

PageMate

Electronic Messaging

PageMate is an electronic messenger that provides capabilities for paging, electronic mail, alphanumeric display, voice and fax delivery of time-critical messages. The software has evolved since 1984 from a utility for electronic paging to an integrated messaging application that now provides capabilities to track and deliver messages using a wide variety of media and technologies.

From its inception, PageMate has provided unique capabilities to support messaging from other computer processes, including help desk, dispatch, process control and SCADA applications, that can impose variable and unpredictable demands in message volume. PageMate's client-server architecture, support for automatic server fail-over, and administrative capabilities for auditing and resource management have long made it the solution of choice for electronic messaging in mission-critical applications.

Delivery Options

The latest software release provides new capabilities for message tracking, response and automatic escalation. Recipients can either positively acknowledge (accept or confirm) or negatively acknowledge (reject or refuse) individual messages. Messages that are negatively acknowledged or for which no response is received within a specified time-out interval can be automatically escalated.

PageMate Version 3 also provides options for message delivery using a wider variety of media and

technologies. The software supports both one-way and two-way messaging to pagers, digital telephones, PDAs and other portable messaging and web-capable devices.

Support for a telephony interface with speech synthesis (text-to-speech) means that PageMate can also now deliver messages spoken in English. In addition to calling a recipient to deliver a message, PageMate can receive inbound calls from subscribers, read messages to them in English, and accept responses.

Other options for message delivery include facsimile, electronic mail, pop-up displays, and control room or LCD panel displays. If all of this is still not enough or doesn't provide the functionality that you need for message delivery, PageMate Version 3 provides an option to run a site-specific application to deliver or respond to a message.

Profiles

To help you take advantage of PageMate's wide variety of options for message delivery and response, PageMate Version 3 provides support for profiles. A profile is a data structure that, together with action records, can automatically determine how a message should be routed for delivery. A profile can route a message to different recipients, or use different technologies for delivery, based on things like the time of day, day of the week, content of the message, or any site or application-specific parameter that you specify.

Server Variants

The client-server architecture of PageMate Version 3 provides support for two server variants known as PageMate Classic Server and PageMate Automated Messenger (PAM) Server. PageMate Classic Server provides capabilities to deliver messages for display on pagers and digital telephones. PAM Server is a superset of PageMate Classic Server that adds support for new messaging technologies and the kinds of new functionality that can be supported based on those technologies. Some of the new functionality in PageMate Version 3, such as support for messaging to GSM/SMS telephones, is common to both PageMate Classic Server and PAM Server. Other functionality, including telephony with speech synthesis and support for profiles, requires PageMate Automated Messenger Server.

