Derdack Launches Enterprise Alerting App for Windows Phone 7 Smartphones

Derdack announced the launch of a new enterprise alerting app for Windows Phone 7 (WP7) that delivers enhanced IT systems management. The app, which will be launched in late July, enables Microsoft System Center Operations Manager (SCOM), Service Manager (SCSM), HP Operations Center and IBM Tivoli Monitoring users to manage business critical incidents directly from a WP7 smartphone. The major benefits are increased transparency, speed and accuracy of response to critical events.

The app for WP7 replicates the management console of IT management systems and supports smartphone push notifications as a delivery channel for critical notifications. If an event is detected by the IT monitoring system, message master® Enterprise Alert automatically sends an alert via a push notification to the WP7 app. The user is instantly made aware of critical information related to an alert and has one click access to the mobile console from where further details are available. The alert can then be viewed, accepted and managed directly from within the app. Additionally, alerts can be sent to the smartphone via SMS or voice according to user preferences.

Development of the app for WP7 was facilitated by the existing proven integration of message master® Enterprise Alert with Microsoft, HP and IBM products for IT monitoring and service management. Extending Derdack's enterprise notification software, the app achieves true mobilisation of incident management and allows users to access all IT alerts and incidents from their WP7 device without having to be in the physical presence of the system running IT monitoring or helpdesk software. Derdack is already working on apps for other smartphones and will be launching a similar app for Blackberry and the iPhone shortly.

Jean Muller, Managed Services Engineer at StorTech has implemented message master® Enterprise Alert as a universal alerting and notification solution. Commenting on the Windows Phone 7 app he explained, "I am very excited by the potential that Derdack's smartphone app offers for remote and mobile IT systems management. It will enable StorTech to more easily maintain maximum systems uptime for our managed service clients by decreasing our mean-time-to-respond to critical events. The WP7 app represents something genuinely innovative in the field of IT systems management and monitoring and I can see how it could have a big impact on how system administrators and users work."

Matthes Derdack, CEO of Derdack concluded, "With the penetration of smartphones in an enterprise environment growing rapidly, it was a natural progression to enable IT systems management directly from the mobile device. We believe the app is the first of its kind on the Windows Phone 7 platform to enable companies to benefit

from enhanced mobility and flexibility around IT service management. Companies will benefit from increased agility and flexibility when dealing with business critical events. Demonstrating the app at the recent Enterprise Notifications Conference generated an incredibly positive reaction and I am confident that we have developed a 'killer app' for WP7."

For further information please visit www.derdack.com [1].

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