



Alert Management Server (AMS)

The ability to respond quickly and effectively to business events is critical for any organization. Whether it is an event within your organization that has occurred and needs immediate management, or whether a transaction has occurred in a customer account that needs to be communicated to the customer, the ability to 'know' immediately and act effectively is what sets you apart from your competitors.

The Alert Management Server (AMS) monitors your systems and its rules based engine will tell you – and your customers – when something takes place that you need to know about. AMS runs in real-time, and will send notifications to customers and staff via text message or email. It can connect to any banking system and help you manage events within the organization quickly and effectively.

Designed with the ability to connect to any banking system through API technology, the Alert Management Server (AMS) lets you monitor your systems in real-time.

You tell AMS the conditions to look for, and when it finds them it immediately reports via text message or email in real-time to anyone you specify. Multiple recipients are supported too.

When the alert detection agent within AMS become aware of a specified alert condition e.g. deposit of a payroll, or a loan whose payment has been missed, it executes the rules associated with that alert. This might include advising a customer that something has happened, or is about to happen or telling staff that something needs to be done.

These can be real-time , personalized messages to customers, staff or management. You have full control over who receives the message, what it says and what information it contains.

Messages are customizable and can be delivered in any language that you may use for business purposes. Mass emails to large numbers of customers are also supported.

Whether you are

- A retail bank
- A commercial bank (or both)
- A micro-finance organization
- A credit union
- A finance company
- A mortgage lender

Or any other kind of financial services organization, AMS can help you.



Tell your staff

AMS is more than a customer notification tool. It can monitor your internal operations as well. It will advise you of any situations that require attention. It is no longer necessary to have employees onsite 'just in case'. Instead, AMS can do the watching for you, letting your staff know if there is anything that needs their attention.

- “ATM number 3 is not responding.” Your staff will be automatically advised, regardless of where they are. AMS can be configured to monitor any system and advise staff of system events based on the rules you provide.
- “John Smith’s delinquent loan has been brought up to date.”
- “All the tellers in Branch 3 have now been closed.”

AMS runs on an Intel based server which is connected to your network. The hardware requirements are not onerous.

Tell your customers

“Your pay has just been deposited.”. Each customer may be configured uniquely to use the preferred delivery channel.

“Your loan payment was due today and has not been received. Please contact us.”

“The fire insurance on your house will expire on August 31. Please bring in a copy of your renewal fire insurance policy” (the mortgage officer could also be advised as part of this process, so an electronic diary capability to manage collateral expiries can be created).

“Your loan application has been approved.”

“Happy Birthday from your Financial Institution”.
...or anything else that might be useful and relevant.



Call us to see how Highgate’s Alert Management Server can help you in your business!