

ilert: a Comprehensive Platform for DevOps Teams

Boost Uptime, Streamline Incident Response, and Lower IT Costs



VICTORIA
METRICS

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The Rising Cost of Downtime

IT downtime is increasingly costly for companies, and there are a few culprits to blame: businesses deepening reliance on IT systems, the demands of customers expecting 24/7 service availability, the complexity of IT systems, a surge in cyberattacks, and many more.

But the fallout goes beyond just the immediate monetary losses. It extends to longer-lasting consequences like loss of customer trust and damage to reputation. Despite the best preventive measures, IT incidents remain inevitable due to human errors, hardware failures, and frequent system updates.

Recent research shows that one out of every five organizations has reported a major outage in the last three years, which resulted in substantial financial losses, harm to their reputation, compliance violations, and, in extreme instances, fatalities. On average, organizations experience around 40 incidents each month that have a small or medium impact on business. The average duration of the outages is around 130 minutes, and in many cases, such duration is determined by delays in incident acknowledgment.

That's why it's not just important, but critical, for businesses to funnel investments into solid IT incident management systems.

\$9,000

USD

Average cost of
downtime **per minute.**

40

Incidents

Average of incidents
per month.

130

Minutes

Average duration
of an outage.

Highlights

Here is the checklist to help you choose the incident management platform. Ensure that the service will help you:

- ✓ Provide reliable alerting through multiple channels to immediately notify tech teams about IT issues.
- ✓ Aggregate all alerts on one platform to enable company-level incident management.
- ✓ Reduce alert fatigue to focus on business-critical issues.
- ✓ Set a frictionless on-call duty system.
- ✓ Learn from each incident to prevent the recurrence.
- ✓ Establish rapid, clear communication with stakeholders and customers during incidents.

Capabilities

Alerting

Worldwide bi-directional SMS and voice alerts, iOS and Android app notifications, straightforward alert actions without the need to log in to the app – ensuring the right people are informed on time.

Call Routing

Establish your hotline for on-call teams. You can personalize the greeting message and route calls based on the callers' input. Phone numbers are available from over 50 countries.

Incident Communication

Provide your team members and stakeholders with real-time status updates. And implement status pages to keep your clients informed.

Easy to Implement

Set up your incident response system in a few steps, or use the ilert migration tool to transfer data from other tools.

Security and Compliance Commitment

To entrust your critical operations to a vendor, you need confidence in their security and availability.

Checklist

- ✓ Full GDPR compliance and appointed Data Protection Officer
- ✓ ISO 27001 certification
- ✓ Subprocessors with data centers in the EU
- ✓ Secure infrastructure with a primary data center in the Frankfurt AWS region
- ✓ Reliable communication with multiple Telco providers
- ✓ Regular penetration tests

On-call Management

Implement flexible on-call calendars to define on-call schedules with rotations. Overrides can be done on the fly from the mobile app.

ChatOps

Orchestrate the incident response without leaving Slack or Microsoft Teams.

User-friendly Interface

Ease the mastering of a new tool for your team and concentrate on your business uptime and stability.

Competitive Pricing

Choose wisely and evaluate the expenses for your business growth.

Equip Your Team with an Incident Management Toolbox

ilert is an all-in-one SaaS platform that includes various features for incident alerting and escalation, on-call management, call routing, and internal and external communication. The alignment of sophisticated monitoring solutions, like VictoriaMetrics, with responsive alerting systems, is crucial for maintaining system integrity and performance. That's why the integration of VictoriaMetrics with ilert marks a significant advancement for DevOps teams and IT professionals striving to improve their monitoring and alerting capabilities. [Learn more.](#)

Boost your uptime with ilert:

[→Visit the website](#)