



AlertMagic

PRODUCT DATASHEET

ALERT CONSOLIDATION FOR MSPS

The business challenge

Observability and data are the key to running effective managed services; allowing you to monitor platform operations and respond to incidents. However, poorly configured thresholds or unstable environments cause downstream impact when the number of alerts reaching your service desk teams grows too high to handle. This forces you into superficial triage, often mass-deleting alerts because they look the same. Alerts that do warrant investigation are often incomplete and need additional research before they can be handled. All this impacts productivity, your bottom line and your service quality.

The route to better productivity

Instead of tying up your service desk team with useless grind, AlertMagic filters and enriches incident alerts so that you need only give attention to the meaningful ones. And when tickets are raised, you can be confident that they are important and accurate and comprehensive. Handle more tickets with fewer overtime hours, improve the work/life balance for your team and the service quality for your customers.

Introducing AlertMagic

AlertMagic is a SaaS product that will enhance raw alert data with configurable business logic and can:

- Distil multiple alerts into single incidents
- Reduce the noise in your ticketing system by removing unnecessary tickets and improving those that remain
- Translate alerts into Incidents, with each new alert checked against existing Incidents before a new one is created
- Assign Incidents to work queues, customers, CIs, types and priorities
- As alert updates/clears occur, add notes to open Incidents
- Format Incident, Problem and Note fields as required
- Diagnose during incident creation / update*
- Perform other automatic actions where appropriate, including device firmware updates, interface resets, device resets, software updates and more*

*system-dependent



ALWAYS FIREFIGHTING?

Dealing with unending volumes of alerts leaves your team exhausted, and drained of innovation. Not only that, but you can't see the wood from the trees. Free up your time with AlertMagic, to take care of the mundane tasks and enrich tickets before they are actioned.

DON'T WANT THE RISK?

Our pricing model helps take the risk out of onboarding. By pricing on output alerts, after de-duplication, we have a stake in ensuring your deployment is successful – with the incentive to optimise the consolidation algorithm and save even more!

Pricing: panoramicdata.com/pricing

NEED A DEEP DIVE?

For details of how AlertMagic works, see our [here](#) on our website.

NEXT STEPS?

Email: sales@panoramicdata.com

