

xMatters on demand

(reliability)

(x) matters[®]
The relevance engine company.

xMatters on demand

To protect your business from catastrophe, and to have confidence that your organization will stay running, growing, and thriving even when the surrounding environment has been disrupted, you need a strategy for effective communication and decision-making in times of crisis. If your organization is ever threatened, you will need immediate, ongoing, targeted communication to all of the people who are affected – from employees to customers, vendors, partners, and neighbors.

xMatters on demand revolutionizes the way you manage and contain a crisis, giving you visibility into critical areas of the organization and enabling precise, targeted communications to everyone involved.

With the help of xMatters, your business will remain available, compliant, and effective, no matter what.

About xMatters on demand

xMatters on demand enables mass personalization: the ability to deliver personalized information, instructions, requests and procedures to everyone – employees, teams, customers, and partners, automatically and within seconds. Each individual receives only what matters to them, and nothing that doesn't. Mass personalization is not only cost-effective, but also makes business run faster and smarter. Most importantly, it ensures that people get the information they need to make timely, informed decisions throughout a crisis.

Because of our flexible delivery system, people can receive notifications via voice, SMS, or email. An easy-to-understand dashboard allows you to view and create simple or complex groups and escalations as well as permission-based scenarios. xMatters on demand allows you to audit and health check your notification process with comprehensive status update messages, real-time reporting and message scheduling for broadcasting updates.

For risk professionals

With xMatters on demand you can guarantee that if your organization is ever threatened, everyone affected will be notified at once. xMatters on demand allows you to communicate swiftly and accurately, letting people know what is happening, how it affects them, and what actions they should take.

For IT professionals

Companies invest significant resources into their IT infrastructure. But because of the complexity of IT operations, many continue to miss critical SLAs or are not able to deliver on their customer's expectations. xMatters on demand enables you to eliminate unnecessary noise by blocking notifications, information and options that don't matter and instead send only what matters to the individuals who both want and need it. xMatters on demand connects the people, enterprise applications and business processes that you already have in place, coordinating notification, information, choices and actions to speed desired outcomes – without replacing your existing investments.

Why xMatters?

xMatters has over 900 clients around the world. Our clients include Federal Agencies and Departments, Transportation Authorities, Financial Services Firms, Telecommunications and Energy firms, Hospitals and Education facilities.

Our clients select xMatters over traditional mass notification alternatives because of our unique ability to provide a personalized experience to the recipient of each message. In times of crisis, sending the same message to thousands of people may contribute to confusion and actually slow the response. Mass personalization allows you to treat each person as an individual, receiving information, including location or skills specific to them, with tailored instructions and actions at the moment that matters.

Capacity and throughput

xMatters on demand expands based on specific use cases and the capacity requirements of our clients. Each instance is capable of placing thousands of calls in minutes.

Our system is in use at several locations around the world including IBM Global Services and Navisite, our hosting partner. We maintain three instances in the North America and one in Europe.

xMatters on demand was architected to provide scale and redundancy at each layer including:

- Web application
- Transaction processing
- Application hosting
- Message queuing and load balancing
- Message auditing (real time and historic)
- Database resiliency
- Geographically disbursed message delivery
- Highly available and automatic failover

