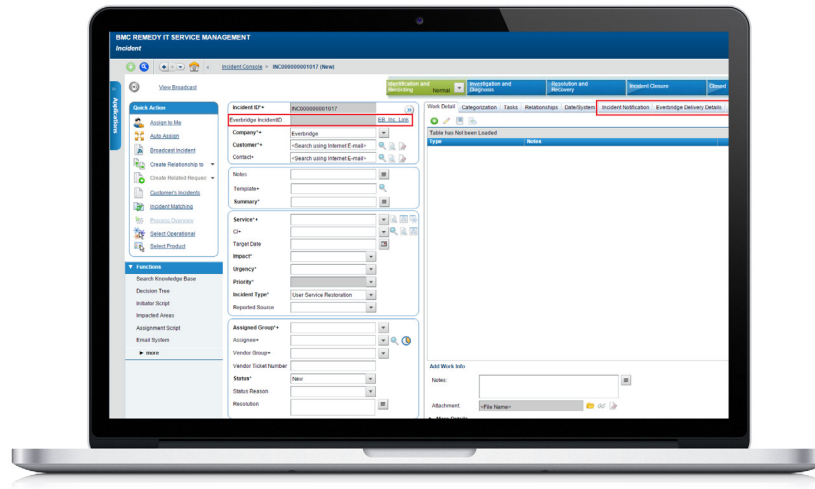# EVERBRIDGE INTEGRATION WITH BMC REMEDY
REDUCING THE TIME IT TAKES TO RESOLVE IT ISSUES AND RESTORE IT SERVICES

bmc
Remedy

QUICKLY CONNECT THE RIGHT PEOPLE WITH THE RIGHT INFORMATION TO MINIMIZE THE IMPACT OF IT ISSUES ON YOUR BUSINESS

Whenever a critical IT incident occurs, your business may be at risk. Your IT department needs to do anything possible to fix and restore the service as quickly as possible. At the same time that the IT team is working hard to repair an issue, your Service Desk uses BMC Remedy to create, track and manage the incident resolution progress.

When the clock is ticking, you can automatically reach out directly from BMC Remedy console and communicate with the right on-call IT personnel so they can start resolving the issue.

The **Everbridge IT Alerting integration with BMC Remedy** connects the right on-call personnel with the right information, so they can fully focus on what matters most to the business: restoring the service to limit the negative impact on end-user satisfaction, on revenue generation and on the company image.
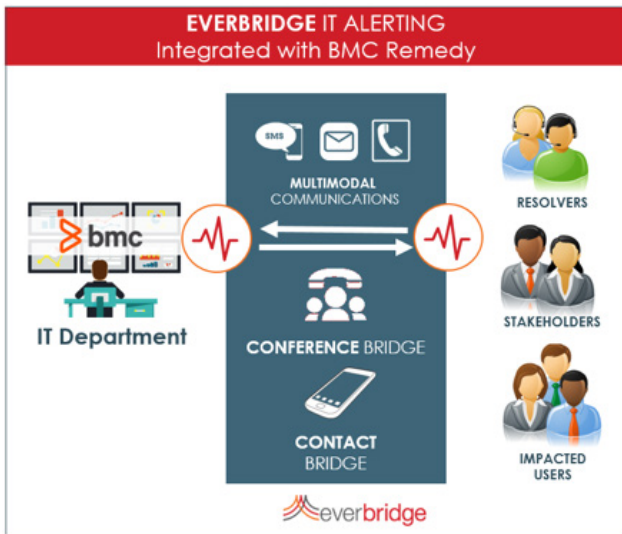
Built to deliver millions of messages around the world at the same time, the native SaaS **Everbridge platform** is trusted by our 2500 customers globally every day.

USE CASES

+ Trigger communications and track responses directly from BMC Remedy and reach out via mobile app push notification, SMS text, voice, email and many more

+ Assign the Remedy incident to the first responder

+ On-call personnel can launch "war room" and service restoration conference calls in 1 click

+ Get a detailed report of the incident notifications and responses

+ Manage group calendars, shifts and rotations in one place and synchronize your BMC Remedy contacts and groups with Everbridge IT Alerting

+ Instantly identify the right on-call personnel and automatically escalate to the next functional and/or hierarchical person in the list

+ Self-manage your own schedule and availability from your smartphone

+ Keep stakeholders and customers informed while IT is fixing the issue

ever bridge®

EVERBRIDGE INTEGRATION WITH BMC REMEDY
REDUCING THE TIME IT TAKES TO RESOLVE IT ISSUES AND RESTORE IT SERVICES

KEY CAPABILITIES

IT Alerting reduces manual errors, quickly provides the right information to the issue resolvers and ensures proper communication is sent to all stakeholders in a timely manner.

REACH OUT TO THE RIGHT ON-CALL PERSONNEL

On-call Scheduling: Keep track of who is on-call and alert the right people based on the type of incident and time of day.

Automatic Escalation of Alerts: Ensure that the next person or group is notified if the first person doesn't respond.

MULTIMODAL REACH AT ALL TIMES

Even when connectivity is weak or unavailable, use IT Alerting to broadcast messages to virtually any communication device with support for multiple contact paths including voice, SMS, push notification app, desktop alerts, email, pager, etc. You can send communications directly from your smartphone.

TWO WAY MESSAGE WITH AUDIT TRAIL

Two-way communication allows for instant acknowledgment that the message was actually received. Quickly access audit trails of who was contacted via which path, who responded to an incident and how long it took.

ACCELERATE AND AUTOMATE WITH IT ALERTING INTEGRATIONS

+ BMC Remedy 8.1

+ BMC RemedyForce

It also integrates with a variety of third party tools, such as ticketing systems, Service Desk systems, ITSM systems, Event Correlation systems, IT Operations Monitoring systems, Application Performance Monitoring solutions, Workload Automation solutions, and allows automated notifications to be sent out via multi-modal channels. Technical partnerships include ServiceNow, BMC, CA Technologies and more...

About Everbridge

Everbridge is a leading unified critical communications platform trusted by corporations and communities of all sizes that need to reach the right people for immediate action, collaboration, and decision-making. Connecting millions of people and internet-connected devices, the company provides reassurance that secure, compliant messages are delivered, locally and globally, received and responded to, no matter the recipient's location. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

VISIT WWW.ITALERTING.COM
CALL +1-818-230-9700