



# **Robot/ALERT<sup>®</sup>**

**Pager, E-mail, and Text Messaging**

# Use Robot/ALERT For Fast

## Needs No New Equipment, Works With Any Device

Robot/ALERT uses your ECS line (or any communication line) and any IBM-compatible modem, or TCP/IP, to send text, pager, or e-mail messages from your Power Systems™ running IBM i. Robot/ALERT sends messages to alphanumeric, numeric, or tone pagers; cell phones; PDAs; laptops; and PCs. It works with over 90 paging services around the world, including most national paging services.

Your e-mail can include as many as 10 attachments—Robot/ALERT handles it all. And, with Robot/ALERT's free Web interface, the Robot Browser Interface, you can send messages using the Internet or your company's intranet. We take care of the complexities for you—automatically.

## The Only Limitation Is Your Imagination

Help/Systems is committed to providing you with products that automate the operation of your System i. Robot/ALERT, our automated messaging software, is an important component of that pledge. Our other automated operations products use Robot/ALERT to notify an operator whenever the System i needs human assistance.

Here are just a few ways you can use Robot/ALERT to get the message, fast:

- Send a pager, text, or e-mail message to your important supplier sales reps when it's time to reorder, or when equipment breaks down.
- Have a program dispatch a service rep by using Robot/ALERT to send a pager, text, or e-mail message with the service information as soon as a service call is entered on the System i.
- Use Robot/SCHEDULE with Robot/ALERT on a System i in Billings, Montana, to notify an operator at headquarters in Chicago that the collection of sales summary information failed.
- E-mail a System i message with an attached production report across your company's intranet to your production manager in Europe using Robot/ALERT and the Robot Browser Interface.
- Combine the Help/Systems automated operations products with an Automated Media Library (AML) to run your System i unattended during the second and third shifts. Robot/ALERT sends a pager, e-mail, or text message if the System i needs assistance.
- Send an SNMP trap to a problem ticket or enterprise monitoring solution for problem notification across your enterprise.

The more you use Robot/ALERT, the more uses you'll find.



Robot/ALERT Works

# st, Reliable Communication



s With Any Device!

## Enjoy The Power And Flexibility Of Broadcast Lists

### Send A Message To Multiple Recipients

If you commonly send messages with sales meeting info to your field sales force, set up a SALES broadcast list. If you send daily sales statistics to your executives on the road, set up an EXECUTIVE broadcast list. When you send a message to a broadcast list, the message goes to each device in the list.

### Contact The Operator On Duty

Sending a message to a position covered by three different shifts of operators? Enter their work schedules and device names into a broadcast list called OPERATOR. When the message is sent to OPERATOR, Robot/ALERT determines who should get the message and sends it to the proper device.

### Escalate A Message Through A Chain Of Command Until It's Answered

Need to make sure someone responds to a message? Enter the devices into the broadcast list in the order of notification and select the response-required option. Robot/ALERT will send a message to the first device on the list according to the schedule you set, such as every 10 minutes for 30 minutes. If the first person doesn't respond, Robot/ALERT continues through the list until someone responds. Use the Days Available or Time Restriction options to have different staff backups for different times of day or days of the week.

## Use Two-Way Messaging For Fast Action

Need a quick answer from an executive across town, or across the country, without playing phone tag? Send a message that includes the possible answers. The executive selects the answer, presses a button, and sends the answer back through the system to the workstation of the person who sent the message.

When you use two-way messaging with Robot/CONSOLE and Robot/NETWORK, any message from any system on the network can be answered from a single device. Even your programs can send two-way messages. When the answer comes back, your program can take different actions, depending on the reply. For example, if an important inventory part runs out, your inventory program can send a message to the purchasing manager and the vendor's sales rep to reorder immediately. Use Robot/ALERT's message history to display or print those reorder messages.

# Join The 21,000 Customers Using Our Automated Operations Software

## Add Robot/ALERT To Your Automation Solution Set

Automated notification is a key part of any automation solution—if no one is aware of a problem, it won't get fixed. Robot/ALERT notifies you when jobs end, when messages go unanswered, when thresholds are reached, when security is breached, or when devices need attention. See how Robot/ALERT is the perfect addition to any automation solution set.

### **Automated Job Scheduling Plus Notification**

Robot/ALERT works with Robot/SCHEDULE, the automatic computer operator and job scheduler, to send messages when important jobs start, finish, or fail. When you add Robot/REPLA, the Robot/SCHEDULE plug-in that automates interactive jobs, Robot/ALERT notifies you about your interactive processes.

For notification of device and job schedule issues across your enterprise—such as a server that's down, or a critical job on a Windows, UNIX, or Linux server that's running late—combine Robot/ALERT with Robot/SCHEDULE Enterprise.

### **Automated Message Management Plus Notification**

Robot/ALERT works with Robot/CONSOLE, the message, resource, and log management solution, to notify you if important messages aren't answered in a reasonable amount of time. Using two-way messaging, you can respond quickly from your favorite device.

With Robot/CONSOLE and Robot/ALERT, you can monitor resources—such as lines, controllers, printers, and jobs—anywhere in your system, network, or enterprise, and notify experts quickly when help is needed.

### **Automated Report Management Plus Notification**

Robot/ALERT and Robot/REPORTS, the report management system, work together to distribute reports as PDF or HTML files, automatically, across your company's intranet, or the Internet.

### **Automated Backup and Recovery Plus Notification**

Use Robot/ALERT with Robot/SAVE, the automatic backup, recovery, and media management software, to send text, pager, or e-mail messages if a backup needs personal attention.

### **Automated Notification Across Your Entire Network**

Combine Robot/ALERT and Robot/NETWORK, the network control software, to send a message when a system anywhere in your network needs expert attention.

## The Award-Winning Robot Automated Operations Solution

Whether you have a single System i, or a network of them, Help/Systems is committed to providing you with products that automate their operation. The products of the Robot Automated Operations Solution look and act the same. All Help/Systems products talk to each other through the Solution's common component interface. This integration makes all the products powerful, yet easy to learn and use. Using Robot/ALERT with our other products makes your investment in each much more valuable.

Our product expertise has won us many awards from numerous publications. And, our customers have awarded us 60,000 times with product purchases.

## Commitment To Excellence

Help/Systems became America's first ISO 9001-certified software company in 1992. Since then, we have maintained our certification under the updated 9001:2000 standard. This international quality standard covers software design, development, marketing, product support, and training. Help/Systems continues to demonstrate that it has an excellent software quality assurance system in place, full management commitment to quality, and a well-trained and motivated staff. This certification applies to all company procedures for ensuring customer satisfaction—from those done by the receptionist to the duties of the CEO.



**help**/systems

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