



TeleAlarm

Alarm Management

Monitor your communication network in real time!

Monitor all your telecom devices for diagnostic errors, inactivity and hardware failure.

Whether you are sitting at your desktop or off premise, TeleAlarm will watchdog your communication network. TeleAlarm deciphers various communication logs and makes intelligent notification decisions. Alarms may be diverted to email, pager, sound card, printer, wireless device and more. You can identify patterns and alert conditions and proactively take corrective action before major problems arise. TeleAlarm can monitor your system 24/7.

Discover what TeleAlarm can do for you?

- ✓ Works with any communication diagnostic codes (i.e. CDR, system logs)
- ✓ Works with any telephony call detail recording data
- ✓ Can be configured to track inactivity of specific devices
- ✓ Allows you to set thresholds for specific date and time periods
- ✓ Flag calls to emergency services (i.e. 911)
- ✓ Monitors improper usage, equipment failure and malicious actions

RSI

www.telecost.com

40 King St. W, Suite 300. Oshawa, Ontario. L1H 1A4
905 576-4575 905 576-4705 rsi@telecost.com

TeleAlarm Alarm Management

WATCHDOG YOUR SYSTEM

TeleALARM ensures continuous communication with your customers by monitoring your telephone system 24 hours a day, 7 days a week for improper usage or equipment failures.

BE ALERTED TO EMERGENCY CALLS

TeleALARM will flag any calls to emergency services (i.e. 911) and alert the defined devices including pager, wireless device, email, screen, printer etc.

DEFINE AND CUSTOMIZE ANY ALARMS

TeleALARM provides you with a user-friendly interface for developing alarm conditions. You may set thresholds and specific date/time ranges for specific alarms.

MONITOR ANY HARDWARE DEVICE

TeleALARM will capture any data stream submitted via serial link or file. The sophisticated internal parser will identify conditions that match alarm definitions (including: switch initialization, switch inactivity, trunk/station card failures, voice mail failure, diagnostic alarms and any other critical error alarms.

MONITOR ANY USAGE ALARMS

TeleALARM may be tailored to track activity or inactivity of specific devices. Many telecom managers are concerned about the functionality of their network. TeleALARM will alert you to trunk inactivity or excess usage. Calls to international destinations may be flagged and summarized for any time window. Excessive internet usage may be thwarted by alerting management personnel.

NETWORK NOTIFICATION

TeleALARM may dispatch messages across the intranet or internet to any email address. Email may be sent to specific email addresses depending on the alarm condition.

AUTOMATIC TROUBLESHOOTING & RESPONSE

TeleALARM may make logical decisions about the seriousness of specific alarms by examining time of day, thresholds and activity/inactivity. TeleALARM may automatically call a technical representative whenever alarm conditions are found.

PROFESSIONAL AND COURTEOUS SUPPORT

We are committed to the long term satisfaction of our customers. We appreciate that our customers are the cornerstone of our business.

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