

## DICOS ESCAL<sup>(R)</sup>

Reliable alerting and a central view of events eliminates the need to constantly look at the GUIs of multiple monitoring systems and supports IT operations and on-call support.

### RELIABLE ALERTING

DICOS EscAL<sup>®</sup> ensures reliable alarming. Through automatic, multi-stage escalation of critical events, it provides greater safety and reliability. You gain targeted alerting of the responsible persons with a defined escalation path and documentation of event and solution.

### INTELLIGENT CONSOLIDATION

DICOS EscAL<sup>®</sup> cleverly bundles all alarms from the entire IT-infrastructure into one system for greater transparency. The result is a central 360° view of the entire IT-infrastructure with a focus on relevant information from various alarm sources.

### FUTURE-ORIENTED INTEGRATION

DICOS EscAL<sup>®</sup> offers vendor-independent linking of IT and IoT systems to break up management silos. The Quality of Service is improved through identifying faults at an early stage, combined with a fast response and resolution for compliance with SLAs

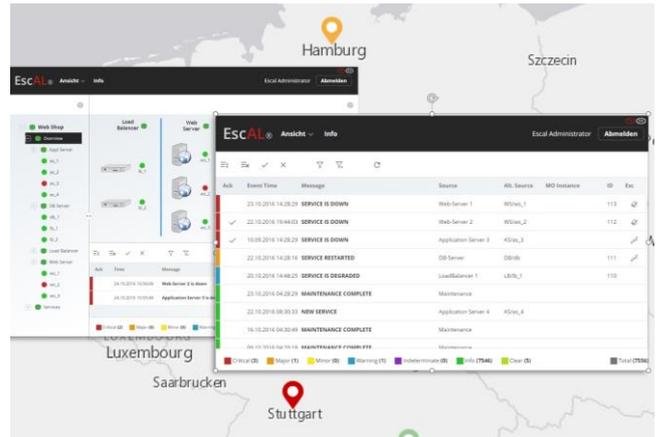
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## 24/7 IT-OPERATIONS MADE EASY BY USING DICOS ESCAL

DICOS EscAL<sup>®</sup> guarantees uninterrupted monitoring of IT systems around the clock - without the need of the employees on standby duty. Productivity is increased by smart filtering of important alarms and targeted addressing with acknowledgement of receipt. The team can be informed by e-mail, SMS, voice output (landline and mobile) and via apps for Android and iOS. This means that alarms, fault location and acknowledgement are possible regardless of location and independently via smartphone - simple, fast, flexible.

## SERVICE MANAGEMENT

The modern GUI with service- and topology-views allows a quick overview of the structure of IT services. The connection to the CMDB eliminates the need for time-consuming recording of services. DICOS EscAL<sup>®</sup> also offers a structure editor, which can be used to create service structures manually. This allows not only to generate infrastructure alarms, but service-alarms as well.



**"Mainova AG places high demands on reliability and safety. With DICOS EscAL<sup>®</sup>, we now have a central overview of the alarms of all connected systems and a sophisticated escalation system. It also eliminates the constant monitoring of the GUI."**



Christian Fieres, Teamleader Service Operation Center, Mainova AG

## OPEN INTERFACES

- ▶ HTTP, SOAP, REST
- ▶ SNMP, Syslog
- ▶ Commandline
- ▶ APIs for DX NetOps Spectrum, IBM Netcool and Icinga (more APIs on request)
- ▶ Extendable menus and toolbars
- ▶ Script-based actions triggered by alarms

## SIMPLE DEPLOYMENT

- ▶ Fast and easy installation on Linux or Windows
- ▶ Low resource requirements: 2 Cores, 8 GB RAM, 10 GB HDD
- ▶ Mobile phone connection via GSM gateway
- ▶ Installation, briefing, training and configuration by DICOS upon request

## DID WE ATTRACT YOUR ATTENTION?

Would you like more information about DICOS EscAL<sup>®</sup>?

Ask for your individual websession and we will demonstrate its capabilities and the benefits for your organization!