Alert Ops

AlertOps

A Modern Enterprise Alerting Platform

Resolve major incidents & automate real-time digital operations.

AlertOps recognizes each organization is different and faces unique challenges. As organizations grow and expand these use-cases tend to become more complex and unique in nature. AlertOps provides a flexible approach that produces a tailored solution around your specific use case, needs or requirements.

Organizations are migrating to the cloud at a rapid pace, and adopting Digital Transformation initiatives to remove siloes and drive operational efficiency. Every second counts when customers are unable to access critical services since these interactions leave a lasting impact on brand reputation and the bottom line. For instance, 1 in 3 customers will leave a brand they love after just one bad experience, while IT outages cost organizations $5,600 per minute on average.

What sets AlertOps apart?

Instead of forcing your team to follow rigid processes, AlertOps is flexible and intelligent enough to help your team easily solve critical and complex use-cases. A complete suite of IT incident management tools empowers your team to reduce alert noise, resolve incidents and automate real-time operations for unique and complex use-cases, like no other tool can.

Here are just a few reasons Fortune® companies choose us:

● Open API:

The AlertOps Open API allows you to interact with virtually any tool with an existing API. And for on-prem systems or tools without an API, AlertOps features an easy e-mail integration. By connecting to any and all tools in the ecosystem, AlertOps empowers teams to use the tools they find optimal for their own processes.

No-Code Agility:

The AlertOps platform is "No-Code first" while maintaining a level of functionality and access to APIs that enterprises need. Whether it's configuring an integration or automating actions in external systems, AlertOps doesn't require writing custom code to achieve a desired result.

Bi-directional Integrations:

Bi-directional integrations with ITSM AIOps and ChatOps tools allow for AlertOps to keep data in sync at all points of operation processes. AlertOps allows teams to modify and update records, notify stakeholders, and relay messaging to ensure all individuals have the necessary information, when they need it.

Custom Fields:

Custom Field creation and Mapping allows AlertOps to extend its standard Alert object to accommodate any field and allows for a seamless integration with virtually any tool.

A Future-Proof Solution:

The ability to extend and connect to any tool also makes the platform future-proof. As the ecosystem is flooded with new IT solutions every year, having a platform capable of integrating with any tool mitigates any risk of the solution becoming obsolete.

Smart Escalations (De-coupled):

Most Incident Response tools generally escalate through their on-call schedules to find the right responder if no others respond. However, building escalations into the rotation this way highly limits the flexibility of how and when to escalate and incident.

By decoupling escalations from scheduling, AlertOps offers advanced escalation capabilities that may use on-call rotations but can provide additional flexibility around how to automate outreach procedures by time-frame, by channel of communications, etc.

Smart Scheduling:

Enterprises need complete flexibility in constructing their response procedures, the ability to configure teams the way they are setup within an organization is crucial.

AlertOps' flexible group configuration offers the ability to nest groups in order to mirror the exact team layout for responders within an enterprises. In addition, AlertOps features a layered scheduling calendar view to offer visibility into individuals across teams and time zones that are responsible for response procedures.

