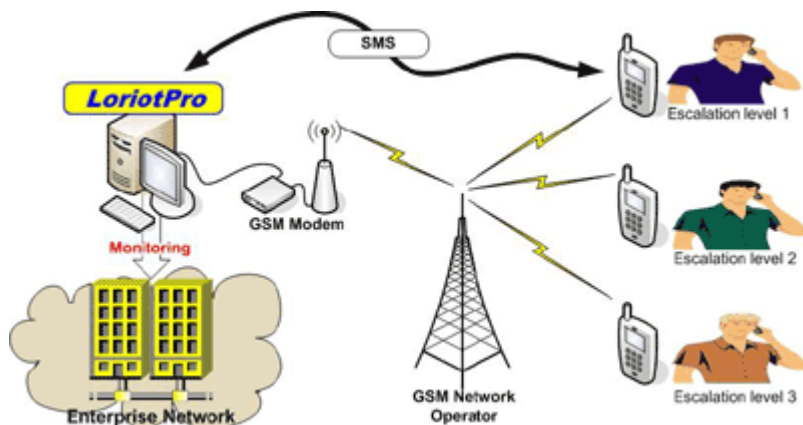


SMS Dispatch Manager

SMS Dispatch Manager is an **intelligent** tool that allows you to receive timely notifications on the **anomalies** of your **network system** on your **mobile phone**.

This additional LorientPro module frees you up to take care of your other tasks without compromising the health of your network, while **LorientPro** does what it does best; **monitoring** your network devices. It is no longer necessary to stay glued to your screen for fear of missing an **alert** or **alarm**. In case of any anomaly or network failure, LorientPro sends a signal to the SMS Dispatch Manager which in turn sends you a notification by SMS.



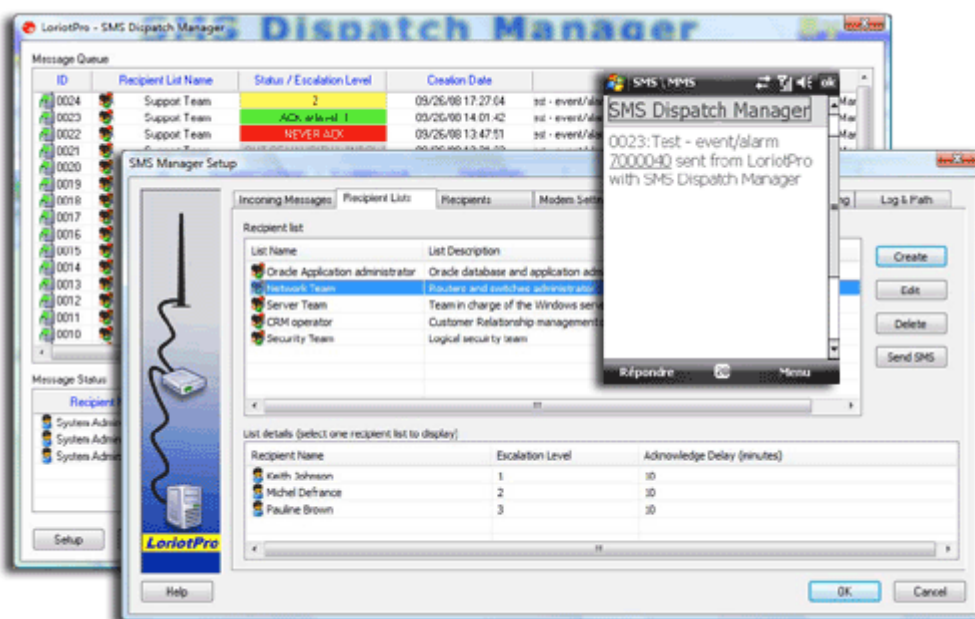
Unlike other **SMS solutions** which use an Internet Gateway for sending messages, this module is largely **autonomous**.

The **SMS alerts** are sent from a **GSM modem** which is directly connected to LorientPro. LorientPro generates **events** and **alarms** which are transmitted to the **SMS Dispatch Manager** and then to your mobile phone.

Since SMS Dispatch Manager is entirely autonomous of your network, it gives you **additional security** because even if your entire network crashes you can still receive notifications on your mobile phone.

The LorientPro SNMP Manager can forward any events to the SMS Dispatch Manager. The event is sent to a **recipient list** configured in the SMS Dispatch Manager Interface. A recipient list can be composed of a single or multiple **recipients** (user's phone number) at the same or different escalation level.

The SMS Manager uses a **3 level escalation** process which requires an **"acknowledge message"** from the recipient. This is a confirmation that the alert has been received and is being handled. Failure to respond within a pre-defined time frame will automatically **trigger** the **escalation process**. A new text message will then be sent to the designated recipient at the next level. You are free to define your escalation process and response times.



An intuitive graphical interface allows you to control at any time the status of each message in the Queue. It is straight forward to see who has acknowledged a SMS at which level of the escalation process.

Security limits can be set on the SMS queue manager to avoid any unwanted behaviour. History files keep traces of all treated SMS and their last status.

System Requirements:

- LorientPro version 5 release (ce) or higher
- GSM modem or a GSM telephone with a modem that has a usb/serial port access (see list in our documentation or consult your service provider)
- SMS service subscription (with SIM card)



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