



Vigilant Alarm Management Solution

Dyna Lync Telecom addresses the need for a reliable and cost effective Alarm Management solution. Its flexibility will meet your business needs and the changing needs of your customers. With insight from our channel partners, Vigilant has been developed from the ground up to satisfy the many critical features needed for a robust Alarm Management solution.



Enjoy the ability to:

- Effectively monitor multi-site environments.
- Create multiple schedules to fit your support contracts and customer needs.
- Optimize your staff's efforts with a variety of features such as pro-active monitoring, flexible schedules, "Snooze-ability" and customizable alarm severity.
- User friendly web interface that works on any browser including smart phones.
- Minimal customer infrastructure required since communication is done via phone line and/or internet connection.



Key Features:

Pro-Active Monitoring. Is no news good news?

- We send out notifications if data is not received within a set amount of time from the monitored Voice and data systems.
- Full activity log including maintenance for last 15 days.

Flexible Schedules

- The ability to hold alarms until they are on a schedule.
- Have different schedule for each alarm severity.
- Assign technician to different schedules.

Ability to change Alarm Severity

- You can change the severity of any alarm.
- Set severity levels higher than critical.
- Decide whether the alarm creates a notification.

Alarm set Higher than Critical

- You can create a midnight schedule for mission critical alarms.
- Assign these alarms to senior technicians.

Suppress Notifications

- Convenience of silencing an alarm as needed with our 'Snooze' feature, which stops further notification of reoccurring alarms.
- Hold alarms during maintenance periods.