



# ATM makes out of hours support easier

***UK services organisation ATM Technology Management has unveiled a new automated system to help customers more effectively report faults out-of-hours.***

Support Sentinel offers an automated help desk voice alert system and also enables ATM's Remote Service Desk software to alert customers instantly to any IT infrastructure problems. For inbound out-of-hours customer calls, Support Sentinel records the answers to a series of prompts. The system then automatically contacts the appropriate ATM staff and plays back the recording. A built-in escalation procedure ensures that no calls are missed.

"Support Sentinel is an innovative new service from ATM that sets even higher standards in the demanding remote managed services market. We wanted more flexible and reliable control of our out-of-hours calls as well as the ability to link an automated alert system to almost any aspect of our customers' IT infrastructure," said Neale Stidolph, sales director of ATM Technology Management. "As soon as the customer puts down the telephone, Support Sentinel will immediately contact the appropriate ATM personnel. Tightly integrated with our Remote Service Desk monitoring software, the system instantly alerts customers to any critical hardware or software problems detected too. It all adds up to total peace of mind," Stidolph added.