



## maxAlarm mobile 2-way communication

Monitoring the message queues of an AS/400 will absorb a great deal of your operators time: automation of this with our MaxMessenger module will help.

### However, what if an event is triggered that requires the attention of an operator?

At present you probably need to account for this by having operators available on site at all times even out of normal shift hours. MaxAlarm can make your users aware of any level of message you feel requires attention by using everyday communication methods, be it landlines, mobiles or pagers. With our 2-way messaging capability your users could even reply to these messages using an ordinary SMS capable phone.

MaxAlarm will assist with proactively communicating with the outside world, as this has never been a strong point in most iSeries 400 application systems, neither has it featured largely in operations departments where the traditional 'baby sitting' approach has long been tolerated out of necessity.

Having MaxAlarm as a direct interface from the iSeries 400 applications to both a modem for text messaging facilities to mobile phones and pagers, and to a directly attached mobile phone for SMS messaging with reply capabilities, will help you work more productively.

### Business Benefits

Full automation requires the ability to run your system unattended. In normal working hours this is acceptable, because if attention is required then an operator is never too far away. This can often distract your team when working with others or

on another project. All too often we need to have operators working out of normal hours to ensure our environment is running smoothly.

This module interfaces with all other Maximise modules and can even be run through the command line interface, or from your own internal software. MaxAlarm supports a wide range of paging and mobile phone companies, including O2, Vodafone, Hutchinson, VodaZap and VodaGSM. If you are using our 2 way SMS terminal phone then we fully support sending SMS messages to any target service provider in the world. However, if you use a service provider not already supported by Maximise, our technical support teams can talk you through how to add the provider of your choice.

MaxAlarm has been designed to protect your investment allowing outside communication to take place in a secure manner. The advanced 2-way messaging capabilities of MaxAlarm has features that further protect that investment. With inbuilt security features it is easy to be assured that all messaging activity is both monitored and managed.

Two-way messaging moves the business towards the possibility of remote systems management by reducing the need for dedicated skilled personnel being on-site. Messages sent by your iSeries machine can be answered directly from a mobile phone.

SMS Messages from the mobile phone to your iSeries machine can execute OS/400 commands, reply to messages detected by MaxMessenger or initiate jobs defined in MaxScheduler.

MaxAlarm is very robust and is delivered with high availability in mind, providing the facility to continue to page even though the Maximise application library is being backed up.



Any customer installing this product will improve the efficiency of their support personnel, allowing them to be reassured that MaxAlarm will contact them if the iSeries machine requires operator assistance. The benefits of an automated operations environment is that you will be able to provide an enhanced level of service, support and reliability to all user departments and ultimately your business.

Adding paging systems automatically frees up your operators and enables operators to be contacted off-site 24 hours a day, 7 days a week. With Automated Message Management, Scheduling, Recovery & Back-up systems in place you can now have the added safety net that will ensure should a situation occur that requires user intervention, the right person will be contacted, no matter where they are.

### Technical Benefits

MaxAlarm is delivered with most of the major mobile phone and paging service providers, adding our own phones and pagers to it is a simple task. Beyond plugging in a modem, installing the system could not be simpler. Via the modem, text messages can be sent to SMS capable phones and pagers, simple tone messages can be sent to normal landline phones. Sending a message can be initiated through the products' interactive session or through a command supplied.

Individual pagers and phones can be grouped so that a message could be sent to any number of target users with a single command. Group members can be specified as belonging to the group only between certain hours, for example the Technical Support group could be automatically split into the day and night shifts so that a message to them goes to the right people depending on the time of day. Building the supplied paging command into your own applications will enable you to automatically inform off-site personnel of important events without having to wait for convenient times to call them. The supplied ad-hoc messaging facility can also allow users to send messages to other users interactively saving time in the same way.

The power of these facilities married with maxMessenger means you would gain major benefits within your business, being able to manage your iSeries machine by exception, in turn allowing you to move to an 'On Call' strategy of support rather than a 'Baby Sitting' one. maxAlarm enables a high availability environment within your organisation as built-in logic enables continuous use while application backups are being performed.

### Specifications

- Runs on any version of IBM OS/400
- Uses standard hardware
- Alerts personnel of potential disaster situations
- Send a message to pager, landline, mobile phone group or e-mail
- Two way paging to enable secure remote response to messages
- Paging Rosters
- Full Integration with all other maximise modules and your existing environment both inbuilt and through shipped OS/400 commands.



For further **information** contact our sales team on **01285 862 100** or email **info@apsu.com**