Geneos

InXite Notify is a targeted messaging system. It sends real-time notifications to a variety of desktop and mobile platforms keeping users informed across all of their devices, whether in the office or on the move.

The ITRS Geneos integration works in conjunction with your Geneos Platform to receive, translate and automate the sending of desktop and mobile notifications.

How does it work?

The ITRS Geneos integration begins as a Perl script that runs on your Geneos Gateway servers, this communicates with the Inxite REST API via HTTPS. It can be setup as an action or command within Geneos, and then added to any of your existing rules. The action script can be automatically populated from the DataView and include other information such as the severity of an alert.

Data collected from Geneos is transferred to the Notify rules engine.

Notify then matches the data against pre-configured rules and determines which subscribed InXite users should receive the notifications.

The original data from the script can then be included within your notification, this can be adjusted to include extra data e.g. other services impacted by an event or process to check, or to be translated entirely to something more generic e.g. service X unavailable.
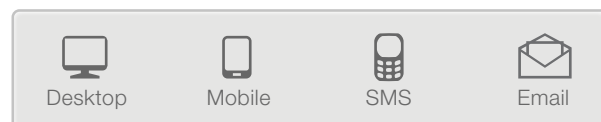
ITRS Geneos

Rules are triggered within ITRS Geneos

Data is sent to InXite notify

inxite API

The InXite API processes the data and sends tailored notifications to the designated recipients

Desktop	Mobile	SMS	Email

Technician	Management	Customer/User

Requirements?

- An accessible on-premise or hosted instance of InXite Notify
- Network connectivity between the Geneos platform and InXite server
- The Geneos feed enabled by the system administrator
- Installation of Perl script on the Geneos server (located on the ITRS Client area)

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