



SURROUNDING  
YOU WITH  
SUCCESS

*At VDN, we offer you piece of mind with ISAM.  
Your systems are monitored in a proactive  
environment to send notifications  
to administrators before problems arise.*

# ISAM

## Intelligent Switch Alarm Monitoring





SURROUNDING  
YOU WITH  
SUCCESS

Maintenance Support - 866-836-9696

VOICE & DATA NETWORKS

While communications systems are more reliable than ever, they're also more complex and therefore vulnerable to a wide range of performance concerns. Statistics now show that companies experience 73% fewer outages when their networks are remotely monitored, and as a result, save millions of dollars a year in revenues that otherwise would have been lost.

ISAM is designed for AT&T, Lucent and Avaya's legacy and current private branch exchanges (PBXs) from the G3 series v3 through the latest release of Communications Manager, including the S8xxx, Prologix, G3 SI & R, as well as Intuity and Definity voicemail systems. The software provides for dial-up and IP access connections into the PBXs and voice mail systems.

Feature	Advantage	Benefit
Automated 24 x 7 system monitoring	Automated system ensures continuous coverage	Continuous monitoring results in high system uptime
Immediate Alarm Response	Immediate dial-in response to alarms with automated command execution or technician call-out based on switch, alarm and customer requirements	Fast response and alarm resolution when problems occur
Intelligent Call Routing	Alarm calls requiring human intervention can be routed based on alarm, switch, customer or location	Calls get to the right person right away for fast problem resolution
Detailed Call logging and reporting	Help spot trends and emerging problems so preventive action can be taken	Lower total cost of ownership by doing work on a scheduled rather than reactive basis
Automated Alarm Notification	Email or pager alerts customized to your requirements	Real time information you need to keep your stakeholders informed
Expert System Programmability	VDN/ISAM system can be programmed to automatically run switch commands based on location and alarm code	Achieve higher uptime by eliminating delays associated with programmer call-out