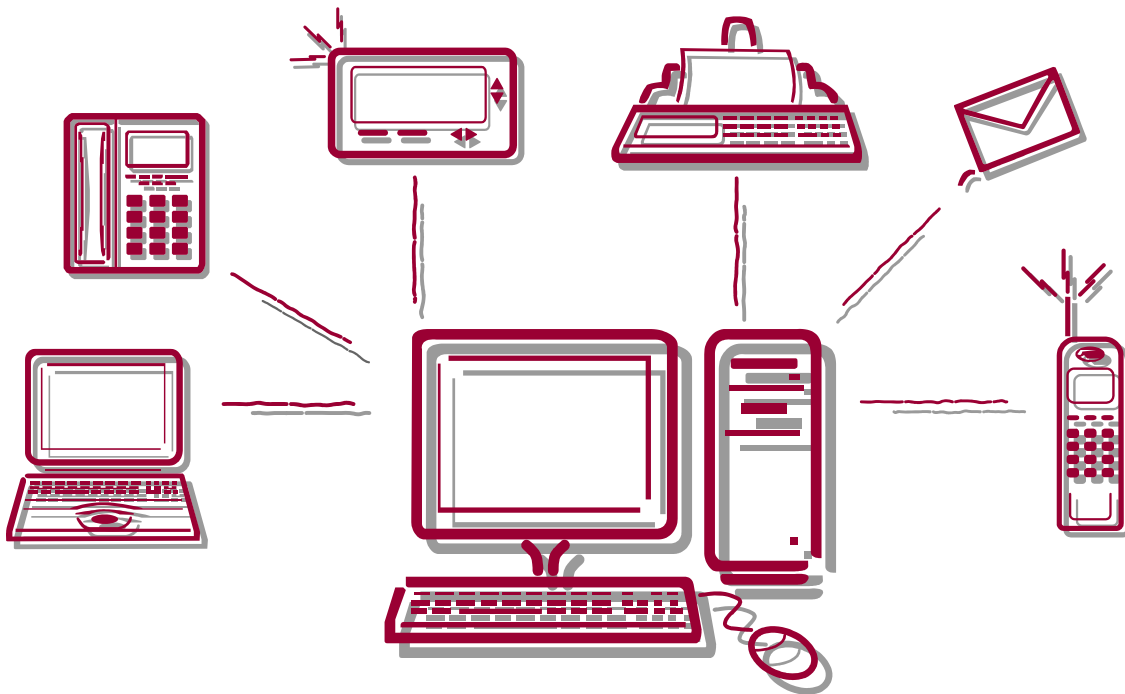
Sockets

Along with new technologies for message display and delivery, PageMate Version 3 provides new support, both in PageMate Classic and in PAM Server variants, for a new way of submitting messages to your paging system or paging service

provider. Some customer-owned (on-site) paging systems provide an option to accept messages via TCP (stream) sockets, and some commercial paging service providers, including SkyTel, now provide an option to accept messages via socket connections on the Internet. Use of socket connections via the Internet can be an attractive alternative to dial-up services using modems on the switched telephone network. Delivery of a single message via dial-up (switched telephone network) services typically requires up to 60 seconds. Delivery of a message via socket connection typically requires less than 5 seconds. Sockets delivery is also much faster and much more reliable than message delivery via e-mail.

Tracking Success

Improved statistics reporting has been a goal for PageMate Version 3, both in PageMate Classic and in PAM Server variants. Tracking success and failure rates of message delivery can help to ensure optimum utilization of resources and serve as an early warning of problems. PageMate Version 3 provides capabilities to report message statistics on a variety of bases, including tabulations by network, subscriber and modem, port or device names.



PageMate Installations



Web Interface

Finally, and far from least, a new web interface has been implemented for PageMate Version 3 to provide access to PageMate services from any system that supports a web browser. The PageMate Web Connector, an option for PageMate Automated Messenger Server, provides functionality similar to that available in both PageMate Client and PageMate Administrator native graphic user interfaces (GUIs). The Web Connector addresses several needs of PageMate users in corporate environments. It provides an option to let PageMate users manage their own catalog records, and, with appropriate authority, create and manage catalog records for others. The scope of a user's authority can be limited, for example, to read-only access, modify access to owned records, create/modify/delete access to owned records, or create/modify/delete access to all records. Users who have operator or administrator authority can also send and receive messages on behalf of others. Users who have administrator authority can gain access to the full functionality of PageMate Administrator through a web interface from any system in the corporate network environment. Perhaps best of all, none of this functionality requires installation of any PageMate or other application-specific software on a client system.

PageMate software can be configured to support a wide variety of requirements, serving applications as simple as paging from a standalone system, or as complex as voice, fax, paging and electronic mail delivery of mission-critical messages in international corporate networks. A choice of servers and a variety of optional connectors allow PageMate configurations to be tailored for site-specific applications. Multi-threaded message queuing services with message tracking and audit trail are provided in all PageMate configurations. For mission-critical applications, the software can be configured to provide support for programmed message delivery, delivery confirmation, interactive voice response, automatic escalation, error notification and recovery, and redundant servers with automatic fail-over.

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