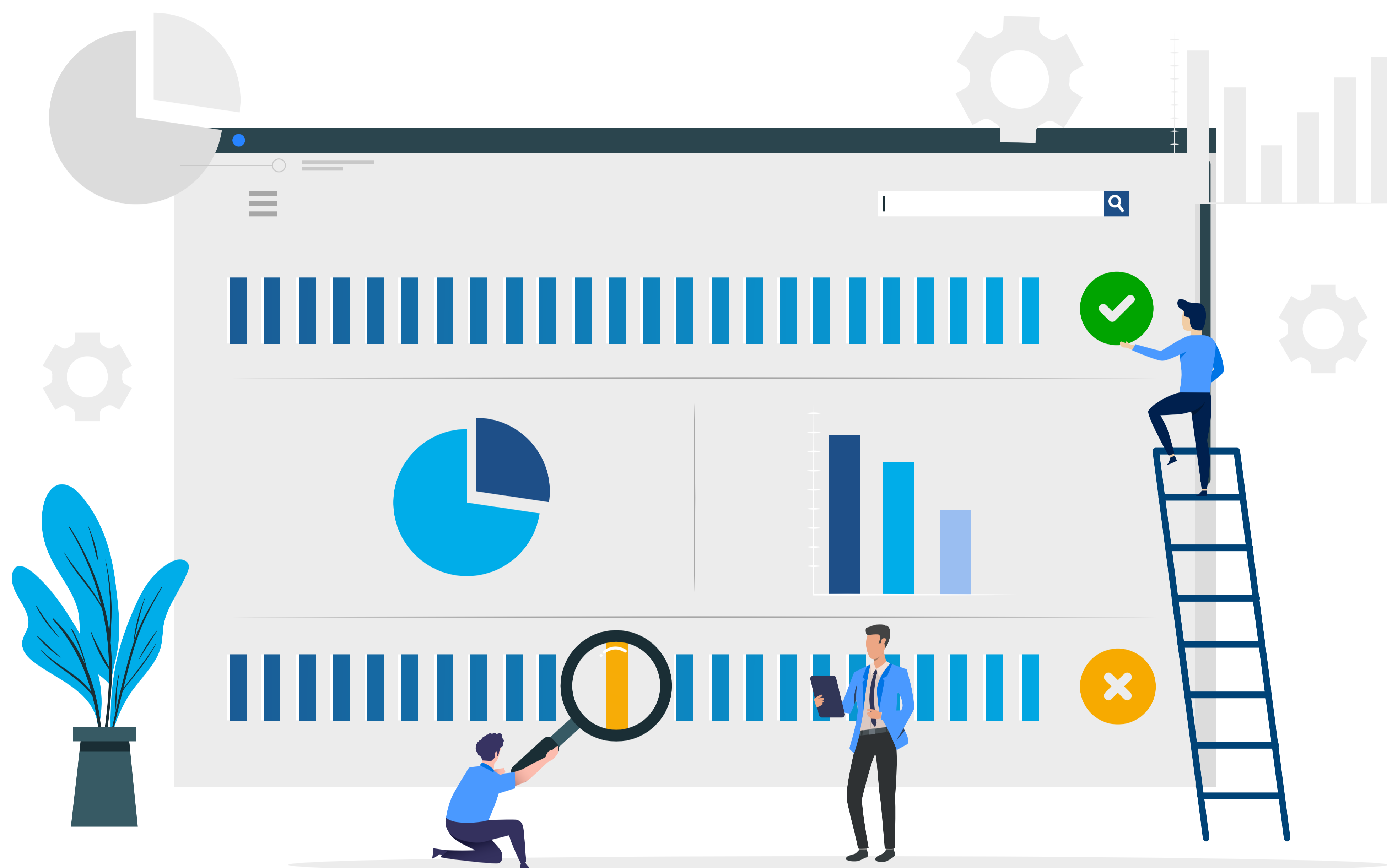




Incident Communication Solution for Agile IT Incident and Services Managers



Businesses expect 24/7 service uptime. However, downtime and service failures are inevitable; neglecting them could prove costly for any business. Effective communication is the key to solve this challenge, build trust, and increase customer loyalty.

AstroStatus is a user-friendly incident communication solution that helps incident management and response teams automate incident monitoring for their cloud-hosted software, communicate service outages and scheduled maintenance to internal teams and customers using status pages and email notifications. Scale down support volume and earn your customers' trust with complete transparency.

