

# Audax FYI

## CALL HOME

### RESOLVE HARDWARE PROBLEMS, BEFORE THEY IMPACT YOUR BUSINESS, WITH AUDAX'S CALL HOME SOLUTION.

CALL HOME FOR ALL HP-UX SYSTEMS IS STANDARD TO AUDAX'S SERVICE OFFERING AND A PROACTIVE APPROACH TO SOLVING SUPPORT ISSUES – REACTING TO POTENTIAL HARDWARE PROBLEMS BEFORE THEY TURN INTO DOWNTIME. AUDAX'S CALL HOME SOLUTION IS SIMPLE TO CONFIGURE AND REQUIRES MINOR ADDITIONS TO THE EVENT MONITORING SERVICE (EMS), NOT INTERFERING WITH OTHER MONITORING TOOLS ALREADY CONFIGURED.

#### FEATURES

- 24/7/365 automatic notification of potential hardware events
- Screening of "false positives" and event prioritization for importance and criticality to systems
- Proactive issue resolution - automated ticket creation for events classified as high-priority

#### AVAILABILITY

- HP Integrity and HP 9000 systems running HP-UX (*HP-UX 11.0 or later*), including system hardware and most attached HP peripherals (*disks, arrays, tape drives/libraries, optical drives/libraries, etc.*)
- No additional investment for systems supported by Audax on hardware contracts with next-business day or greater response

#### TICKET FLOW

- Events are sent from your systems to Audax for analysis, filtering out "false positives" and classifying the alerts for importance

- High-priority alerts automatically generate a service ticket, assigning an Audax engineer who engages with you directly to obtain additional troubleshooting data
- Audax engineers will log-on to the systems and gather additional information prior to engaging with you, if remote access is granted via a secure VPN

#### SET-UP

- Simple and worry-free configuration – users run the EMS configuration utility and add a simple email notification.
- Monthly Call Home functionality verification:
  - Audax recommends configuring a Call Home heartbeat (*instructions will be provided*)
  - Audax provides a monthly report indicating the machines that are experiencing Call Home problems

### CALL HOME REMOTE MONITORING FROM AUDAX CAN HELP USERS:

- REDUCE POTENTIAL DOWNTIME AND QUICKLY RESOLVE PROBLEMS BY AUTOMATICALLY ENGAGING AN AUDAX ENGINEER BEFORE THERE IS A CRITICAL HARDWARE FAILURE
- ALLOCATE IT RESOURCES AND BUDGET TO FOCUS ON OTHER IMPORTANT INITIATIVES, ENHANCING PRODUCTIVITY OF IT STAFF
  - AUDAX FILTERS AND ANALYZES THE SEVERITY OF THE ALERTS
- CUSTOMIZE ALERTS BASED ON SPECIFIC BUSINESS NEEDS AND INTERNAL PROCESSES

#### STILL HAVE MORE QUESTIONS?

#### PLEASE CONTACT:

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