

Enhanced Operations Manager Communicator

*deliver business critical information in a
timely and accurate manner*

EOM Communicator adds an intelligent, two-way communication facility to the iSeries family, delivering business and system information from your iSeries for use throughout your company.

Eliminate the need for overnight operators

EOM Communicator can quickly notify an operator if your iSeries needs assistance by sending pager, email or SMS alerts in reaction to system and program events.

By enabling your staff to control your system from their mobile phone, the product can ultimately replace the role of an overnight operator.

Operational Applications

- system messages and commands
- back-ups
- schedule information
- performance issues
- storage thresholds
- network events.

Rapid communication of information

EOM Communicator also supports a range of practical yet secure applications for sharing events and information across your business :

Field Service Applications

- delivery confirmation
- notify engineer of next call
- part availability & prices
- automatic stock reordering
- credit control data
- latest account balances

Business Related Applications

- regular report distribution such as daily sales updates
- insurance renewal reminder
- car ready for collection.

"We have the security that things are running smoothly - and if there are any problems, we can act immediately."

Features

- 2-way SMS facility enables system information and alerts to be sent from the iSeries to a mobile
- reply to the iSeries with a command from a mobile, 24/7. The system will confirm the action
- SMS can be UK or international
- messages can also be sent to a pager or as an email with pdf and csv attachments
- escalation lists, shift rotas and broadcast groups ensure that messages are sent to the right people, fast
- audit trail summarises which personnel were sent messages and when
- compatible with whole iSeries / AS400 family.

Benefits

- share important business information with staff or broadcast groups, wherever they are
- immediate notification of important messages or system error conditions
- resolve system issues direct from your mobile, usually without visiting the office
- eliminate cost of overnight operators
- reduce the the need for so many phone calls between the office and field based staff
- ensure staff receive alerts according to their rota and pre-allocated shifts
- quick integration with standard email packages means no need to install iSeries email software.