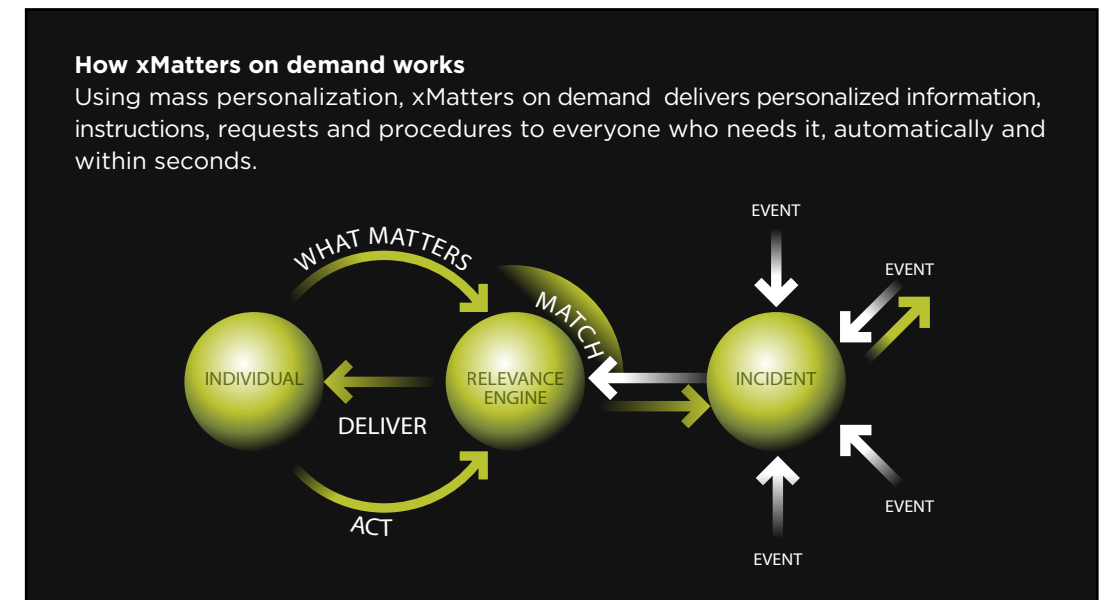
Our commitment

We commit to providing the service with 99.9% uptime. This commitment ensures that when you need to deliver personalized messages, xMatters on demand is available.

Our 99.9% availability measurement excludes regularly scheduled maintenance windows which are published 30 days before they occur. Last year the xMatters on demand service achieved 100% uptime. This statistic is published on our website for viewing at any time.

We also commit that we will deliver your messages on time, every time. xMatters on demand uses sophisticated message queuing and routing to ensure delivery via a global pool of providers including AT&T, Sprint, T-Mobile and Vodafone.

Over the past three years, xMatters has received positive results from Ernst & Young and IBM Global Services audits for our software, development methods and service. We conduct over 10,000 automated functional and performance tests to ensure issues are proactively caught and repaired.



One platform, unlimited application

Leading organizations use xMatters on demand as their primary communication platform. Airports, national security agencies, enterprise IT departments, armed forces, municipalities, hospitals, corporate communications, risk and finance, customer relationship management and other application areas take advantage of xMatters on demand. This fully hosted service is perfect for emergency notifications and one time message blasts. xMatters on demand provides an easy answer to directing the right message to the right person on any device and in any language, including:

- Internal IT organizations - incident, change and problem management
- Emergency notification - notify, locate, collaborate and respond
- Product recalls - automate the removal of contaminated products
- Automated information - reduce the costs of customer communication
- Message services - provide messages to thousands
- Health and hospital - enable staff and patient notifications
- Government - accelerate command center communications

For your protection

To ensure system and data, the xMatters service is not accessible physically or electronically by unauthorized personnel. Each data center uses state of the art biometric physical security controls, cards and access as well as background checks on all personnel. The system access has 24x7x365 protection using security guards and onsite technical staff.

The service is also protected using complex data security techniques and technologies including strong passwords, role based permissioning, 128 SSL encryption, PCI compliant data security and data privacy policies which comply with HIPAA, Gramm-Leach-Bliley and Basel II.

Easier on you

xMatters client service teams based in Canada, the United States and the United Kingdom have experience with over 800 clients and are trained to assist you. We provide on-board services, call in support, message initiation, service monitoring and general client assistance services.

You can expect a high level of service from xMatters. We believe your user satisfaction is our responsibility. We will assist with loading and synchronizing your data, delivering training to your users, providing online video and tutorials, and personal assistance when you need it.

About xMatters

xMatters builds relevance engines that connect people with what they need to know at exactly the right moment – so they can take immediate action. Our relevance engines work with existing enterprise applications, technologies, and processes to help businesses run faster and smarter. Over 800 global firms use xMatters to make their products and services more valuable, both internally and to their customers and shareholders. Founded in 2000 as AlarmPoint Systems, xMatters is headquartered in Pleasanton, CA with European operations based in Woking, U.K. More information is available at www.xmatters.com or 1-877-xMATTRS US or +44 (0) 1483 722 001 UK.

