



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.

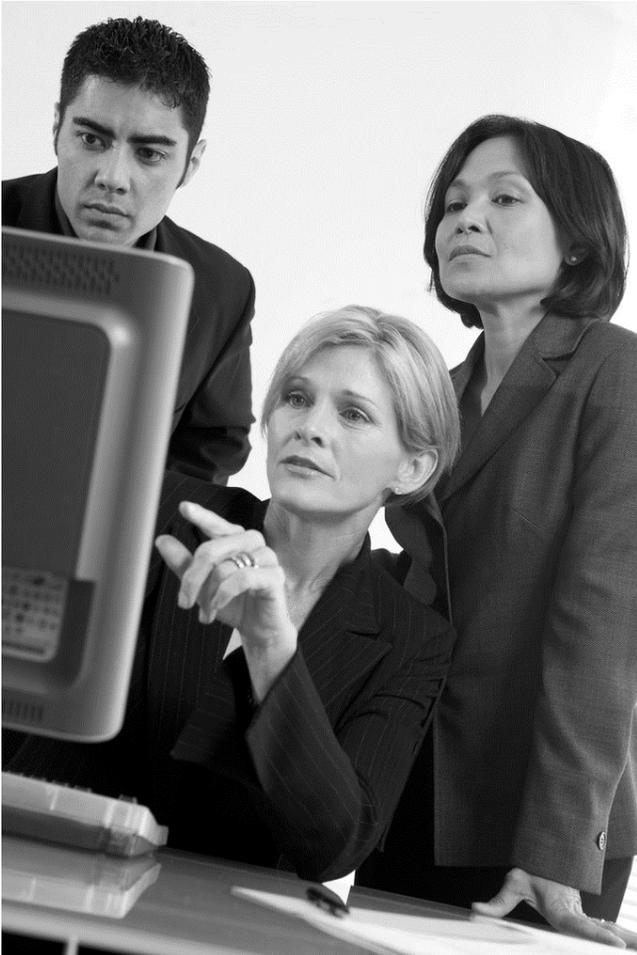
Designed with the ability to connect to any banking system or technology, the Alert Management Server (AMS) lets you monitor your systems in real-time. You tell AMS the conditions to look for, and when it finds one it immediately reports in real-time to anyone you specify.

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.



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It is also possible to create mass emails or SMS messages for information that will be of interest to all customers:

“July’s Promotion will be extended into August.”

AMS is more than just a customer notification tool. It can also be used to monitor your internal servers to advise you of any situations that require attention. It is no longer necessary to have a staff cost for 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 do not need to be onsite to receive this message; they will be automatically advised when and as necessary. AMS can be configured to monitor any system and advise staff of system events based on the rules you provide.

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

Call us to see how AMS can help your business.

Examples:

- “Your payroll has just been deposited”, delivered via SMS or email. Each customer may be configured uniquely to use the preferred delivery channel.
- “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 of this, so an electronic diary capability to manage collateral expires can be created).
- “Happy Birthday from your Financial Institution”.

