



# IT Alerting & Incident Management

## The Problem

Lynda.com, US Department of the Treasury, Yahoo, Banner Health, Dropbox, Hyatt Hotels. These are just a few of the many organizations hacked this past year. Our electronic identity is truly fragile, and we can only assume that our data is at risk at any point in the near future. In order to respond better to cyberattacks, companies need to be proactive, rather than reactive.

With costs and damages stemming from security breaches on the rise, it is clear the direct correlation between how quickly an organization can identify and contain data breach incidents, and their ability to mitigate subsequent financial consequences.

## The Solution

This is where TeleMessage comes in. Through intelligent, personalized and secure message delivery, TeleMessage Multi-Channel Mass Messaging can improve communication workflows and streamline end-to-end incident management processes. The faster your IT Team can identify, isolate and remediate the breach, the less costly it will be for your organization.

## Enhance Your Communications Strategy to Secure Your Critical Infrastructure & Valuable Assets

Integrating TeleMessage Multi-Channel Messaging, be it SMS, Voice Messages or Push Notifications, with your security detection and alerting systems, you can effectively issue alerts to coordinate response teams, execute recovery plans, provide regular updates to key stakeholders and initiate mass notifications in real-time. Furthermore, teams can communicate securely on our mobile and web applications to manage and mitigate incidents effectively.

## When Your Data is At Risk, Speed, Simplicity & Reliability Matter

TeleMessage supports over different multi-channel delivery methods with voice recording, text to speech conversion in multiple languages, push notifications, and SMS. Organizations can also leverage our Secure Text Messaging Platform to better target individuals, groups, or use dynamic rules to reach the right people as a cyber event unfolds in real-time.



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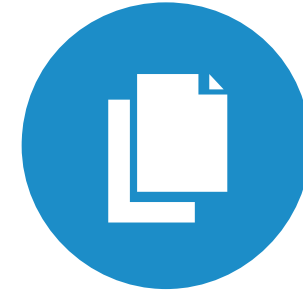
## IT Integrations

Multiple integration options that support several platforms in the following categories: ITSM, Operations Monitoring, Application Performance Monitoring, Automation, Web Application, Web Performance and Cloud Monitoring, Data Management and Project Management



## Incident Management & Tracking

You can track details as the event unfolds and alert or mobilize people from a single solution accessible from any location. The TeleMessage Web Portal allows for easy oversight and sharing of multiple messages, including related documents and information, so no time is wasted during urgent situations.



## Secure Team Collaboration

Our platform includes secure and encrypted messaging that can be used on mobile devices or on the web, with rich features including file sharing, group chat, message delivery tracking to deliver information among employees when it's needed the most.



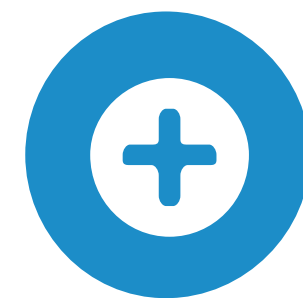
## Ease of Use

Allow users at all levels to quickly and easily send emergency communications through TeleMessage's intuitive user interface.



## Streamline Communications

Set up notification templates with predetermined contact lists and pre-defined messages for faster communications in a crisis.



## SLA Guaranteed Uptime

TeleMessage features a 99.955% uptime guarantee, providing a communications platform you can depend on in your most critical moments.



## Extensive Integration Options

TeleMessage offers a secure, proprietary incident management tool that is fully integrated with emergency notification using a Software-as-a-Service (SaaS) model.



## Use It on Any Device

Accessible on smartphone devices, including iPhone®, Android® and from the web or via our messaging APIs.



## Fully Customizable

Our platform can easily be tailored to match your own internal practices and procedures.



## Two-Way Messaging, IVR & Message Escalation

Features you'll need when communicating a security alert and interacting more effectively with your response team.

## About TeleMessage

TeleMessage is changing the way people and businesses interact in the ever changing mobile space. Our innovative messaging software has been successfully deployed and used by thousands of enterprises, trusted by dozens of telecom operators, reaches hundreds of millions of users and powers billions of messages through customers' networks. Our messaging solution portfolio includes secure text messaging for businesses, and high-volume text messaging services powered by our API cloud platform. We support an ever growing number of enterprises, including leading brands across a range of industries such as healthcare, travel, finance and retail, among others.



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