

Forwarding Uptime Infrastructure Monitor alerts to BMC Remedy

The most straightforward way to enable this functionality is to have Uptime Infrastructure Monitor alerts sent to an email alias that is consumed and parsed by the Remedy ticketing system. This functionality can be further enhanced by using the Uptime Infrastructure Monitor Custom Alert Format option to include incident-specific tokens that can be parsed by Remedy to assign the ticket to the correct group, queue, or severity level.

Alternatively, if more granular control is required, the custom script alert option allows you to build a fully-customized integration with almost any third-party toolset. In this example, a script could be generated to access Remedy public API functions to publish alerts to the system in the exact format you desire.