



# eyeShare

Solution Overview



 **ayehu**  
critical situation management

# eyeShare Critical Situation Management (CSM)

## Dealing with Business Critical Situation Management

Today's corporations monitor their business activities through advanced monitoring systems and alerting tools associated with their business applications.

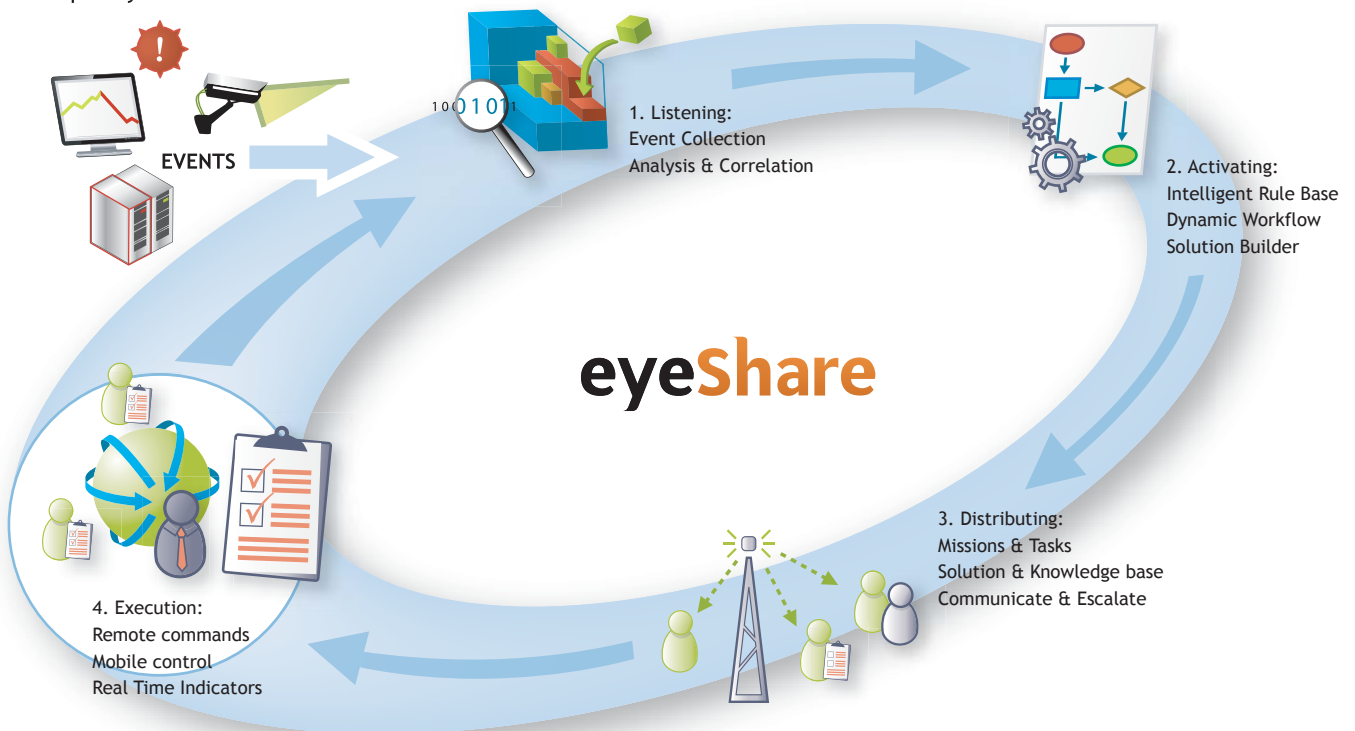
An overflow of alerts, sometimes many alerts related to the same problem, is sent to too many people in the organization, drowning them in the flow of information. Often times, organizations have found themselves ignoring important problems in their systems that seriously impact on the business operations and must be resolved quickly.

## The Challenge

The challenge is to identify the critical situations on time, shorten the resolution time, and manage this process in a proper way. To do this you need to do the following:

Identify a critical business situation → identify the solution → identify the responsible person → identify problem resolution → record for the next time.

Today, organizations recognize too late that a critical business situation has occurred, and therefore, it takes too long to identify a solution to resolve it.



## Benefits

- EyeShare CSM is a solution that helps the enterprise management team in identifying and resolving critical business situations immediately.
- EyeShare CSM enforces solving problems and critical situations based on methodology and not improvisation.
- EyeShare CSM defines clear responsibilities and tasks during business critical situations.
- EyeShare CSM guides key personnel through the critical situation until resolving.
- EyeShare CSM closes the gap between line of service to line of business.
- EyeShare CSM maintains a knowledge base center that stores history of critical situations and hand automatically immediate solution when re-occurs.

