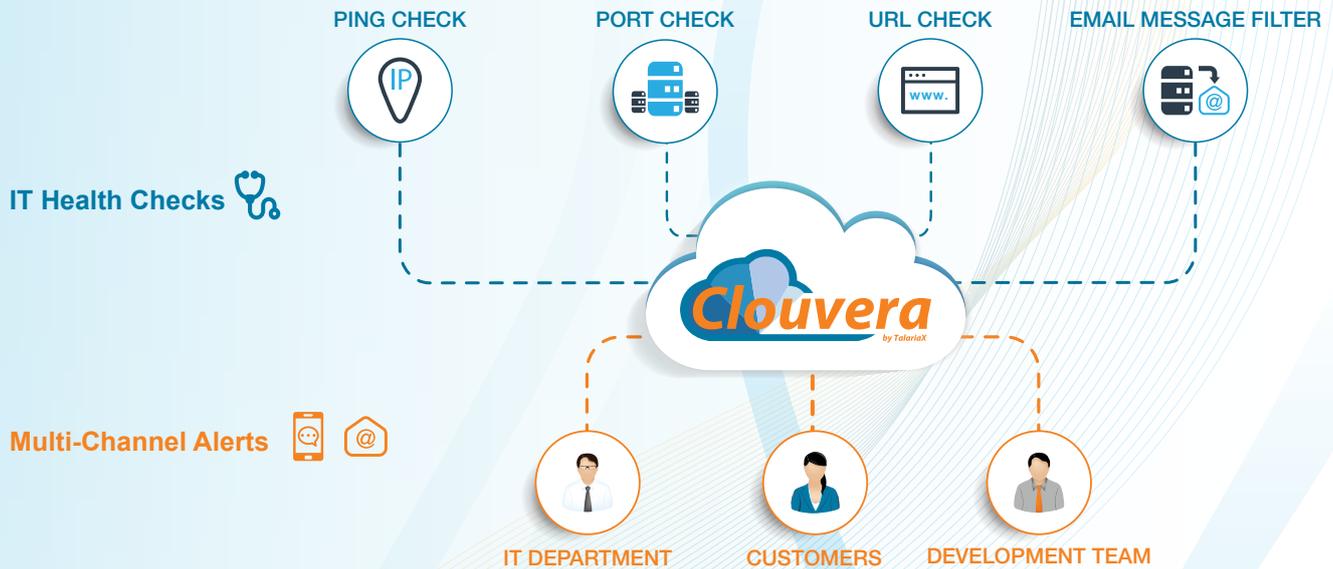




Clouvera is a cloud-based incident monitoring and notification solution for assessing a company's IT infrastructure health. It provides a complete overview via ICMP Ping, TCP Port, URL check and email message filter. Coupled with multi-channel (email and SMS) alerts, it notifies a company on the functionality of its e-commerce website, server availability and issues in customer facing applications, if any. As such, it ensures minimum impact of IT outages and disruptions thereby, enhancing the efficiency of business operations.



## Features

- ✓ 24x7 cloud-based IT (i.e. external facing applications) health monitoring via ICMP Ping, TCP Port, URL checks and message filter (SMTP/email-to-SMS) with alerts and notifications
- ✓ Policy-based filtering with multi-level auto-escalation to secondary responders or management via customized email and SMS to shorten response time
- ✓ Easy administration and resource management with address book, shift and leave management features to allow a seamless and more effective collaboration with IT Ops, helpdesk, and NOC teams during incident resolution period
- ✓ Better alert management with suspension (for service maintenance) and dependency monitoring (to reduce unnecessary SMS texts) functions
- ✓ Option available to conduct Clouvera server check and turn on alert notifications via email and SMS for uptime status
- ✓ User friendly ticketing system to keep track of responses on acknowledgement and resolution of incidents
- ✓ Consolidated view of statistical reports and SMS report

## Applications

- ✓ Enable IT team to reduce the mean time to repair (MTTR) and increase incident response efficiency by centralising alerts from different applications
- ✓ Enable Development team to quickly detect, alert (by priority level), and resolve incidents of applications, thereby providing customers with a pleasant user experience
- ✓ Enable businesses to boost their IT infrastructure uptime and deliver superior customer experiences by engaging the right expertise whenever an abnormality is detected, thereby allowing businesses to keep abreast of issues ( e.g. cybersecurity)
- ✓ Transforming cost centres into value-creating operations for businesses



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# sendQuick® ASP

## Usage

### MARKETING & PROMOTIONS

- Events Management
- Voting & Feedback
- Leads Generation Tool

### APPOINTMENTS SCHEDULING & REMINDERS

### TRANSACTION-BASED NOTIFICATIONS

- Sales Order
- Payment Confirmation

### BUSINESS CONTINUITY PLANNING

- Call Tree

### MISSION-CRITICAL NOTIFICATIONS

- IT Alerts
- Job Dispatch
- Goods Delivery Dispatch
- Activation of Mobile Apps
- Queue Management
- Latest News Feed
- One-Time Password (OTP)

### CUSTOMER HELP-DESK

sendQuick ASP is a 2-Way SMS messaging solution leveraging cloud technology to disseminate information via a web browser or API. This is best used to automate workflow processes such as sending out reminders and marketing messages to increase customer interaction. It can be tailored to suit SMEs as well as MNCs depending on their IT infrastructure and offers integration with various applications such as google calendar as a built-in feature helping achieve cost optimization.



## Features

- √ Send and/or receive SMS messages via
  - o Web portal: by contact lists, file upload, Google calendar
  - o API integration to 3rd party solutions: HTTPS / SMTP (Email-to-SMS)
- √ Number masking (i.e. Sender ID) of sender information available
- √ Shared and dedicated short codes available
- √ Auto-reply to incoming SMS available
- √ Opt-out and opt-in list available
- √ Able to send to any mobile phones and networks\* (network dependent)
- √ Support long (concatenated) / joined SMS
- √ Support multi-lingual SMS messages
- √ Sending multiple SMS messages instantaneously to different people at a speed of 2-3 SMS / second
- √ End-to-end comprehensive SMS delivery status logs
- √ Each company admin account comes with unlimited user accounts
- √ SMS quota control by company admin on each user account
- √ Duplicate number check option available to avoid sending spam messages
- √ Connectivity to several telco service providers for fail-over
- √ Clientless access (i.e. no software installation required)
- √ Server availability of at least 99.5% with SMS delivery at best efforts
- √ Locally hosted at carrier grade data centre with high availability



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