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AN EVERBRIDGE COMPANY

Government

Government Agency Selects xMatters for Robust Scheduling and Alerting Capabilities

What is your primary xMatters use case?

We use xMatters as an integration point with our monitoring solution, which is Micro Focus Operations Bridge Manager. We also have an integration point with Micro Focus Service Manager.

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> xMatters helped to automate our incident notification process. We generate incident tickets right from our alerts. That ability is excellent because we're able to respond immediately and indicate that someone has taken ownership of the alert.

SENIOR SYSTEMS ANALYST
Government Agency with 10,001+ employees

How has it helped your organization?

xMatters helped to automate our incident notification process. We generate incident tickets right from our alerts. That ability is excellent because we're able to respond immediately and indicate that someone has taken ownership of the alert.

We also use the coding to expand the functionality of xMatters workflows so that we can ingest information from a security solution. That will then generate an incident in Micro Focus Service Manager.

In addition, we have seen reduced response times, and the streamlined escalations have helped to reduce priority-one incidents in our organization.

What is most valuable?

The most valuable feature is getting alerts out to my user base. xMatters is the only solution that I know that has robust scheduling, calendaring for groups, and that provides very good delineation of who gets alerted and on which devices they receive their alerts.

It provides very robust and flexible means for scheduling and escalation. We use it quite extensively for making sure that we can schedule groups and the individual who is on call within them. We can make sure that, during

office hours, everyone on a team receives alerts, but only the on-call person receives them after-hours via an SMS message. We use the calendaring quite extensively to make sure that we can schedule our shifts. Most of our groups include some form of escalation so that if somebody doesn't respond to an alert within prescribed timeframes, it will then send an alert to someone else.

The xMatters REST API is also very good when it comes to process and information customization.

For how long have you used the solution?

I have been using xMatters for 11 years.

What do you think about the stability of the solution?

The stability of xMatters is excellent. It's probably the most stable piece of software that I'm responsible for.

What do you think about the scalability of the solution?

To my knowledge, it's extremely scalable, although we have not scaled it at this point. Currently, we have 170 end-users.

How are customer service and support?

xMatter's technical support for the solution is better than excellent. Every one of the support analysts that I have dealt with for the last several years has been able to provide a very quick response and a resolution to any problems that we've had.

What was your ROI?

We get value for what we pay. I'm not looking for a return on investment, I'm looking for functionality. The value is in the alerting functionality.

This case study originated from Peer Spot. You can find the original review here.

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