

INSTANT ALERT MANAGER

Scheduled, Time-stamped IM Broadcasts Microsoft OCS 2007

Your Business Dilemmas

Do you need a way to instantly broadcast critical information, either company-wide or to certain groups of users?

Do you need to schedule announcements for delivery to certain users or groups of users at a specific time?

Instant Solution: Instant Alert Manager

Instant Alert Manager adds the power of real-time communications to your need to quickly disseminate time-sensitive information. You can quickly and easily create IM broadcast messages and instantly send them to specific users, groups of users, or system-wide. Or you can schedule IM broadcasts for automatic delivery at a pre-determined time. And you can set messages to expire if offline users do not retrieve them within a certain time frame.

Instant Alert Manager turns Microsoft OCS into a real-time news medium to improve and accelerate the delivery of critical information across your organization.

Instant Alert Manager in Action

IT Department: Unexpected email server crashes inevitably trigger a flood of calls to the help desk. With Instant Alert Manager, the help desk can proactively inform users that IT is aware of the problem and also provide updates on when service will be re-established.

Departmental Communications: IM is a more efficient tool for managers to relay transient information to staff—an impromptu meeting, a big new client, free donuts in the break room—because the messages are only received by employees who are in the office at that time. Instant Alert Manager facilitates real-time delivery of information while also eliminating overstuffed Outlook inboxes for employees who would otherwise have received the news via email.

"Instant Alert Manager enables us to immediately broadcast breaking news to all our institutional traders, no matter where they are located."

"We initially deployed Instant Alert Manager as a back-up to issuing announcements via email. But now it is our primary broadcast medium for time-sensitive messages because it is immediate and we can set the messages to expire."

About Instant Technologies

Instant Technologies specializes in developing innovative, enterprise-class compliance and productivity solutions for IBM Lotus Sametime and Microsoft Office Communications Server, including IM archiving, IM queue management, persistent chat rooms, IM bot development, buddy list administration, and more. Instant Technologies is a Lotus Advanced Business Partner and a Microsoft Registered Partner headquartered in Durham, NH.