

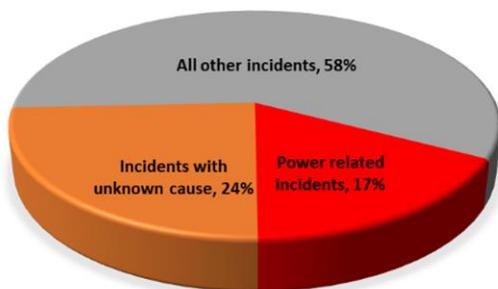
Poweye™ has been developed to help organisations minimise the impact of one of the most common reasons for IT service disruptions – Power Loss.

Using IoT and AI technology, Poweye will alert your IT service team to the underlying cause of an outage so that the most appropriate action can be taken. Not only will this reduce your operational costs but will ensure your client's users get back on-line as quickly as possible.

Power related outages

The following data was collected from a UK customer and shows that 17% of P1-3 incidents were found to be power-related. A further 24% had unknown cause and could also have been power related. This meant that a significant proportion of service desk effort could have been wasted chasing Incidents outside their control. Of course, the underlying reason may not be known at the time of the incident itself.

% power-related Incidents
(Feb-June 2019)



Use Case for a Managed Service Providers

As a managed service provider how often do you check the most likely reason for an outage, first?

As a Customer Service Manager, how often are you involved in an intense, complex and resource hungry incident management process only for the cause to be the power supply of one device?

The local power supply may be your client's responsibility however when a power-related incident occurs it is often not possible for your service desk to determine the reason for failure.

And there is growing evidence that power disruption will increase in the future.

At its most simple level, Poweye is an AIOps solution that lets your service management team know exactly when IT devices have lost power. This is made possible using an IoT device and a reliable 'out-of-band' non-IP-based communications channel.

At the same time the Poweye solution will also provide you with contextual analytics including outage information from local power suppliers and even broadband network suppliers. This data will enable your service management team to respond with an appropriate action including, where required, a remote, hard reboot of the IT device.

If your client has devices deployed remotely in small branches, kiosks or unmanned sites, Poweye offers an eye into their IT environment wherever it maybe.

Poweye also provides welcome clarity in the complex environment of a data centre or the multiple layers of services supported within an SD-WAN network.

We will be delighted to work with you to help verify potential benefits for you and your customers.

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Key Capabilities

PoweYE currently integrates with ServiceNow™ Other IT Service Management systems will be added based on client demand.

- Near instant alerting of power disruption on specific managed IT devices using a reliable 'out-of-band' non-IP communications channel. Importantly, PoweYE does not depend on alerting over a potentially out-of-service data network
- Remote hard rebooting (powering down and up) any mains powered device e.g. network device, server, appliance -without sending an engineer to site to flick a switch.
- Alerting you of any unauthorised power down of a device
- Using PoweYE you will receive additional data feeds to determine the likely cause of the outage e.g. supplier power cuts, local power supply issues, rack temperature, broadband supplier network outages.
- PoweYE is pre-integrated into any existing ServiceNow system using a secure Web Services interface
- PoweYE works across the UK, Europe and Americas as well as most other countries – please ask for specific country support
- Option to self-install PoweYE devices using a virtual assistant agent
- Using AI to determine the root cause and allocate the Incident ticket to an appropriate 'resolver group' – under development
- Automatically re-boot the managed device and close Incident tickets – under development

Benefits for your business

Your clients will expect you to be on top of all Incidents quickly and effectively in order to minimise any disruption to their business users and customers. To help achieve this outcome PoweYE provides the following benefits:

- When an Incident does occur your service desk team has all the essential information available to identify if it is a genuine device failure or if it is related to an underlying issue e.g. power or even broadband outages. This enables you to quickly triage and pass Incidents to the most appropriate 'resolver group' for resolution.
- Fault not found (FNF) Incidents that trigger an Incident record can now be proved to power outages however short in duration.
- When reporting on Service Level Agreements (SLAs) you can quickly identify when an Incident has been as a result of in-scope circumstances or outside of your responsibilities i.e. power loss
- In Problem Management, corrective measures can be implemented to resolve reoccurring power related outages.

In conclusion, a reduction in Incident volumes enables you to optimise your service resources providing a cost-effective IT delivery service to your customers.

As a cost-conscious organisation dependent on IT ask yourself.... how attractive would a 17% reduction in Incident Management volumes be to you and your clients?

For more information visit us at: www.poweYE.com



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