

Attention Software

Keys to Success

Ease of use is a top priority for ASU

As one of the premier metropolitan universities in the United States, Arizona State University is committed to excellence. When the IT department needed an alarm management product that was both feature-rich and easy to use, they turned to Attention Software for help. The Attention!® Alarm Manager (AM) exceeded their expectations.

We maintain over 3,000 switches and routers in a university with over 50,000 students. We need to know **immediately** if there is a problem.

Four separate campuses in the greater Phoenix area comprise ASU. The university advances transdisciplinary teaching and focuses research on major questions and challenges facing the world today. Scott Stiers, Senior Systems Programmer said, “We maintain over 3,000 switches and routers in a university with over 50,000 students. We need to know immediately if there is a problem.”



ASU is a federation of unique colleges, schools, departments, and research institutes that champions intellectual and cultural diversity, and welcomes students from all 50 states and more than one hundred nations across the globe.

Speedy implementation of Attention! AM is a pleasant surprise for ASU.

With all of Attention! AM's features and functionality, Scott was afraid the installation would be complicated and time-consuming. As it turns out, the implementation of the product, and the integration with SPECTRUM® from CA, was one of the most straightforward Scott had ever experienced. "It took about a half hour to get up and running."

Attention! AM utilizes a centralized, web-accessible server for every aspect of alarm management. It does not matter if the alarm data comes from one or one hundred different sources. And those alarm data sources can be from totally different devices and applications. The user simply accesses the information from a web-based user interface.

Attention! AM Collector Agents are distributed throughout the campus system. These software modules speak the language of the various devices and applications and act as translators for the Attention! AM server, delivering messages in a standardized format.

Attention! AM fieldsets act as blueprints for the incoming alarm data. They identify critical information and determine if the user-defined alarm condition is present. The user can set these conditions based on information the Attention! AM Collector Agent provides.

IT Managers can use Attention! AM's comprehensive reporting tools to review the status of their alarm management architecture. Reports can be customized to focus on only certain types of alarms to detect trends, or on a department-by-department basis. All of these reports can be created, and viewed, from the convenience of the nearest web browser.

Although Scott welcomed the ease of installation and use of both Attention! AM and Attention! NS, he appreciates knowing that a highly skilled technical support organization is just a toll-free phone call away. "We have had no technical issues with any Attention Software products, but I will call their support organization from time to time when I want to do something new with their product set. I have been very impressed with their responsiveness, and ability to assist me with all technical issues."



"I was expecting the installation of Attention! AM to take the better part of the week. Thanks to the quality software and documentation, it took me about a half hour to get up and running."

Scott Stiers, Senior Systems Programmer

Key Benefits

Attention Software provides the world's leading organizations with the highest quality alarm management and notification products available.

- Ease of installation and use guarantee you spend your time addressing pressing business issues
- Centralized, web-based user interface allows alarm management and reporting to be done from any browser
- A single alarm management and notification platform for your entire organization simplifies the collection of alarm data from many sources
- Self-monitoring software provides assurance you will always be contacted when the unexpected occurs
- Best-in-class technical support is available to lend a guiding hand



Providing superior Alarm
Management and
Notification solutions since
1993.

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