1 On-call Team | 1 Shift
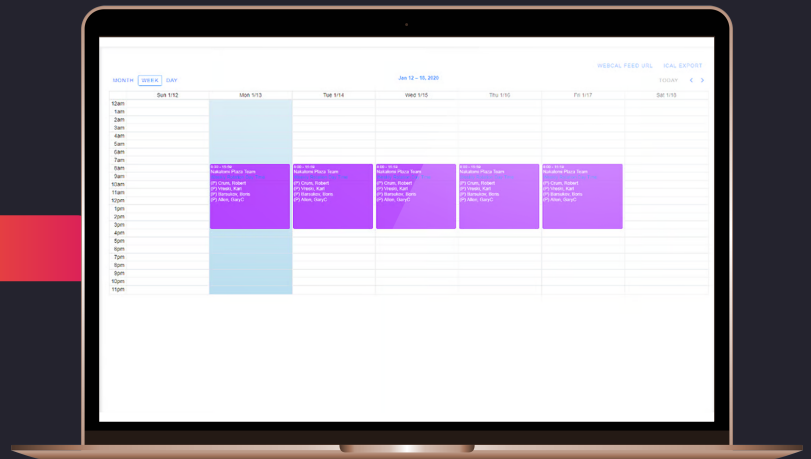
1 On-call Team | Many Shifts
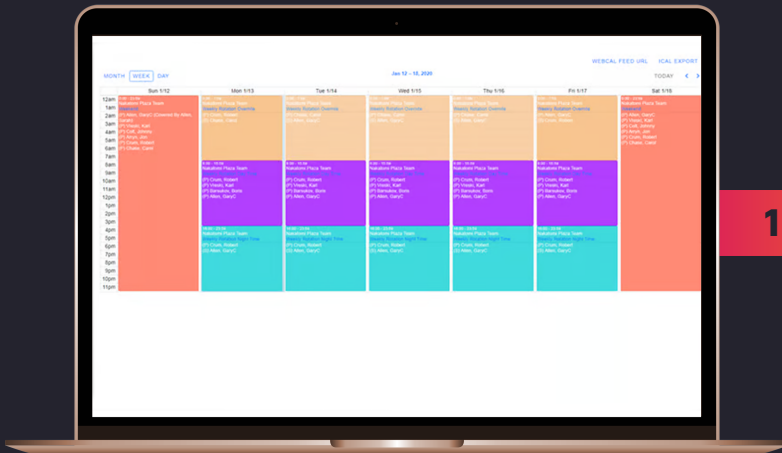
Many On-call Teams | Many Shifts

Automation:

