


RELIEVE YOUR IT AND THE PERSONS CONCERNED THANKS TO A FAST AND EFFICIENT INFORMATION SYSTEM



Do you know the challenge that disruptions, outages and maintenance not only affect IT, but also influence or interrupt the workflow of many users. This causes great annoyance, almost every dedicated employee knows the problem!

Be the hero and keep your employees productive through efficient communication. Avoid countless tickets as well as disgruntled users at work and on hold.

PROACTIVE IT AND ALERT NOTIFICATION THE RIGHT INFORMATION AT THE RIGHT TIME AT THE RIGHT PLACE



IDERI note is a simple and innovative IT notification and alerting system for fast, direct and secure distribution of information within the company.

The messages can thereby:

- be displayed on the desktop, lock screen and on the log on screen
- be sent to a group of users specified by you
- be sent to a specific group of computers
- be published at a time that can be set individually

In addition, messages can be triggered, for example, by script templates at the push of a button.

IDERI NOTE INFORMS PROACTIVELY ABOUT IT TROUBLESHOOTING, MAINTENANCE OR IN ALARM SITUATION!

FOR THE END-USERS



- Improved information situation for the person concerned
- No interruption of the workflow due to proactive provision of information
- Higher efficiency, as no time is lost in the support hotline
- Better accessibility of IT for complex requests
- Less information overload through targeted notification of the affected systems or users
- No need to switch to other systems as information is displayed via pop-up or ticker

FOR THE IT-DEPARTMENT



- Rapid response to highly topical issues such as malfunctions, maintenance, failures or even alarm situations
- Relieve the hotline and IT by reducing the number of callers
- Higher productivity by avoiding calls to standard inquiries
- More time for demanding inquiries or for solving the malfunction
- Better reputation and acceptance of IT due to more satisfied users
- Easy connection and integration with existing systems

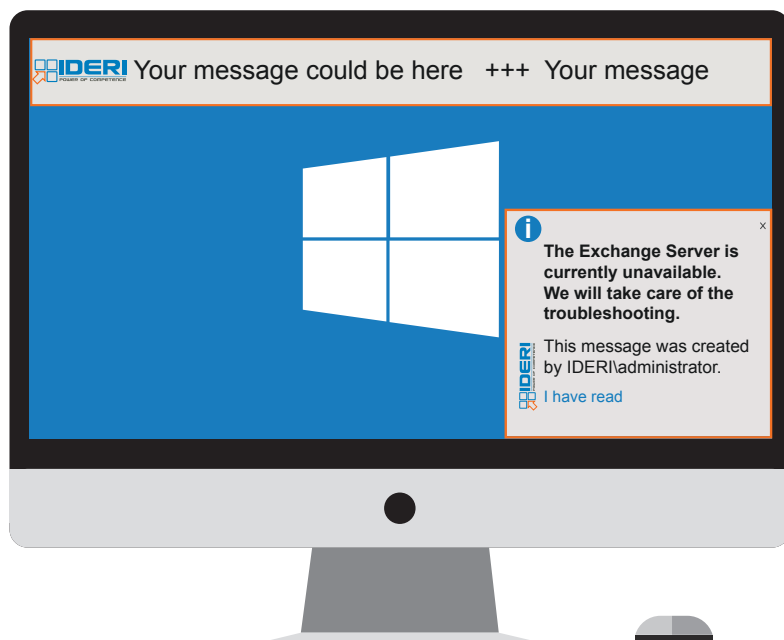
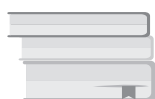


Imagine your messages being read by the right people at the right time....



MAKE URGENT MESSAGES INSTANTLY VISIBLE ON THE DESKTOP AS POP-UPS AND TICKERS

IDERI note brings the event messages for malfunctions, maintenance or alarm situations to the affected users immediately via pop-up AND/OR ticker on the screen. The message delivery is directly visible and ensures immediate awareness without the need to close the current application. At the same time, you can select the recipient group very granularly through full Active Directory integration. This integration completely eliminates the need for duplicate user maintenance.



SYSTEM REQUIREMENTS

Server services:

*Windows 2008 Server or higher
Pentium 4 - 2.4 GHz or higher
200 MB free hard disk space
128 MB RAM*

