

(x) matters®

Intelligent Communications for Modern Operations



BENEFITS

- ▶ **Integration Platform:** Connect your people, systems and data through a simple user interface to orchestrate tool chains
- ▶ **Communication Designer:** Easily create mobile-friendly messages for anyone with just the right amount of information
- ▶ **System Integrations:** Connect with Active Directory, Service Desks, and HR Systems to ensure accuracy of departments, groups, distribution lists, and reporting structures
- ▶ **Dynamic Groups:** Create groups in real time based on required attributes
- ▶ **Robust User Profiles:** Track users by skill sets, locations, languages, certifications, and multimodal communication preferences
- ▶ **Subscriptions:** Empower stakeholders to subscribe to required notifications
- ▶ **Escalations:** Ensure critical notifications get read and responded to in case anyone is unavailable
- ▶ **Closed Loop Integrations:** Plug xMatters directly into the workflow of your existing systems, whether they are in the cloud or behind your firewall

Increase IT Velocity and Agility By Embracing Enterprise DevOps

Today's business needs to become more agile and produce revenue-generating services faster while maintaining maximum quality and uptime. Developers have responded by shortening cycle times to produce product features in smaller, more frequent releases. Operations teams have applied agile practices to accelerate deployment schedules. So how do IT organizations increase velocity without sacrificing the business? This is where DevOps comes in.

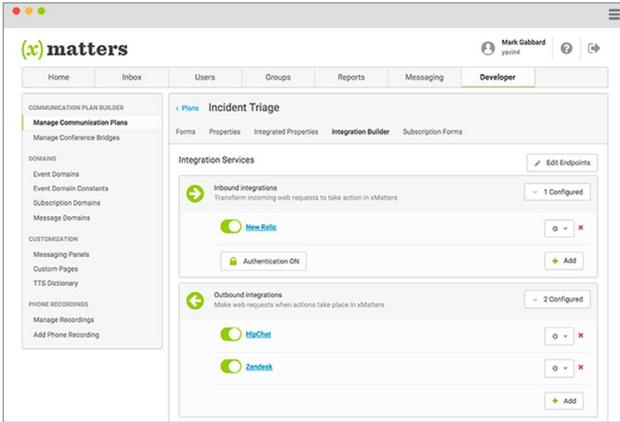
Gartner defines DevOps as a change in IT culture, focusing on rapid IT service delivery through the adoption of agile, lean practices in the context of a system-oriented approach. In a DevOps environment, development and operations teams work together and communicate openly, with development contributing toward testing and deployment while operations supports agile release cycles. In large enterprises, this collaboration can be tricky, and it requires a significant amount of orchestration.

Enterprises need to use a complex combination of open source, packaged and legacy tools to build, deploy and manage new and existing services. As events unfold in a deployment or during a service outage, the hand-off from tool to tool and the communication process are not always well defined. Therefore, tool chains must be created to maintain agility and drive critical processes forward. With its leading integration platform and unlimited options for both automated and manual controls, xMatters is the only solution that can enable the DevOps tool chain. Make intelligent communications a part of your DevOps toolset with xMatters.

Key Capabilities

Increase Agility and Throughput by Connecting Your Tool Chains

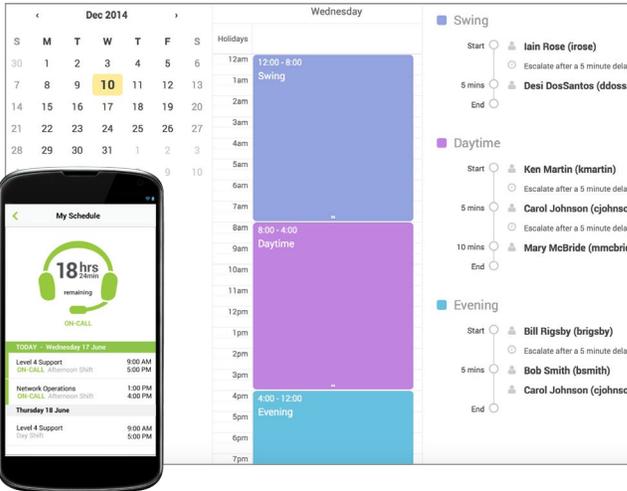
xMatters integrates and connects with your existing development, deployment, management, monitoring and collaboration platforms. From HipChat to Slack, ServiceNow to JIRA, Splunk to New Relic and beyond, all use xMatters to hand off data between these systems, while engaging the right people along the way. Use intelligent responses to operationalize and automate key interactions that drive logical next steps and workflow. As DevOps processes naturally break down the walls between teams, make sure your tools enable meaningful connections and share important information to engage resources more effectively.



▲ **Share data between systems** to engage the right resources in another application.

Ensure the Data You Receive Is Relevant and Actionable

Easily manage users, groups, subscriptions and contact information to ensure your alerts and notifications reach the right person every time. Viewing and managing your schedules from the desktop or through the mobile app is easy with xMatters simple interface. Escalation rules guarantee that a person will see important business insights in order to take immediate action.



▲ **On-Call Scheduling:** Define repeatable process, or tailor escalations to unique situations.

A Platform That Integrates with Anything

The xMatters Integration Platform connects modern and legacy systems and business processes to fundamentally alter the way development and operations teams work together in a DevOps environment. By doing so, standard IT service management processes can be managed in conjunction with DevOps processes. The cloud-based technology operationalizes, contextualizes and automates communications within key DevOps processes to drive personalized communication at scale. More than 200 prebuilt integrations, and the unlimited integrations you can build with the xMatters platform, make any connection simple and effective.

Keep the Business in the Loop

Engaging technical teams is only part of your communication needs. Senior management and other key stakeholders also need to be kept in the loop. With xMatters, keep everyone informed through a single solution. Send notifications in business language to everyone that needs to know. Leverage xMatters' subscription functionality to allow users to subscribe to the information that is important to them, allowing your DevOps teams to focus on technology rather than sending updates.

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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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