and intelligently to move their business processes forward. It's a simple concept, but it means different things to different people depending on what role they play within an organization.

How a relevance engine works

The xMatters (*alarmpoint*) engine delivers information and choices to the right people, at exactly the right moment, making IT operations and service support more competitive, more agile and more valuable.



General Electric uses a relevance engine to target information to the right person, speeding up incident responses times by 85%. On average, work groups close tickets 35% faster, with an average savings of 30 minutes per alert.

Carfax uses a relevance engine to engage 80% less staff in each incident by eliminating mass alerting that caused confusion, poor communication and delayed resolution of IT events.

Focus

In today's volatile business climate, IT departments must improve performance while minimizing investments and resources. A relevance engine can help you accomplish that by automating critical tasks and providing the last mile of service delivery, while decreasing impact on your staff.

- Run a lean operation and still outpace the competition
- Make your IT service delivery more efficient and reliable
- Lead your organization through innovation

The xMatters (*alarmpoint*) engine helps you achieve even the most stringent business initiatives, aligning IT goals with business goals, while still:

- Improving quality, reliability, and productivity
- Reducing downtime and lowering the cost of services

Relevance engines

xMatters (*alarmpoint*) engines improve the availability of the IT services and business services that matter to your customers.

About xMatters

In with the new

If you knew us as AlarmPoint, you may be wondering what changed. The short answer is: we're still doing what we did before; only now we're helping entire organizations become more aware and responsive. We still offer the same quality solutions you've come to expect, like alert management products, but we've realized that what businesses need most is relevance: a way to connect people with what matters to them, at exactly the right moment. A relevance engine completes the last mile of IT service delivery and makes businesses more effective, more agile, and more competitive. Right now.

With that in mind, we have created multiple relevance engines that improve every aspect of your business, including:

- xMatters (*help desk*) engine
- xMatters (*change*) engine
- xMatters (*incident*) engine
- xMatters (*service provider*) engine
- xMatters (*operations*) engine

Partnerships matter

A relevance engine seamlessly connects people, processes, and information to speed decision-making and enable the right people to act quickly. A relevance engine can be added to a product, service, or technology to make it exponentially better, capable of delivering what matters to the people who need it at exactly the right moment. xMatters has developed elite partnerships with top IT service vendors, including BMC, CA, HP and IBM, providing relevance engines that can be used with the leading service delivery and support solutions available.

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. Over 800 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 Pleasanton, CA with European operations based in Woking, U.K. More information is available at www.xmatters.com or 1-800-861-3916 toll free or +44 (0) 1483 722 001 UK.