

xMatters feature listing	included
Web based system administration: System administration, reporting and configuration capabilities supported in web user interface	✓
Find me, follow me personal escalation: Device to device escalation until user is located	✓
Two-way communication on text devices: Receive notifications and act using SMS, paging, email, IM, Blackberry, Droid, iPhone, iPad, etc.	✓
Granular user profiles: Schedule devices, delays, ordering, time frames, languages and event priorities	✓
Scheduling and escalation processes: Teams, simple groups, time or event based escalation, groups in groups and rotation groups	✓
Event subscription: Business users may subscribe to receive proactive alerts and group supervisors can assign events, assets and services to teams	✓
Includes xMatters mobile access: Provides immediate, mobile Web access to critical applications (e.g., iPhone, Blackberry, Android, Windows Mobile, Palm, Symbian)	✓
Active and past event reporting: Real-time and historical event reporting published for personnel and supervisors	✓
Advanced integration technologies (e.g., SOA): Web services, HTTP and Command line support	✓
Real-time voice notifications:: Receive notifications and take action remotely via voice calls using analog, T1/E1, and VoIP connectivity	✓
High availability and mirror support: Ability to deploy highly available application servers in a hot/hot or hot/cold configuration	✓
Permission based, self service web access to user profiles: Manage profiles, contact preferences, alerts, languages, roles, work schedules and personal event notification reports	✓
Audit level reporting: See who changed what items in personnel and teams and when did they change them; also view and measure performance reporting	✓
Distributed global deployment support: Follow the sun, message routing, highly available and scalable to meet sustained, storm load requirements and N+1 site planning	✓
Build and deploy custom applications: Unlimited roles, permission based custom pages, messaging, subscription and event assignment screens	✓
<i>(Find you)</i> conferencing provides one touch incident conference calls	Optional
Scenario based crisis communication: Build, test and execute pre-formatted messages to teams with real-time quality of delivery reporting and response metrics	Optional