



TAKE CONTROL OF ALERT STORMS

Leverage alert management to effectively address network and application performance problems impacting your users.



It's the middle of the night and Molly can see the glow of her phone on her nightstand, followed by a rumble. The cat jumps at the sound and she knows it's time to sit up and check to see what's going on at the office.

As a system administrator, Molly is often woken by alarms of applications on her network not responding. Most of them are just routine and can wait until the morning to action. Rarely does she ever receive an alert that warrants her to get up in the middle of the night.

Her eyes half open she peeks at the alert, then closes her eyes and falls back to sleep.

There are enough things keeping system administrators up at night, that the last thing they need are meaningless alerts to rouse them from their rest. It wouldn't surprise anyone if one day Molly leaves her phone on the table downstairs, before heading up to bed for a full night sleep.

What if that was the night where something seriously went wrong, and she wasn't woken to be able to act on it?



What is Alert Fatigue?

Alert fatigue or alarm fatigue occurs when someone is exposed to a large number of frequent alarms or alerts which consequently causes them to become desensitized to them. This means that the user could take longer to respond or miss important alarms. The result is that all alarms lose the urgency and attention-grabbing power which they were intended to have. Like the proverbial boy crying wolf, these false alarms distract from the critical alarms that need the most attention. Effective alert management is critical to prevent alert fatigue.

Gaining Control Over the Chaos

Relevant and timely alerts are a key tool to manage network performance successfully. However, network administrators are often overwhelmed by alerts. Either they receive too many alerts or get notified of ones that aren't relevant to them. By setting up alarm properties to suit your needs, you'll find them more relevant and avoid alarm fatigue. Becoming proactive, rather than reactive when it comes to detecting problems on the network reduces stress on the IT staff and offers a better end user experience, by preventing downtime.



Manage Alert Fatigue

It's easy to get overwhelmed by alerts – either you're receiving too many, or the alarms you see are not relevant. Set up your alarm properties so that they are proactive, rather than reactive in detecting and addressing problems on the network.



Reduce Redundant Alerts

It's inefficient to be notified on the same issues, over and over, especially if it's not really an issue that needs to be dealt with. These unnecessary alerts lead to alert fatigue. Reducing and consolidating alerts will help to reduce alert fatigue and make your alarms more effective.



Set Thresholds

Configure thresholds to generate alarms when they are about to be breached. Not every threshold is the same for every target device, so do not rely on standard settings to hide flapping. This will give you greater control over the alerts you're notified to.



Real-Time Alert Management

In today's always-on world, users will find out about service failures in real-time. This means alert management is critical to finding and resolving issues before they impact the business.



Use Dashboards to Alert the Correct Individuals and Teams

As teams grow, it can be a challenge to ensure that everyone on the team has the right access to the right alerts in order to act on them. By organizing your alerts into the correct dashboards for the right users, you can ensure that you are making the most of your alerts.



Revisit and Adjust Your Alerts Regularly

In order to make sure your alerts remain effective, revisit and adjust your settings regularly. Assessing with your team on a regular basis to ensure that they are receiving actionable alerts that relate to their job and that the process is working is essential to make sure things continue to run smoothly.

As a company grows, more tools are required, and with more tools, more alerts follow. Pretty soon the alerts coming from your system and tools sound like a loud party with everyone having a different conversation about different things. As a result, IT teams have become desensitized to these alerts, so even if the system flags anomalous activity, it may get ignored due to burnout.

What is the Cost of Alert Fatigue?

- Decreased productivity because alerts are not being filtered, so IT staff must tackle every alarm as it comes in, rather than just the highest priority alerts.
- Longer Mean Time to Repair because IT staff must sort through many applications to find the root cause.
- Loss of staff due to chronic stress causing a high turnover rate.
- Increased use of sick time causing increased cost to the company, while minimizing staff.
- Decreased quality of service caused by disgruntled frontline staff having to deal with alerts all day long.

What you really want are alerts that work together sounding like a harmonious choir only hitting those high notes when a real issue arises. So how do we get there?



Martello's IT Operations Solutions pull in the alarms that have been raised by your other monitoring systems, and then displays them for you in easy to read dashboards.



From there, you can filter and organize your alerts into actionable data. For example, you can create boards for locations, applications, or business units and then divide these boards into sub-boards. You are then able to assign boards and services to a role, such as an operator role, and then anyone who has that role can see the board or service.

Best Practices for Reducing Alert Storms with Martello's Solutions



- Create a summary dashboard and create an alert widget to filter the alerts of top importance.
- Create a Saved Search, where you can quickly see alerts from certain components and devices.
- Set up custom dashboards for different members of the team so they only receive alerts that are actionable for their roles.
- Consolidate and reduce redundant alerts.
- Maximize the use of filters to make sure you're getting the most important information at all times.

Conclusion

Managing several IT systems can be complicated with alerts coming in from all different areas. Martello's solutions allow you to view all those systems from a single pane of glass, simplifying how you manage your network and applications. By organizing all your data in one place, it reduces the risk that you miss an actionable alert because alerts storms have you overwhelmed by floods of data that doesn't impact your job.

Are You Ready to Tame the Alert Storm of Your IT Team?

Get in touch with one of our specialists today and start viewing all your actionable data from a Single Pane of Glass with Martello's Solutions.

MARTELLO

Martello Technologies Group Inc. (TSXV: MTLO) brings clarity to complex digital environments and control of evolving technologies. Their solutions monitor, manage and optimize the performance of real-time services on cloud and enterprise networks, while giving IT teams and service providers control and visibility of their entire network infrastructure. Martello's products include SD-WAN technology, performance management software, and IT analytics software.

Martello Technologies Group is a public company headquartered in Ottawa, Canada with offices in Montreal, Amsterdam, Paris, Dallas, and New York.



CONSOLIDATE, ORGANIZE AND UNDERSTAND

YOUR DATA FROM A SINGLE SOURCE OF INSIGHT

Martello Technologies Corporation

390 March Road, Suite 110 | Ottawa, Ontario K2K 0G7

North America: +1-613-271-5989

Europe: +31-20-2170-790

info@martellotech.com

www.martellotech.com