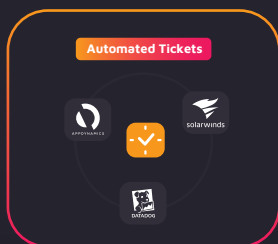


So What is AlertOps?

Simplifying Major Incidents: Our 5-step Workflow



Step One

Capture

Alerts are created manually or automatically from monitoring or ticketing platforms.

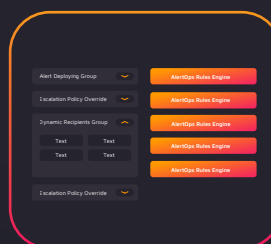
- Data is pulled from any app or source
- AI filters noise based on custom rulesets

Step Two

Process

Our Rules Engine classifies & co-relates the alert, storing the information in a data store.

- Our engine & SLA rules prioritize problems
- Custom workflows determine escalation priorities



Step Three

Respond

Our Scheduler Engine helps teams manage assembly and communication by automating downstream processes with tools like ticketing systems and status pages.

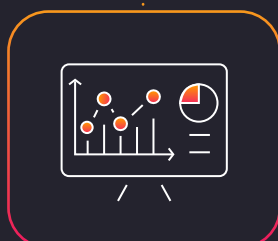
- System workflows manage ticket creation
- Centralized dashboard offers seamless monitoring

Step Four

Notify

Stakeholders are updated in real-time with automated notification workflows, hierarchy systems, and customized update messages.

- Teams are notified via Slack, email, SMS, app, etc.
- Automated on-call schedules determine ownership



Step Five

Optimize

To highlight areas for improvement, real-time and post-mortem analysis is performed via statuses, reports, and dashboard analytics.

- The system continually optimizes to meet your needs
- Reporting highlights adjustments to improve operations