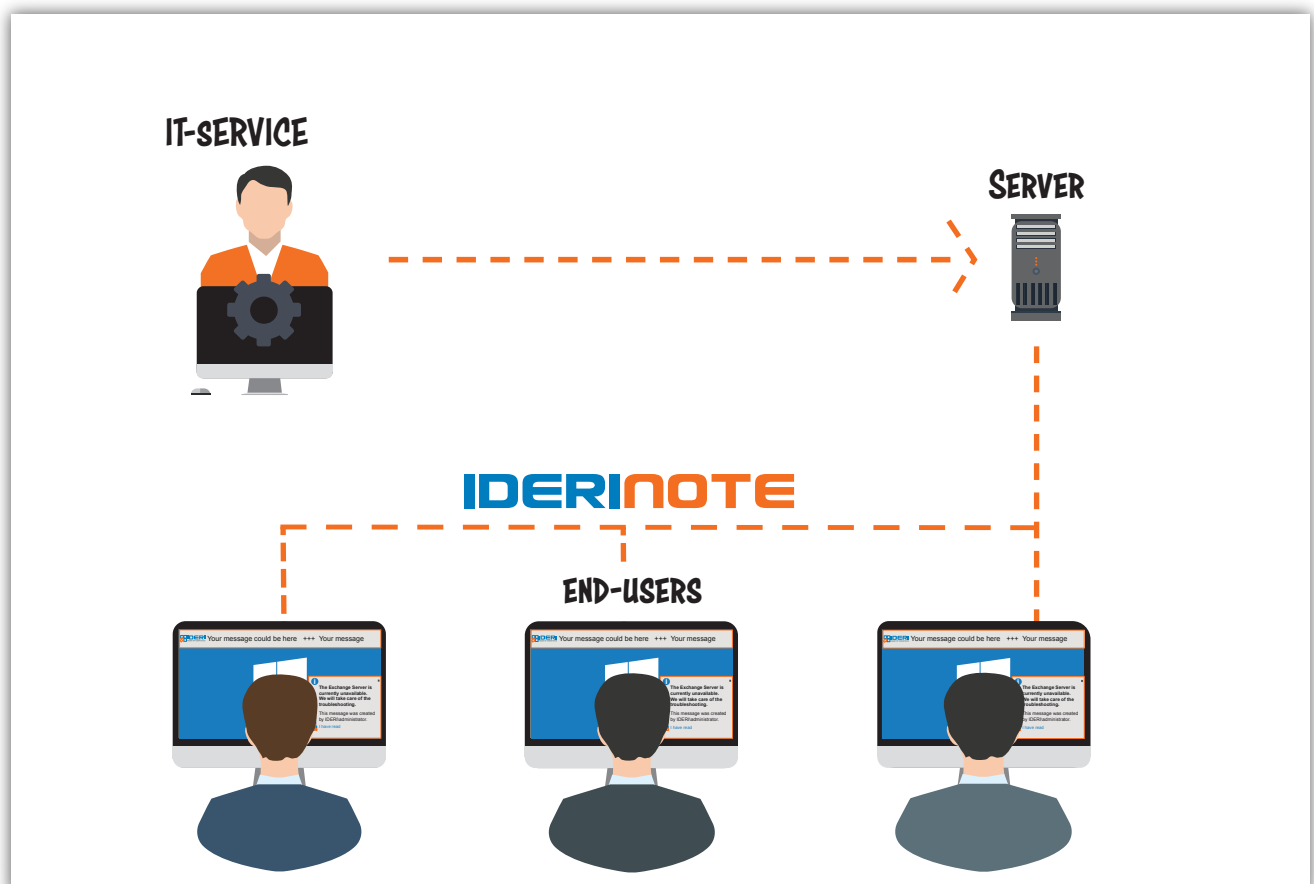
Administration interface and client:

*Windows XP or higher
Pentium 3 - 500 MHz or more
20 MB free hard disk space
64 MB RAM*

FAST AND DIRECT RESPONSE CAPABILITY AS A SUCCESS BUILDING BLOCK FOR IT IN THE EVENT OF HIGHLY TYPICAL ISSUES SUCH AS DISRUPTIONS, IT-CRITICAL INFORMATION PROVISION OR ALARMS

Particularly in the case of time-critical, highly topical information, such as malfunctions or system failures, speed in the distribution of information within the company is crucial in order to interrupt employees' workflows as little as possible.

With IDERI note, the IT service can very quickly select the affected user groups and notify them immediately. In this way, users are often already informed before they even notice the disruption. This prevents avoidable calls and tickets in support at an early stage, relieves IT and reduces IT costs. In addition, proactive notification frees up IT service time to deal with resolving the fault or handling individual requests. This significantly increases user satisfaction and also improves the image of IT.



TOP 5 IDERI NOTE KEYFACTS

1

AD Integration

No duplicate user maintenance, as IDERI note integrates with your existing Active Directory.

2

User and PC addressing

Send messages to individual users, to user groups, or even to machines.

3

Instant attention on the desktop

Select whether you want your message to scroll through the screen as a ticker and or whether you want it to appear as a pop-up window.

4

Messages with time validity

Give your messages a start and end time to display the message only in this period.

5

Prioritization of messages

There are messages of different importance. Therefore you have the possibility to specify what urgency the message has: Information, Warning or Alarm.



ANY QUESTIONS?
JUST CONTACT US -
WE ARE HAPPY TO HELP!

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