



LiSS AMS

LiSS Alert Messaging Server

Security
Engineered in
Germany



**FINALLY A CLEAR AND SIMPLE
ALERTING SOLUTION.**

IT monitoring and reporting become more and more important.

Alert Messaging Server (AMS) is a two-way messaging system to **alert admins** and other staff with **mission-critical information at any time** and **any place**, allowing for remote response via email and SMS.

With AMS you can easily initiate complex interactions with monitoring systems, allowing database record updating, message retrieval and more.

A monitoring solution reports a mail server problem to the AMS. By just using email alerts, the alert queue would be broken.

Alert Messaging Server ensures the **alert delivery** based on a service schedule **within seconds**. If there is a problem with text message delivery to the first admin in the queue, the alert will be sent to the standby admin, defined in the escalation procedure. These steps are documented and can be reviewed at any time. Within minutes the admins can start to solve the mail server problem.

**The alerting scenario:
And you know it first!**



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Key Features

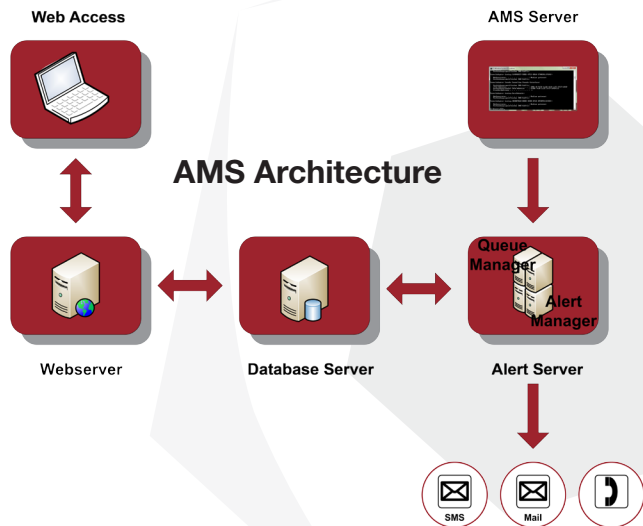
- Alerting via email/SMS/voice
- Alerting confirmation via SMS/email/web
- Definition / Import of service schedules
- Import of holidays
- Escalation scenarios
- Multitenancy
- High Availability
- Action after alert confirmation
- Alarm profiles enable different schedules (for email/SMS/voice)
- Definition of users and user roles
- Alert & audit logging
- Administration via web console
- AD/LDAP-Integration
- Broadcast-Messages
- Linux/Unix Client
- Follow-The-Sun Support

Key Features

- Reporting

System Requirements

- **Queue & Alert Manager:**
Windows 2008 R2/2012 R2 Server
.NET Framework 4.5
- **AMS Client:**
Windows 7/8
Windows 2008 R2/2012 R2 Server
.Net Framework 4.5
Linux/Unix
- **Frontend:**
IIS 7.5+, Internet Explorer 8.0+
- **Backend:**
SQL Server 2008 R2/2012/2014
- **Hardware:**
Siemens TC35i / Cinterion MC52i GSM modem
Activated SIM card from the provider of your choice
Optional: Dialogic Diva UM-BRI-2 for voice calls



Integration

AMS can be integrated in NetIQ AppManager and Security Manager, Microsoft System Center Operations Manager 2007/2010 and Orchestrator, HP Openview, Remedy, CA, IBM Tivoli, BMC Patrol, WhatsUp Gold etc. Custom integration is possible with most applications as well.