The purpose of Digital Transformation is to improve operational efficiency. To successfully increase efficiency and reduce waste of manpower, the ability to automate routine tasks or remediation actions are essential in any modern IT operations solution. Aler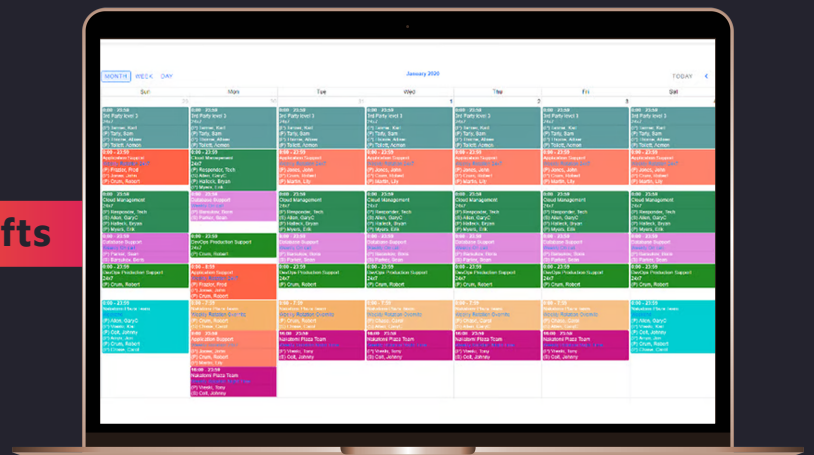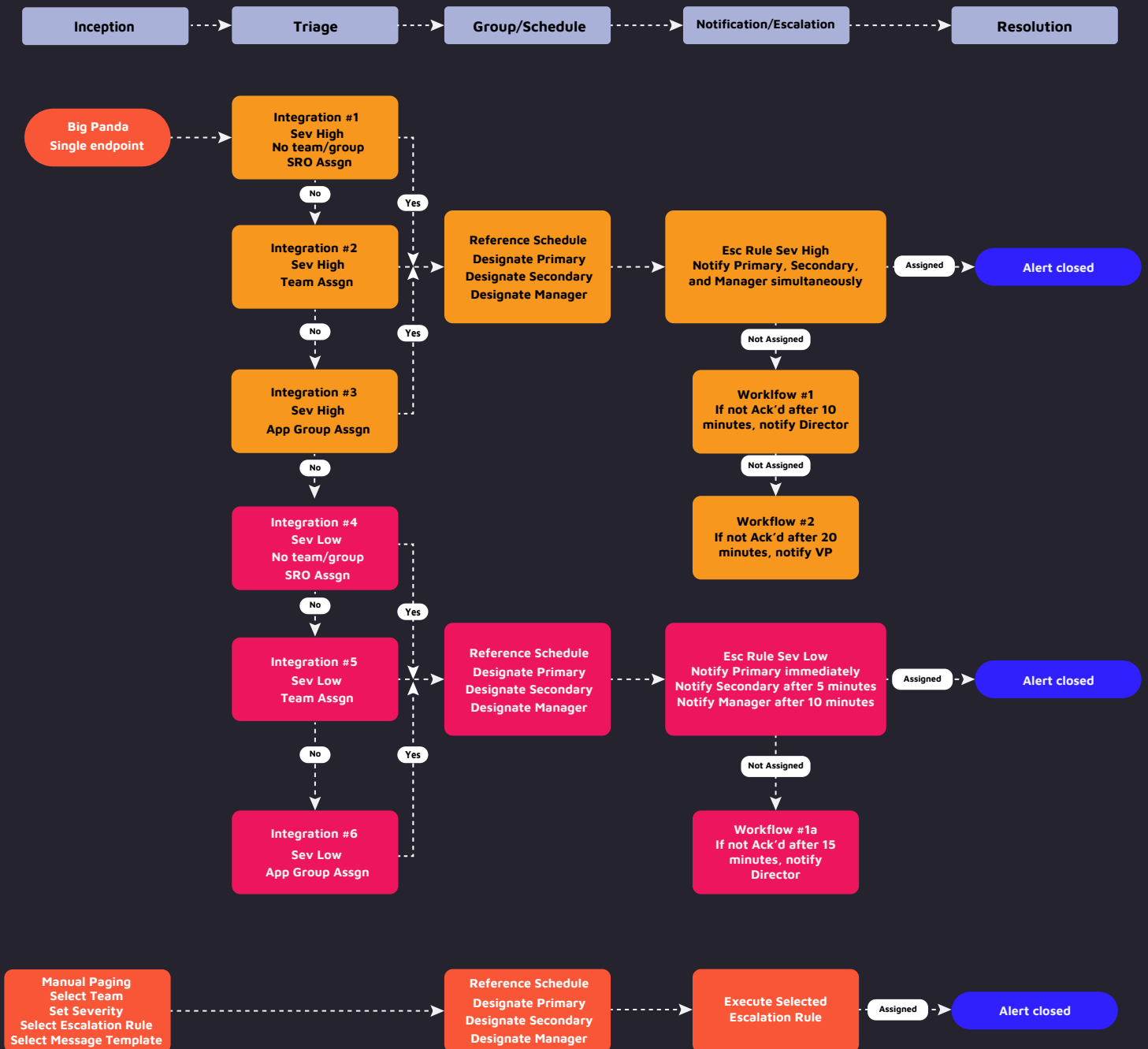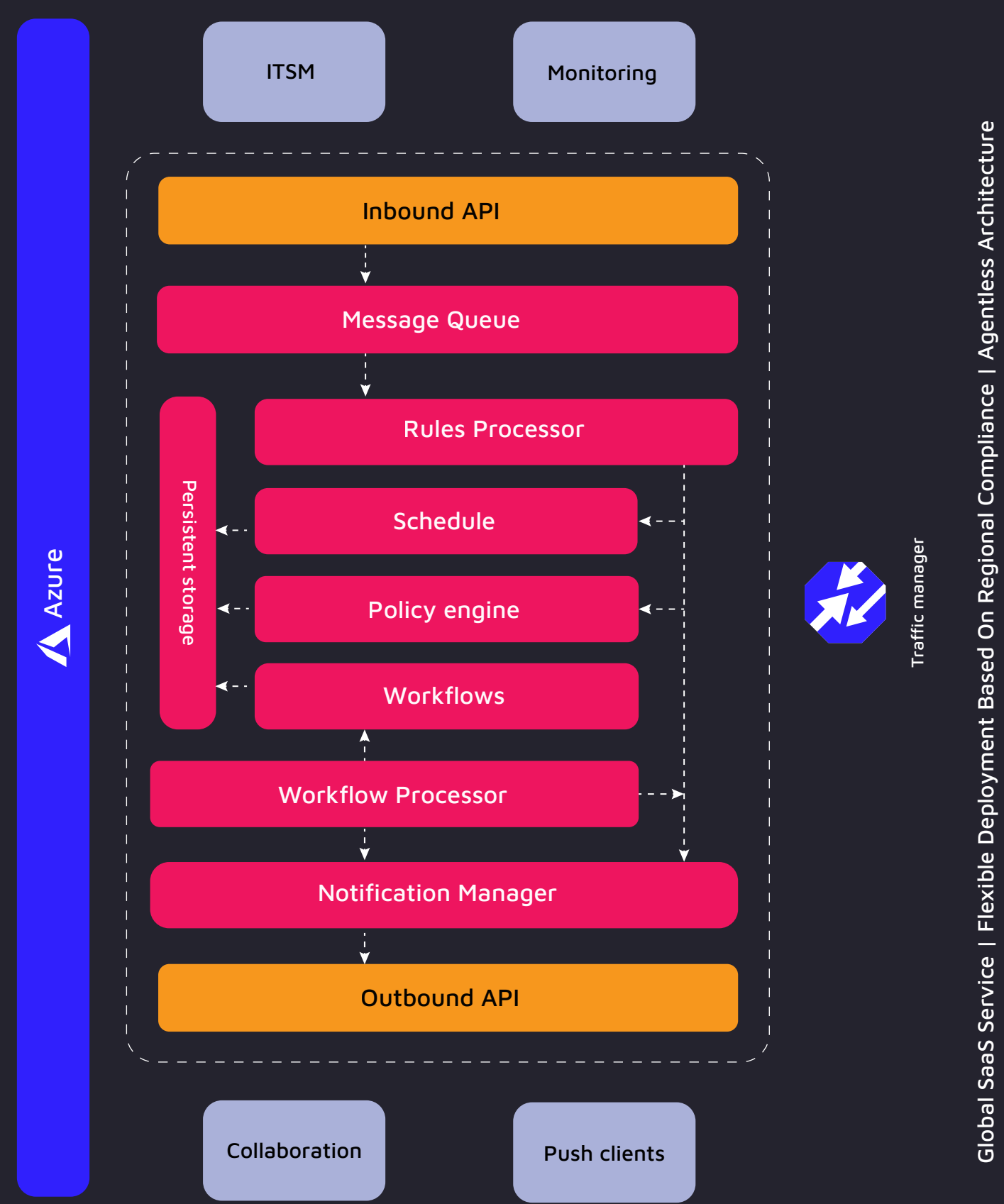tOps' Enterprise Workflows allow easy stacking of automated tasks to run on certain conditions, or to execute upon user trigger from the web or mobile app.

