

xMatters Product Comparison Chart	xMatters lite	xMatters workgroup	xMatters enterprise	xMatters service provider
Users supported	1-10	1 - 640	unlimited	unlimited
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 take action remotely via SMS, paging, email, IM, and Blackberry Enterprise Server devices	✓	✓	✓	✓
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	Admin configure	✓	✓	✓
Compatible with 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 options: Ability to deploy two to three xMatters application servers in a hot/hot or hot/cold configuration		2	3	3
Permission based, self service web access to user profiles: Manage profiles, contact preferences, alerts, languages, roles, work schedules and personal event notification reports		Limited roles	✓	✓
Audit level reporting of application changes: See who changed what items in the system and when did they change them			✓	✓
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			✓	✓
Scenario based crisis communication: Build, test and execute pre-formatted messages to teams with real-time quality of delivery reporting and response metrics			Optional	Optional
Dynamic teams: Create dynamic teams based on defined user attributes			✓	✓
Multi-tenancy: Create multiple companies in the same system with completely segregated views of company data and separately allocable quotas for users and groups per company.				✓
Voice resource allocation: Maintain optional minimum phone line allocation for each tenant in the system to insure voice capacity.				✓