

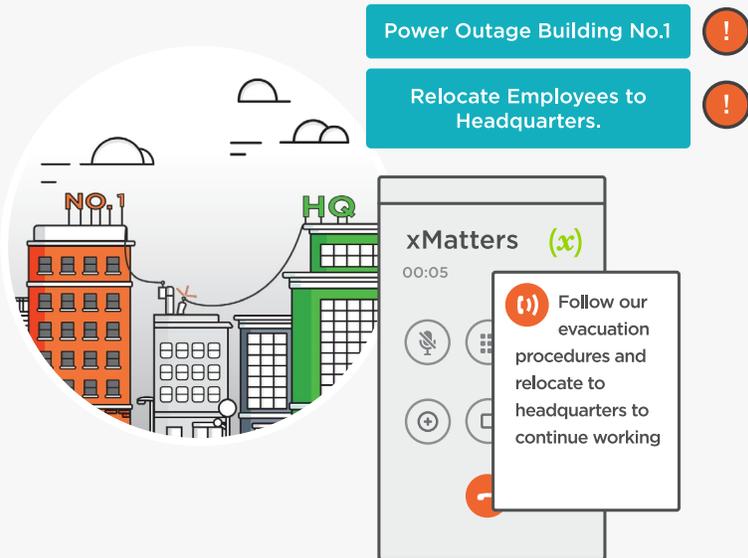
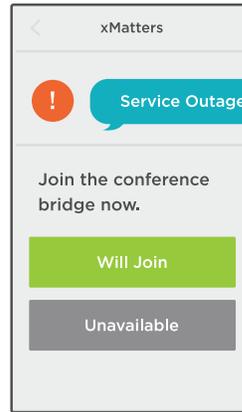


## IT Management



### Reduce MTTR with Targeted Communications

Automated but flexible, the xMatters platform puts you in control to resolve incidents fast. Communicate across the enterprise to targeted individuals and groups through any channel from text to email to in-app, always on the preferred device. Even leverage solutions you have already invested in, including ITSM tools, chat applications, and automation utilities. Use flexible templates to share technical information with resolvers and business language with executives, customers, and partners.



## Business Continuity Management



### Bring Control to Chaos

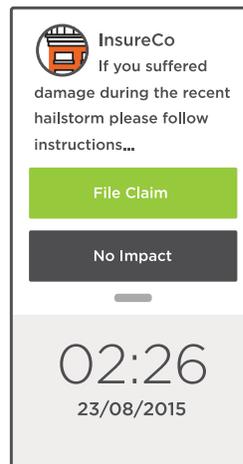
Tailor emergency communications to your business. Efficiently create situation-specific messages to communicate with resolvers as well as those affected by any type of critical situation. Connect with the right experts immediately to resolve critical IT incidents and lead people to safety during physical emergencies such as hurricanes and earthquakes. Dynamically pull information about your groups, contact teams, and employee skill sets so you don't have to stop and refresh data during a crisis or business disruption. Collaborate instantly and from anywhere when every moment counts.

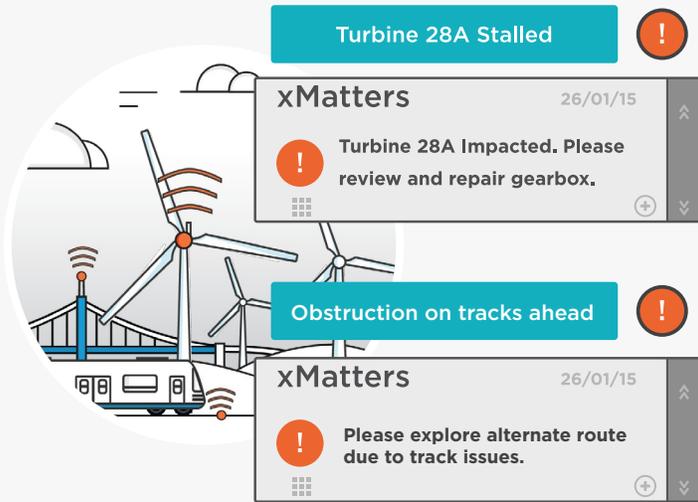
## Proactive Communications



### Stay One Step Ahead when Effective Communication Matters

xMatters cuts through the noise of day-to-day operations to deliver customized messages to the right individuals. Connect with Active Directory, HR systems, and service desks to target individuals belonging to the appropriate departments, groups, reporting structures, or even customer segments without the hassle of managing distribution lists. Dynamic user profiles isolate required skill sets, locations, languages, certifications, and customer attributes. Sophisticated businesses can stay on top of potential breach alerts and prevent them from becoming major incidents.





