



Central Message Management for all Platforms and Applications



Effective message management is a necessity for all progressive IT Departments. Each error message has an impact on the quality of service provided to the users, whether it is a system message, or an application message from a firewall or backup utility.

PTC Message Management provides, for all essential system status sources

1) Unblinking Monitoring

- a. Never miss another error notification
- b. Find out what is failing as it fails, not a week later
- c. Spot security breaches as they happen

2) Archiving of Messages and Log data

- a. Satisfying Audit requirements
- b. Historical and Trend Analysis
- c. Better recognition of what is a problem, and what messages precede failures

3) Automated Reactions

- a. Prevent prolonged system down time
- b. Recover services that regularly fail
- c. Initiate recovery procedures

In today's complex IT world, the demands on computer departments are continuously mounting, with fewer staff and time resources to meet these demands. At the same time, the effect of a simple mistake can have huge repercussions throughout an entire company.

Take message management, for example. In the days when all system messages appeared on a single central console, sites had an operator dedicated to monitoring the console to look for problems.

But in today's heterogeneous, multi-platform environments, this is much more complicated. Important messages not only appear on system consoles, but can also be found in system or application logfiles.

Since most companies have multiple servers, effective message management can require the simultaneous monitoring of thousands of messages in hundreds of different files or consoles.

PTC Console is a comprehensive message monitoring system which simplifies the whole process. **PTC Console** provides a single central console showing the current status of every machine. If an error message appears anywhere in your enterprise, it is immediately detected, and highlighted on the **PTC Console**.

As well as being a centralised monitoring system, **PTC Console** is also a message manager. This means that it maintains a database of important messages and can react to the receipt of a known message by issuing a reply message to the same, or even to a different server.

This procedure can be further advanced using the **PTC Console** diary, whereby the response may differ based upon the time of day, or day of week. The diary can also be used to issue a specific message to a specific server at a specific date and time, allowing routine tasks to be scheduled and started automatically.

- Ⓜ **PTC Message Management** maintains a database of important messages and can react immediately to a known message
- Ⓜ The **PTC Message Management** diary allows automatic switching of reply message based on date and time

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Every enterprise has sensitive data files which should only change under controlled conditions. System configuration files are a prime example.

PTC Message Management has the ability to watch these critical files and advise every time one changes. This information is also recorded on the **PTC Message Management** log file, providing a management audit if required.

System commands can be issued either to a specific server, or simultaneously to a group of servers. This allows complete remote management of every server direct from the **PTC Message Management** desktop.

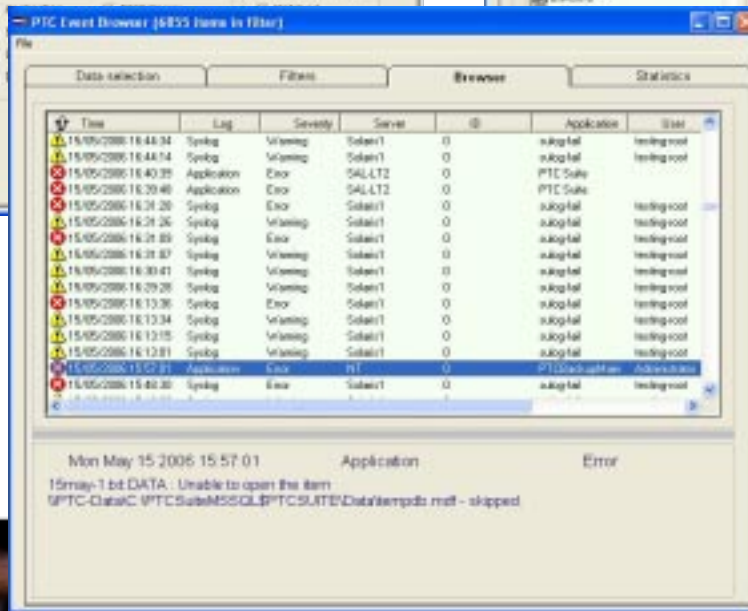
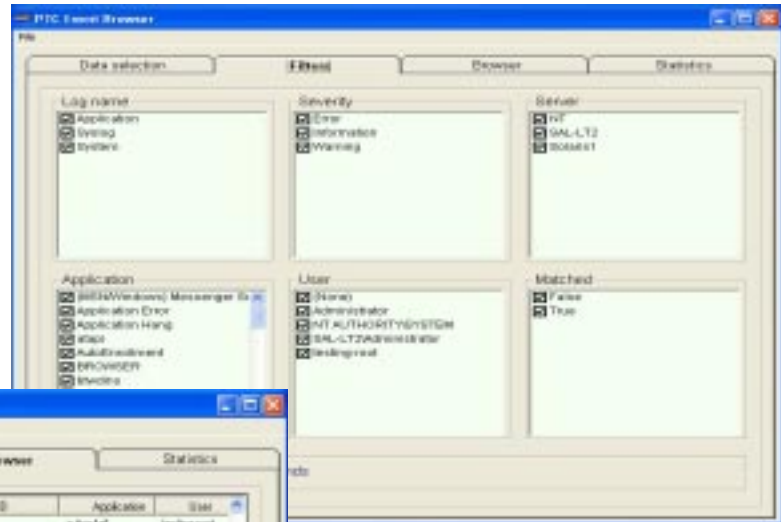
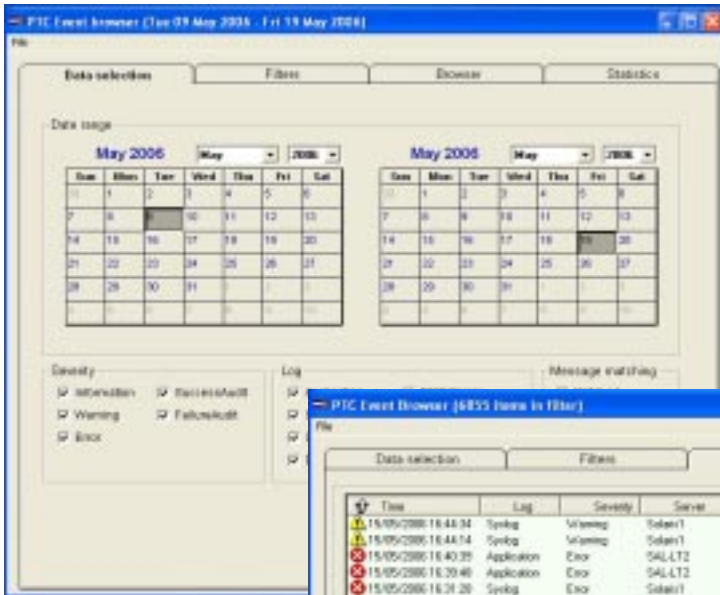
PTC Message Management includes a number of standard management reports and statistics.

It also integrates seamlessly with PTC Alerts (Alert management package) and PTC Scheduler (Task management package).

When coupled with PTC Alerts, **PTC Message Management** has the ability to immediately inform of error situations, and escalate the alert if no acknowledgement is received. This is particularly valuable during times of unattended operation.

Effective message management is now a necessity for all progressive IT Departments.

Every error message has a direct impact on the quality of service provided to users, whether it be a system message, or an application message from a firewall or backup utility.



PTC Message Management provides all the functionality required to reduce downtime and minimise failure costs, enabling you to concentrate on running your business.

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