

Ayehu eyeShare Notification & Escalation



Ayehu eyeShare for Notification & Escalation helps IT teams accelerate their response to incidents, automate escalation procedures, and ensure clear ownership and accountability for critical incidents.

eyeShare easily integrates with multiple monitoring tools, IT systems and service applications, acting as a focal notification and escalation hub. It automatically sends out notifications to designated personnel and ensures the rapid response and incident ownership through pre-defined escalation procedures and bi-directional communications.

Centralized Alert Management

The eyeShare Management Dashboard is the focal management point, providing full control and transparency over events.

Operations staff, IT managers and CIOs can quickly view critical event status, ownership, and the resolution time of events.



Notifications and Task Ownership

eyeShare's Global Shift Management enables the in advance matching of event data with specific individuals, using profiles, responsibilities, escalation paths and schedules. This eliminates the effort of seeking an owner for an incident, cutting down incident resolution time.

When a critical event occurs, relevant information is instantly delivered to the designated person and the pre-defined escalation procedure is triggered.

This ensures full control over incident-routing communication at all times, taking into account scheduling and resources issues.

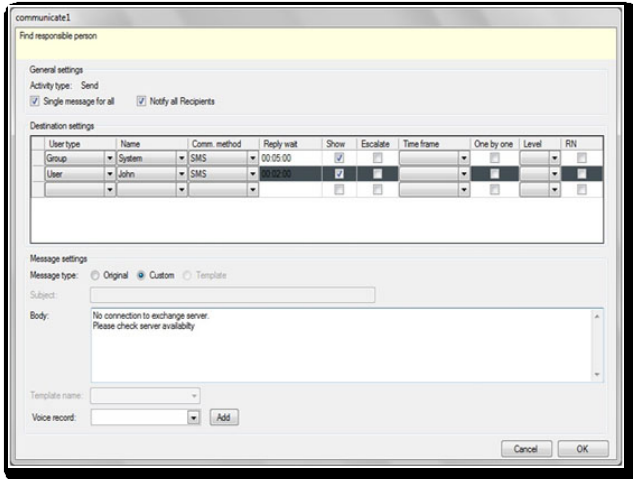
Sophisticated Escalation Procedures

eyeShare lets you define advanced escalation procedures that ensure critical incidents are resolved, rather than just being notified.

When sending out an alert, eyeShare asks the person notified to take responsibility for the incident. If no reply arrives within a designated number of minutes, an escalation procedure is triggered.

Once the notified person replies and takes responsibility, eyeShare defines that person as incident owner. It can then start an automatic incident resolution workflow and send additional notifications about decisions that need to be made.

EyeShare can also send notifications to a group of people, offering one of them to take ownership, and notifying the rest as soon as responsibility for the event is taken by one of them.



Two-way Communication

eyeShare uses a variety of bi-directional communication channels to implement alerts and escalation workflows.

Notifications can be sent using SMS, Email, and instant messaging – enabling the remote management of incidents while away from the office. eyeShare’s IVR (Interactive Voice Response) and text-to-speech capabilities also enable voice-based incident communication.

Bi-directional communication also enables the integration of human decisions into automated workflows as part of the event resolution process.

Key Features & Benefits

- Improve IT performance and response times to critical incidents
- Automate incident management and enforce ownership and escalation procedures
- Manage alerts and escalations while out of the office through mobile devices
- Reduce manual administration and eliminate the possibility for human errors
- Guarantee detailed logging and auditing of critical event procedures

With eyeShare alerts and automated escalation we are ensured that we don't miss trades due to slow response to technical problems – which can cost our customers thousands of dollars

*Yaakov Cohen,
Head of Operations, Super Derivatives*

About Ayehu

Founded in 2007, Ayehu developed the eyeShare product line to deliver simplicity and automation to IT teams. An incredibly simple, yet remarkably powerful platform, eyeShare is deployed at major enterprises and supports thousands of business users.