## Internet of Things



### The Internet of Things is Calling. Will You Pick Up?

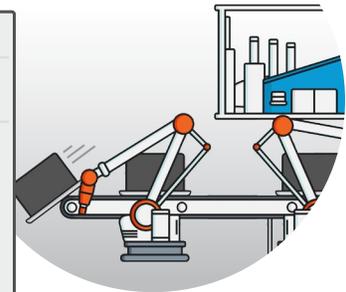
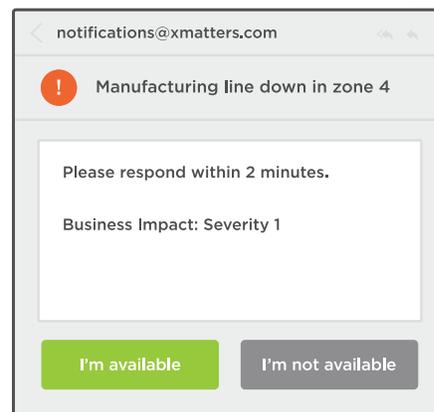
Today's fully connected world produces data at unprecedented, even overwhelming levels of volume, variety, and velocity. xMatters rules and triggers allow you to make sense of information so you can engage the appropriate stakeholders. Whether a restaurant freezer reaches unsafe temperatures or a windmill stops producing energy, xMatters tracks down the right constituents to minimize business impact and protect customers. Collaborate with experts and engage customers from anywhere.

## Business Operations



### Keep Your Business Running Smoothly

Sometimes issues just can't wait. Whether an assembly line stops working or a pharmacist has to replace a pill counter, xMatters will track down the people who can maintain your business. Send communications with "just-in-time" situational context. Communication templates and trigger-based workflows facilitate quicker and more efficient responses. Fill sudden staffing needs by connecting with employees and contractors based on skill sets, role, location, and on-call schedules. Configure escalation rules to ensure there is a backup plan for any business scenario. Enterprise-grade reliability supports all your complex operational schemes.



## Key Capabilities

### Keep your Business Running on Any Device

When business issues can't wait for you to get back to your desk, xMatters has you covered. Two-way communications let you collaborate around any business process or system event on any mobile device, all in one app. See who's on call, receive and respond to notifications, launch communication plans, or initiate conference bridges from anywhere.

### Unify Your Disparate Business Systems

The xMatters Communication Center gives you a unified view for situational awareness across your service desk, application performance monitoring system, CRM solution, and more. Track business processes and observe inbound and outbound communications in real time.

Customize your view through a simple interface that lets you drag and drop relevant widgets. A powerful cloud infrastructure backed up by global data centers provides real-time information, data protection, and airtight security.

### Keep Your Business in the Loop with Subscriptions

Notifying technical teams is only part of the communication process during an incident. xMatters subscriptions let key stakeholders such as executives opt in to notifications they care about. Send notifications in business language to everyone that needs to know, allowing your resolvers to focus on tackling issues vs. sending updates. Enable leaders to subscribe team members to notifications that matter, regardless of whether they belong to the original communication plan. Strike a balance between management and autonomy by controlling the people and access levels for subscriptions to any event.

“xMatters is going to be one of the applications we use as a foundation, and not just for IT needs. We can use it for alerting for just about any business process. Again, it comes down to efficiency, and that’s the key thing we look at with xMatters.”

Brian J. Amaro ▶ Senior Infrastructure Analytics Architect

### Assemble Your Team with One-Touch Conferencing

Conference bridges can be tedious when they’re unstructured and out of context, but there’s really no better way to mobilize people when you need information and action fast. One-touch conferencing gathers the appropriate team members on a bridge in a matter of minutes, so you can collaborate immediately when time is of the essence. Start conferences wherever you are with the xMatters mobile app.

### Establish Personalized Communications at Scale

xMatters helps you ensure consistency in corporate communications through templates and forms while helping users save time. Use clicks rather than code to design messages and notifications for your business. xMatters helps you deliver mobile-friendly communications in any language with the appropriate level of context based on an individual’s role and authorization level.

### Connect with Purpose to People Who are Available

Never waste time looking up who’s on duty or calling employees manually - only to get no answer. With xMatters you can easily set up your on-

call schedules and manage exceptions for vacations, holidays and sick days. Define escalation paths to ensure no business issue ever drops. Simple self-service interfaces help drive accountability within your teams. Subscriptions empower stakeholders to receive relevant notifications.

### Draw Insights and Manage Business Processes from Any System

An intuitive graphical interface connects relevant data sources to xMatters so you can stay on top of any business insight. Plug xMatters directly into the workflow of your existing systems, whether they’re cloud-based or on-premise. Log events occurring within xMatters in their systems of origin. xMatters integrates with over 200 leading enterprise solutions including, but not limited to:

CA • BMC • HP • IBM • Microsoft • ServiceNow • New Relic  
Splunk • ServiceMax • ScienceLogic • SolarWinds • Salesforce

In addition to out-of-the-box integrations, leverage the xMatters REST API to further extend your reach.

**1,000+** Global Companies Trust xMatters with their most Sensitive Alerts

box

usbank

3M

Dignity Health.

CashAmerica

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## (x) ABOUT US

xMatters’ cloud-based solutions enable any business process or application to trigger two-way communications (push, voice, email, SMS, etc.) throughout the extended enterprise during time-sensitive events. With over a decade of experience in rapid communication, xMatters serves more than 1,000 leading global firms to ensure business operations run smoothly and effectively during incidents such as IT failures, product recalls, natural disasters, dynamic staffing, service outages, medical emergencies and supply-chain disruption. xMatters is headquartered in San Ramon, CA with additional offices in London and Sydney.

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