Interlink Software

Improve Cross-team Collaboration, Accelerate Incident Response, Reduce Mean Time to Recovery
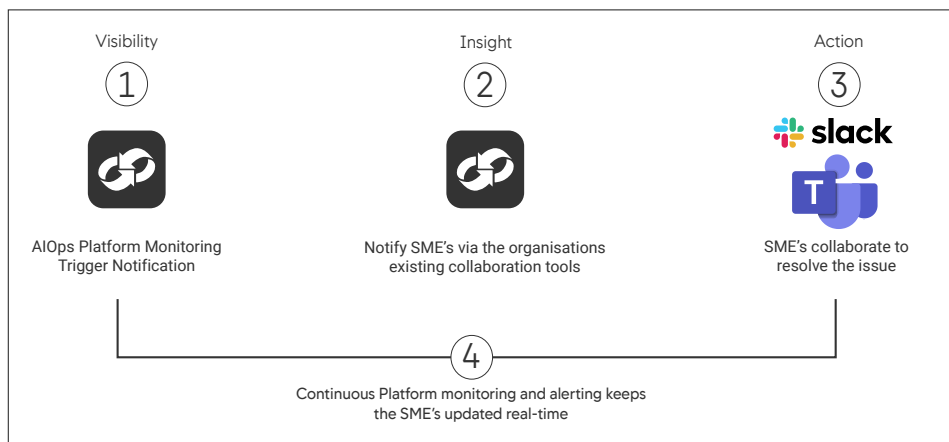
Leverage existing third-party chat apps to disseminate alert data instantly, for frictionless, unified teamwork.

Don't let poor communication threaten service availability

The complexity of digital enterprises, with distributed, disconnected teams can lead to sluggish, disjointed responses to threats to service availability. Installed as a companion to Interlink's Hybrid Monitoring solution, the Collaboration Service works seamlessly with leading enterprise chat tools including Microsoft Teams and Slack – the collaboration backbone for many enterprises. The Collaboration solution delivers DevOps, SRE, App Support teams with instantaneous, shared visibility of alerts, automatically populating chat channels with alert details based on their role. Teams are able to get to work fixing issues faster and maintain a coordinated and focused approach.

Interlink Software for collaboration success

- Interlink's HITIM solution, combined with effective collaboration brings improved operational efficiency - reduce major incidents by up to 50%

- Deliver role-based, cross-team collaboration, bringing all the right people together - on a familiar platform

- Propagate instant, shared visibility of alert data - get to work fixing issues faster

Visibility	Insight	Action
①	②	③
AIOps Platform Monitoring Trigger Notification	Notify SME's via the organisations existing collaboration tools	SME's collaborate to resolve the issue

④
Continuous Platform monitoring and alerting keeps the SME's updated real-time

Put into action

Upstream, Interlink's Hybrid IT Monitoring solution aggregates events and metrics from across ITOM technologies, eliminating event noise, clustering alerts into correlation scenarios based on business impact. Interlink's web service API integration enables querying and retrieval of this data, configured to populate the appropriate chat channels with an 'alert payload'. Support for Templating, enables message payloads to be enriched with alert context and linked to its originating source. For more focused application troubleshooting, links to ITOM tools allow users to drill down to source event data, launch automated recovery workflows, without leaving the chat tool.
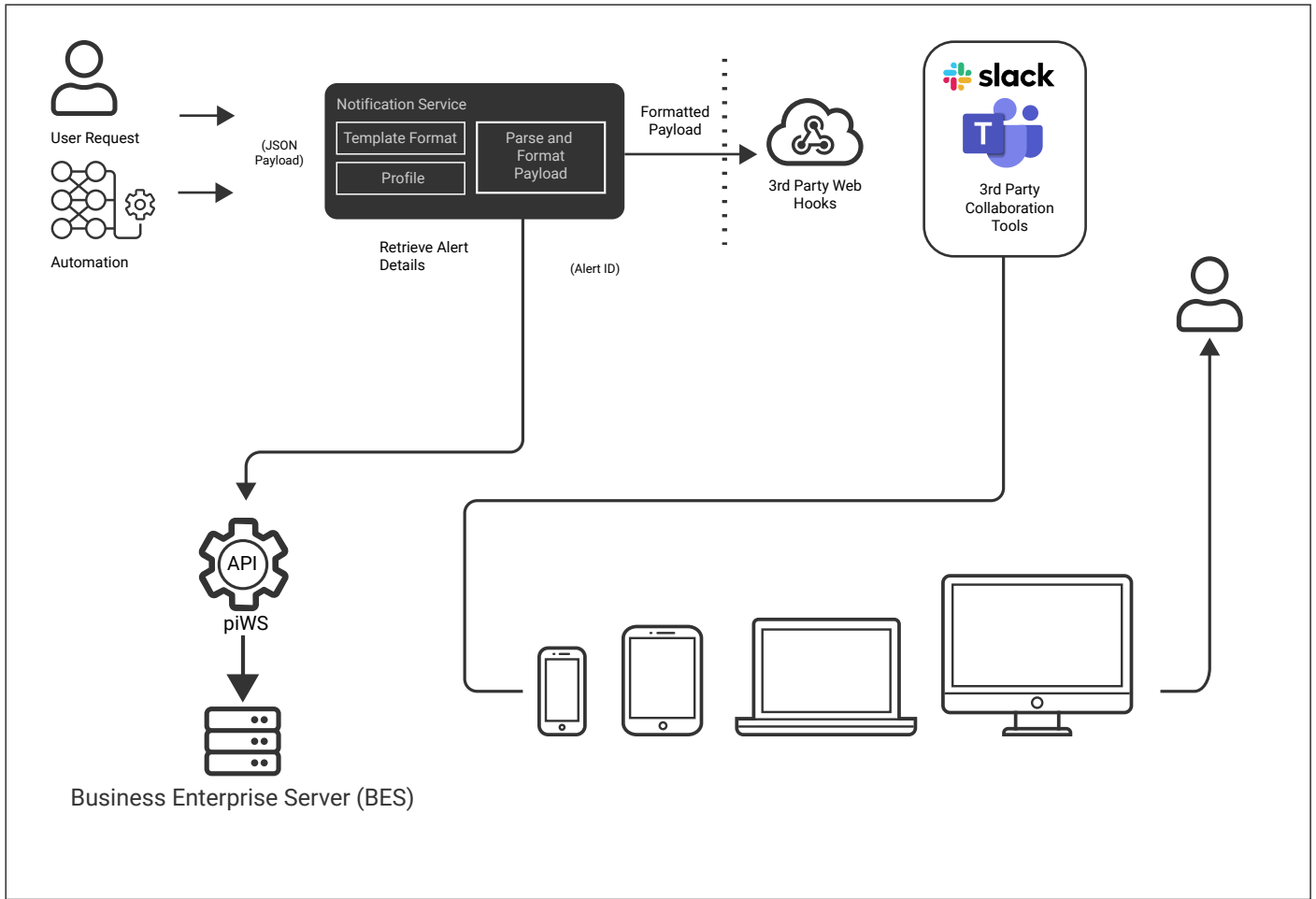
Better outcomes

By taking advantage of the existing chat solutions already familiar to users, teams can respond more efficiently to service impacting incidents in a unified and cohesive manner. With all communications, resolution steps visible across teams, from IT through to business stakeholders, the solution keeps people tightly aligned and better placed to protect service availability and serve customers.

Want to find out more?

See the details of the Interlink Software integration at
https://www.interlinksoftware.com/collaboration

Learn how Interlink Software helps enterprises to protect service availability at
https://www.interlinksoftware.com/overview

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