

eyeShare

Solution Overview

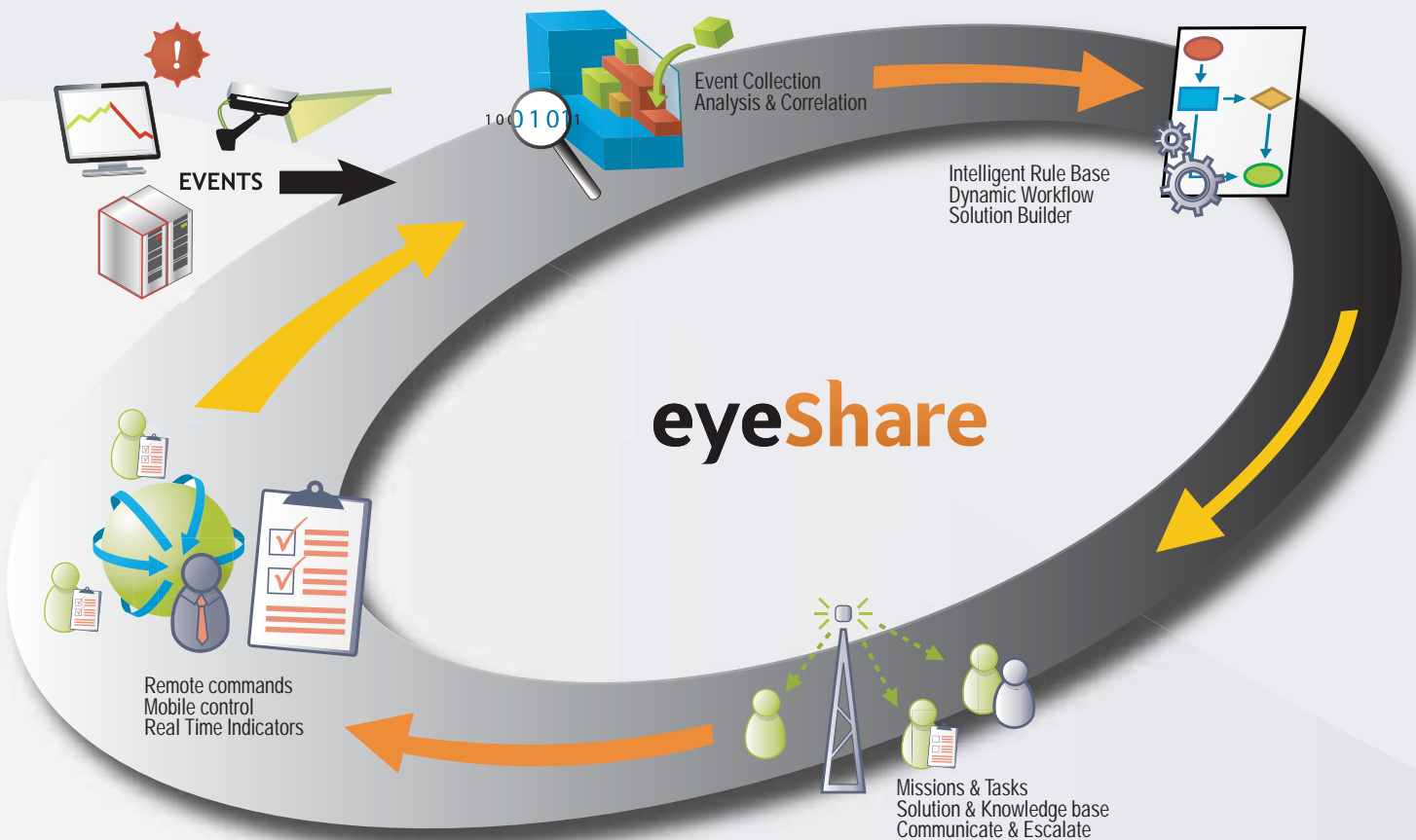


The Challenge

In today's modern business environment, business processes as well as IT processes are a major part of the organization's activity. Any damage related to these processes can cause direct impact to the organization's income and quality of service provided to its customers.

Decision makers are required to raise the level of availability of critical systems and improve the quality of service. Each day they face a large number of decisions and have to take action in real time.

eyeShare™ provides your organization with abilities and tools to manage a large number of critical events at the same time. The system manages the events, sets priorities and assigns tasks to the relevant person. As a result, the availability level of critical systems improves and so does the quality of service.



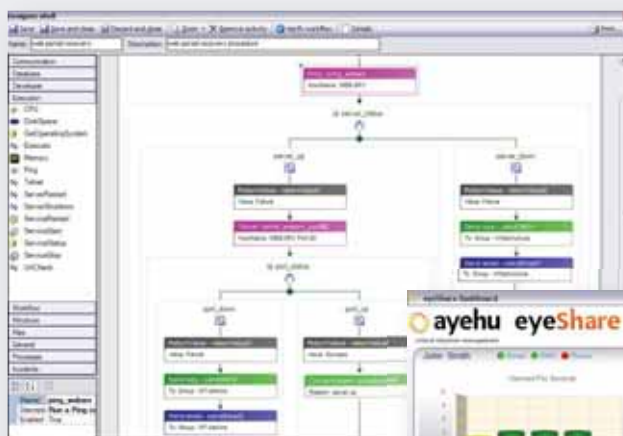
Ayehu's Solution – eyeShare™

Ayehu Software Technologies has developed a comprehensive, innovative and unique solution that manages real time critical events. The solution proposed allows managing events in the most efficient way, while significantly reducing downtime, raising availability level of critical servers and services, saving costs and improving quality of service.

The system receives alerts from different sources and triggers automated and interactive processes that combine a variety of execution capabilities, notification, escalations and documentation.

eyeShare™ Features

- Identifying events by using eyeShare™ correlation, aggregation and filtering mechanism.
- Proactive events management throughout automated workflows.
- Notification and escalation abilities by using various communication channels.
- Bi-directional communication channels (Email, SMS, Phone, IM) that allow remote control.
- Managing people and shifts by using eyeShare™ integrated shift management system.
- Central dashboard that allows real time status report.
- Events documentation and statistics reports.



Workflow Designer



Dashboard

eyeShare™ - Critical Situation Management

- Significantly reduces identification and resolution time of critical events.
- Manages events automatically based on built-in methodology.
- Assigns tasks and coordinates between the different teams who handle the event.
- Reports and notifies about the real time status if the event.
- Documents the events.
- Preserves the organization's professional knowledge in a central location.
- Improves the quality of service.



critical situation management

About Ayehu

Ayehu Software Technologies was founded in 2007 by Mr. Gabby Nizri and Mr. Yaron Levy.

Ayehu's entrepreneurs have over twenty years of experience in the information systems industry at large scale companies as well as startups.

eyeShare™ is currently installed worldwide at several leading companies, and is being used as the primary critical situation management solution. The system helps to maintain high availability level of critical systems, which are the foundation stones of the organization's business activity. As a result, the organization can improve its service quality level while saving resources and operational costs.

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