## EyeShare Features

- Situation analysis
- Alert filtering
- Automated work flows
- Solution building
- Roster, shifts and calendar settings
- Task force management
- Built-in escalation
- Remote resolution & execution
- Proactive prevention
- Enhanced Reporting system
- Time-to-repair measurements
- Interactive two-way communication and out-of-band communication and control.

# EyeShare CSM: The Enterprise Virtual Operation Officer

EyeShare CSM incorporates the following:

- EyeShare CSM is a software that positioned on top of the monitoring and alerting systems, services and applications management tools.
- EyeShare CSM intercepts potential critical situations across the organization.
- EyeShare CSM builds a proper **solution** for the **responsible person**
- Transmits the solution to the responsible person and follows up responses.
- Manages the implementation.
- Escalates, when necessary, by notifying other responsible personnel in the chain, and provides tracking for a **rapid** closure of the critical event
- Automatically starts procedures (scripts) to resolve situations (in some cases there is even the possibility of controlling devices/applications remotely without the need of opening a service request to the data center or helpdesk to request for a restart, run application and so on and so forth)
- Stores problems and solution for future critical situations (thereby providing a Up-to-date knowledge base)

- **Production line stops:** alerts will come from different places in the line.

*CSM unifies the alerts into one alert and identifies exactly the place in the production line where the problem occurred, CSM then manages the solutions and the people designated to resolve the problem.*

- **Internet Portals and e-commerce sites:** Arrays of servers, network devices, email and commerce applications. When one of them is down, the business bottom line is hurt.

*CSM notifies the right person of the problem, the solution, tracks and automatically follows up the resolving process*

- **Online services companies committed to demanding SLA's:** The response times to solving the served customers are subject to tough contractual (SLA) requirements.

*CSM automatically notifies the service engineer, delivers the solution for the problem and follows up or escalates during the process of fixing the problem*

- **Trade rooms:** Important information which the traders have to take an immediate action.

*CSM notifies and manages the activities to be done until completed.*

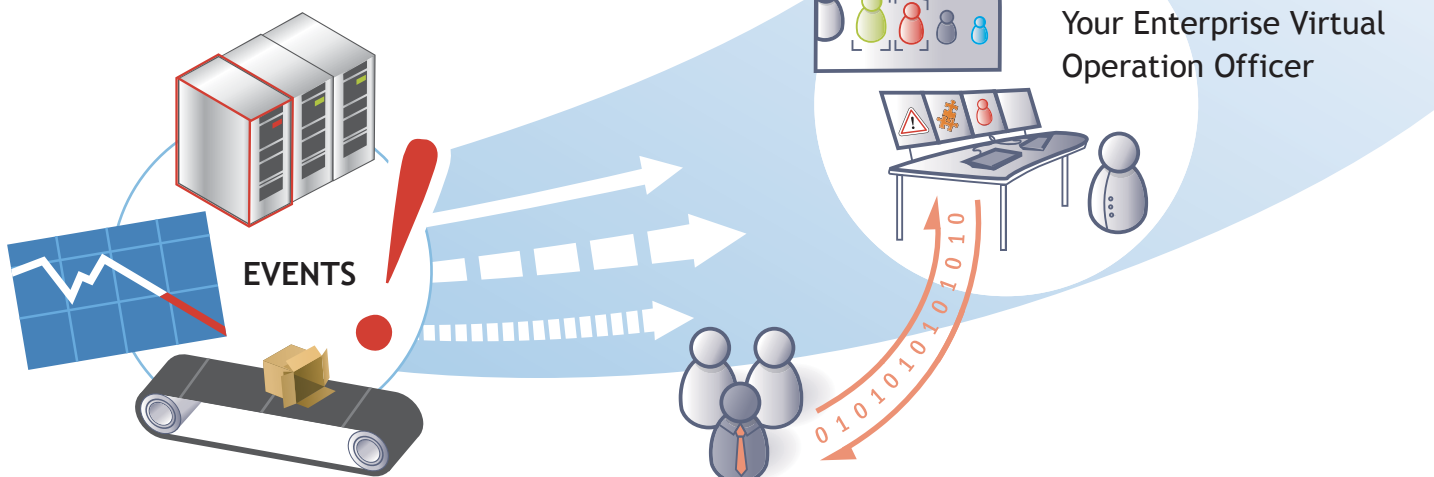
- **Shipping companies, Government institutions and more...**

## Business Critical Situation Examples

Each corporate manager is aware of and can identify specific and different Critical situations that are relevant to the type of business.

- **Telcos, Banks and other services suppliers:** **service is down;** many alerts come from many and different sources.

*CSM collects the alerts, identifies the problem and the solution, notifies the responsible person what the situation is and what the solution is, and downstream verifies the resolution of the problem.*





## About Ayehu

Ayehu has developed an innovative software solution that improves business operations and significantly reduces problem resolution time by *proactively* managing business critical situations.

EyeShare Critical Situation Management (CSM) software accompanies the process interactively as a virtual operation officer that manage the process until a complete situation resolution is achieved.

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