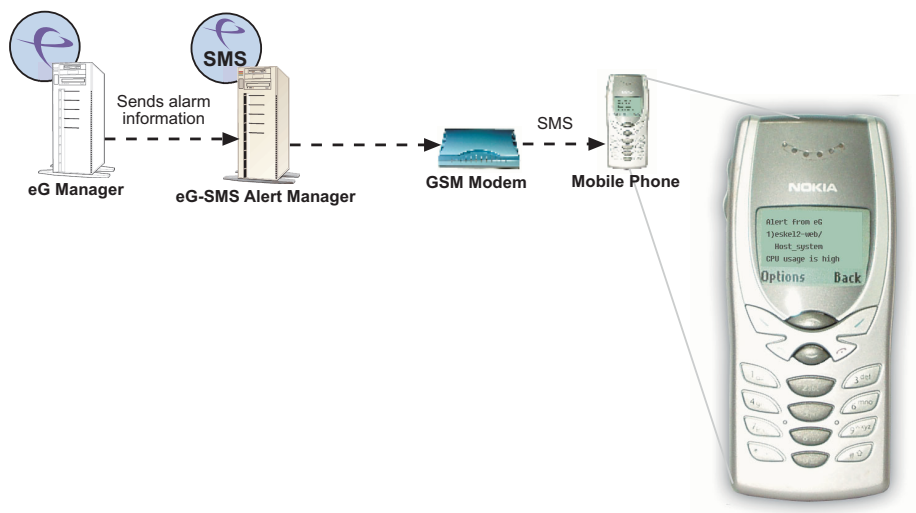


# The eG SMS Manager

IT infrastructures that support mission-critical services need to be up and running 24x7. Timely, precise alerting by a monitoring solution can provide adequate notice for an IT manager to react immediately and to avert potential crisis situations. The eG SMS manager is a key component that allows the eG suite to provide any time, any where alerting. When integrated with the eG manager, the eG SMS manager generates personalized alerts to the mobile phones of IT operations staff, so that operators only see alerts relating to networks, servers, applications, and services under their purview. Employing a patented automatic triage technology,

the eG manager prioritizes alerts - so the root-cause of problems are differentiated from the effects - and forwards them instantly to the eG SMS manager for delivery to users' mobile phones.

The eG SMS manager which is available on Microsoft Windows workstation and server operating systems, allows eG alarms to be formatted and directed for display on SMS-enabled mobile phones. A GSM 7.07 compliant modem with a valid subscription to a mobile network is a pre-requisite for the eG SMS Manager.



## The eG SMS Manager

- Allows operators to stay in tune with the performance of their IT services from any where, at any time;
- Provides proactive alerts to operators' mobile phones, allowing them to resolve problems before users notice;

## Frequently Asked Questions

1. Do I need separate hardware to host the eG SMS Manager?

Yes. You will need to have a Microsoft Windows workstation/server to which a GSM modem can be connected.

2. Is the GSM modem provided as part of the eG SMS Manager?

No.

3. Can multiple eG managers share the same eG SMS Manager?

Yes, multiple eG managers can share the same alert manager.

4. Do I need any specific mobile operator's assistance in configuring the eG SMS Manager?

You just need to subscribe to the SMS service of any mobile operator and use the SIM card provided by the operator to your GSM modem.

5. Is there a preferred vendor/modem that the eG SMS manager works with?

The eG SMS Manager has been tested with the Wavecom Fastrack modem.