IT Management SaaS: AlertFind™

Interactively connect with employees and other stakeholders and track responses using a Dell™ hosted and managed platform

Automated communication and collaboration
Organizations need to communicate with their constituents – employees, vendor or partners – to effectively run their business. Whether you need to inform IT personnel about a system outage that needs to be addressed or a vendor about the need for a part that is running in short supply, getting the information quickly into the hands of necessary parties is a critical business need.

With AlertFind™, messages from your back-end systems are pushed out to the AlertFind platform, which then uses multiple channels of communication to find people, deliver instructions, and collect responses. AlertFind provides you with the peace of mind that messages are going out to the right persons and issues at hand are being addressed.

Enterprise notification made easy by Dell
Are you confident that your organization has the necessary systems in place to quickly and effectively get a message out to the right people, and automatically escalate an incident if the primary recipient of a message does not respond? Traditional one-way mass communication options such as email blasts, phone banks and phone trees can be cumbersome and unreliable. What happens if your email or telephony systems are down and you need to get a message out to key IT personnel? What about if you must escalate promptly if a response is not received from the original recipient in a timely manner?

An automated enterprise notification service that is independent of your infrastructure can provide an ideal solution to your communication needs. AlertFind from Dell is such a solution.

AlertFind is an enterprise notification platform that provides automated message delivery and response tracking using multiple communications channels – including voice calls, email, two way SMS messages to mobile devices, pagers and fax. Hosted by Dell and delivered as a subscription-based service, AlertFind does not require any investment in hardware or software from customers, is easy to deploy, virtually maintenance free, and can be administered from any system with an internet connection.

How AlertFind Works
Organizations import contacts into AlertFind along with individuals’ contact information and communication priority preferences. For example, during the work week a recipient may choose to be contacted via work phone first, subsequently via SMS text to a mobile device if they fail to respond, and lastly via home phone. When a notification needs to be sent, an authorized user can create a message or select a pre-defined message template. The message can be a voice message, an email, an SMS text, a pager notification, or a fax. It can be sent to a specific user or groups of users, and can include a request for a response. Once the message is delivered, AlertFind tracks responses so that the message creator knows in real-time who has received the message, who has responded, and what actions to take.

AlertFind also comes with an optional Incident Collaboration Center (ICC), which provides a central portal for collaboration and sharing of information. The AlertFind ICC can be used to post incident logs, for formal task management, and for secure document sharing with permission based access.
Dell AlertFind provides interactive communications to all your constituents through all available channels.

Key Service Features

Web-based user interface
- A fully web enabled, interface allows authorized personnel to create and send messages, track message delivery and responses.
- Recipients can be predefined user groups, escalation groups, or the message can be broadcast to the entire user database.

24 x 7 support
- Authorized users can call Dell to create a message, select recipient groups, and Dell will initiate the notification.

Remote administration via telephone
- Predefined templates for notifications can be created with quick launch codes and distribution lists.
- Authorized personnel can call in to the voice response line, enter the launch code, and automatically send a notification.

Web services API
- Web Application Programming Interface ("Web API") allows building of custom interfaces enabling AlertFind to integrate with other enterprise applications, such as systems management, service desk, ERP and many more.
- AlertFind custom interfaces enable automated notifications to be sent from enterprise applications to AlertFind recipients.

Automated message delivery & escalation via unified multi-modal communication
- Provides flexibility of reaching users virtually anywhere, at any time, via voice calls, email, SMS pager notification or fax.
- Device-to-device escalations rules as well as user-to-user escalations can be easily specified and set.

Real-time reporting
- Includes a real-time report with detailed transactional log of pending and sent notifications and responses.

Call bridge and conference support
- Provides the ability to initiate a conference call when responding to voice notification.

Optional Service Features

Incident Collaboration Center
- Incident logs to post real time status.
- Formal task management for coordinating responses – users can remotely post role-specific tasks and track completion progress.

Multi-language message support
- Secure document sharing with permission based views.
- Interface and logic to allow an administrator to create and deliver a single message to a group of people each having a different language preference (English is default language – fee for each additional language module).

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.