

[ASCOM REMOTE SERVICES]

Service:	Ascom Instant Notification
	Miminises system disturbances
	Quick fault detection – we react before the customer realises there is a problem



INSTANT NOTIFICATION – TACKLING SYSTEM DISRUPTION HEAD ON

Main user benefits

- Monitors and secures critical alarm functionality
- Skilled technician immediately informed and assigned
- Immediate notification to site administrator
- Increased peace of mind
- Including Instant Notification service leads to more predictable budgeting
- Contributes to a reduced Total Cost of Ownership
- Allows you to optimise system exploitation

At Ascom, we understand the negative effects system disruption and the resulting downtime can have on your operations. As a consequence, we have an equally comprehensive understanding of the measures that need to be taken to reduce this. One of the most effective is by reacting quicker when these disruptions occur – and our Instant Notification service has been designed specifically to fulfil this purpose.

The most effective way to attack downtime? React in realtime

How would you react if a vital component of your system such as a base station were to break down? The answer to this question varies from customer to customer. What doesn't vary is every customer's desire to rectify the situation as soon as possible. At Ascom, we've developed a service that addresses these situations by thinking ahead.

Our Instant Notification service is so effective that in many cases, we will know about any fault before it comes to your attention. Furthermore, we will have assigned a skilled technician to the problem and they will be taking appropriate steps to rectify the situation. In the case of hospitals, secure establishments or care homes, the advantages this effective response delivers can represent the difference between a minor occurrence and a major problem. In factories and other industrial plants where production relies on minimum downtime, this level of service can have a significant effect on efficiency and profitability.



Active monitoring

Subscribe to our Notification service and you can be sure your system will be actively monitored at the Ascom helpdesk. Errors of a pre-determined level of severity are automatically relayed to a field technician who can log in to a control panel, view your systems status and react accordingly. This functionality also facilitates the delivery of a message to your system administrator if required. This way, you're kept fully aware of the situation and what we're doing to address it.

Security and operational integrity

Any data transfer involves a potential risk. As a result, we have prioritised your security as a part of our commitment to provide maximum peace of mind. To ensure we deliver this, we take the following steps when applying Instant Notification services:

- All data traffic between a customer and Ascom is encrypted and authenticated. This ensures no unauthorised entry or access to sensitive information.
- The application features IT design that does not conflict with existing anti-virus software or firewalls.
- A secure authorisation certificate ensures that only authorised persons can access the system.
- All applications are rigorously tested before deployment.
- We ensure that all information is handled securely in regard to access, authorisation and storage.