An example of advanced automation and escalation capabilities within AlertOps:

Inception	Triage	Group/Schedule	Notification/Escalation	Resolution

Big Panda
Single endpoint

Integration #1
Sev High
No team/group
SRO Assgn

No / Yes

Integration #2
Sev High
Team Assgn

No / Yes

Integration #3
Sev High
App Group Assgn

No

Integration #4
Sev Low
No team/group
SRO Assgn

No / Yes

Integration #5
Sev Low
Team Assgn

No / Yes

Integration #6
Sev Low
App Group Assgn

Reference Schedule
Designate Primary
Designate Secondary
Designate Manager

Esc Rule Sev High
Notify Primary, Secondary,
and Manager simultaneously

Assigned → **Alert closed**

Not Assigned

Worklfow #1
If not Ack'd after 10
minutes, notify Director

Not Assigned

Workflow #2
If not Ack'd after 20
minutes, notify VP

Reference Schedule
Designate Primary
Designate Secondary
Designate Manager

Esc Rule Sev Low
Notify Primary immediately
Notify Secondary after 5 minutes
Notify Manager after 10 minutes

Assigned → **Alert closed**

Not Assigned

Workflow #1a
If not Ack'd after 15
minutes, notify
Director

Manual Paging
Select Team
Set Severity
Select Escalation Rule
Select Message Template

Reference Schedule
Designate Primary
Designate Secondary
Designate Manager

Execute Selected
Escalation Rule

Assigned → **Alert closed**

How does AlertOps work?

AlertOps is a cloud-native enterprise-spec'd platform that runs on Microsoft® Azure.

Azure

ITSM

Monitoring

Inbound API

Message Queue

Rules Processor

Persistent storage

Schedule

Policy engine

Workflows

Workflow Processor

Notification Manager

Outbound API

Traffic manager

Global SaaS Service | Flexible Deployment Based On Regional Compliance | Agentless Architecture

Collaboration

Push clients

AlertOps allows users to Create alerts manually or automatically from any tool with a 2-way integration. A rules engine Processes, classifies & co-relates data storing the information in a datastore. Then, a scheduler engine helps with team assembly and dynamic communication to help teams Respond. Next, workflows allow teams to Notify managers, stakeholders and customers with regular updates at key times within SLA. Finally, reporting and dashboard Analytics allows for real-time and post-mortem Analysis.

| Create | Process | Respond | Notify | Analyze |

See faster time-to-value (TTV)

AlertOps is easily configured and utilizes a flexible no-code approach, so getting set-up only takes a matter of days – not months. Our hands-on support team always available and your dedicated customer success representative is ready to ensure a smooth proof-of-concept. Customers report almost immediate benefits related to reduced alert noise, and improved efficiency.

Adhere to best practices

With the right approach to ITSM, an enterprise can take the guesswork out of incidents – reducing downtime and improving customer experience. AlertOps' flexibility allows organizations to take full advantage of ITIL and Major Incident Management best practices.

200+ Integrations

AlertOps currently integrates with over a hundred Monitoring, AIOps, ChatOps and ITSM tools and because AlertOps uses an Open API, virtually any home-grown or custom tool can be easily integrated.

CISCO
AppDynamics

Moogsoft

New Relic.

servicenow.

⚡ Jira Service Desk

slack

salesforce Service cloud

Nagios

At a glance

AlertOps was initially built with a Fortune 500® company to handle major incidents during Black Friday and other peak revenue-impacting scenarios.

User reviews

"

AlertOps allowed our team to focus on procedures to restore service, instead of having a split mind.

Technical Operations Manager
Leading Data Company

We analyzed a bunch of different vendors. Hands down, AlertOps was the top for multiple reasons

Service Delivery Manager
Fortune 1000®

"

"

We're really happy with the service. It has reduced our response times by at least 50% on business critical issues, across our 12 brand sites."
Tech Manager
Fortune 1000®

Summer Badges 2024

High Performer
Mid-Market
SUMMER 2024

Highest User Adoption
Mid-Market
SUMMER 2024

Users Most Likely To Recommend
Mid-Market
SUMMER 2024

Easiest To Do Business With
Mid-Market
SUMMER 2024

Best Meets Requirements
Mid-Market
SUMMER 2024

High Performer
SUMMER 2024

High Performer
Small Business
SUMMER 2024

Highest User Adoption
Small Business
SUMMER 2024

Best Est. ROI
Mid-Market
SUMMER 2024

Momentum Leader
SUMMER 2024