Key Features:



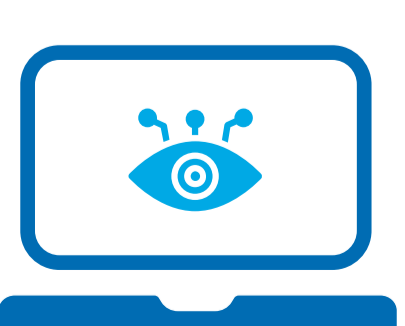
Status Page

Show the uptime value of your services with private, public, or subscriber-centric status pages based on your business needs.



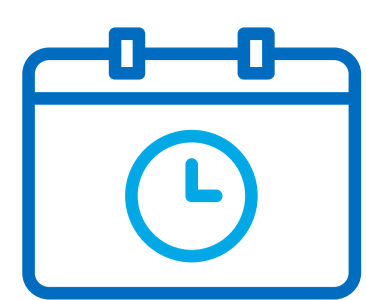
Alerts and Notifications

Send real-time updates to subscribers via emails and update the same on the status page. Set policies as to when you want your subscriber to receive updates.



Third Party Monitoring Integrations

Connect monitoring services like Pingdom, Datadog, Freshping, Site24x7, Nodeping, and more to automatically reflect the real-time status of your service on the status page.



Incident Management and Scheduled Maintenance

Create/update incidents and schedule maintenance under specific projects and notify subscribers. AstroStatus lets you backtrack an incident to update the actual resolution date and time for past incidents.



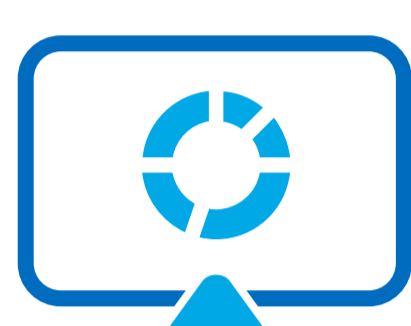
Ready to use Templates

Choose a pre-designed template from the gallery for every incident stage to quickly communicate incidents.



Subscriber Management

Easily manage subscribers by importing bulk subscribers via csv files or your local storage. Subscribers can be added to status pages to receive alerts about incidents and maintenance.



Status Page Customization

Customize the page by adding your brand logo, icons, color scheme, and page info. You can also send customized email notifications to your subscribers.



Component Management

Create components (services or microservices of your system), subcomponents, and group relevant components together for all your projects.



User Group and Member Management

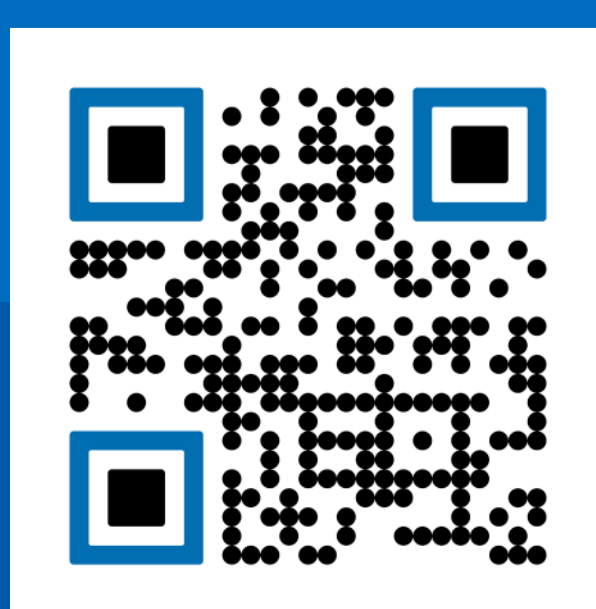
Add members to a specific project and assign member roles such as 'project admin' and 'project operator' to manage your projects.

Why choose AstroStatus

- ▶ **Reduce support costs** and the volume of support requests by proactively communicating incidents and scheduled maintenance to all end users in advance.
- ▶ **Increase customer trust** by displaying historical uptime and real-time system data on your own customizable status page.
- ▶ **Meet SLAs** with AstroStatus' timely incident updates within the portal and showcase your server uptime.
- ▶ Never miss a critical alert for your team and immediately begin resolution to ensure **reliability and credibility** among end users.

About 42Gears

42Gears is a leader in enterprise mobility management, offering cutting-edge solutions that aim to transform the digital workplace. Delivered from the cloud and on-premise, 42Gears products support all major mobile and desktop operating systems, enabling IT and DevOps teams to improve frontline workforce productivity and the efficiency of software development teams. 42Gears products are used by over 18,000 customers across various industries in more than 115 countries and are available for purchase through a global partner network. For more information, please visit <https://www.42gears.com>.



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