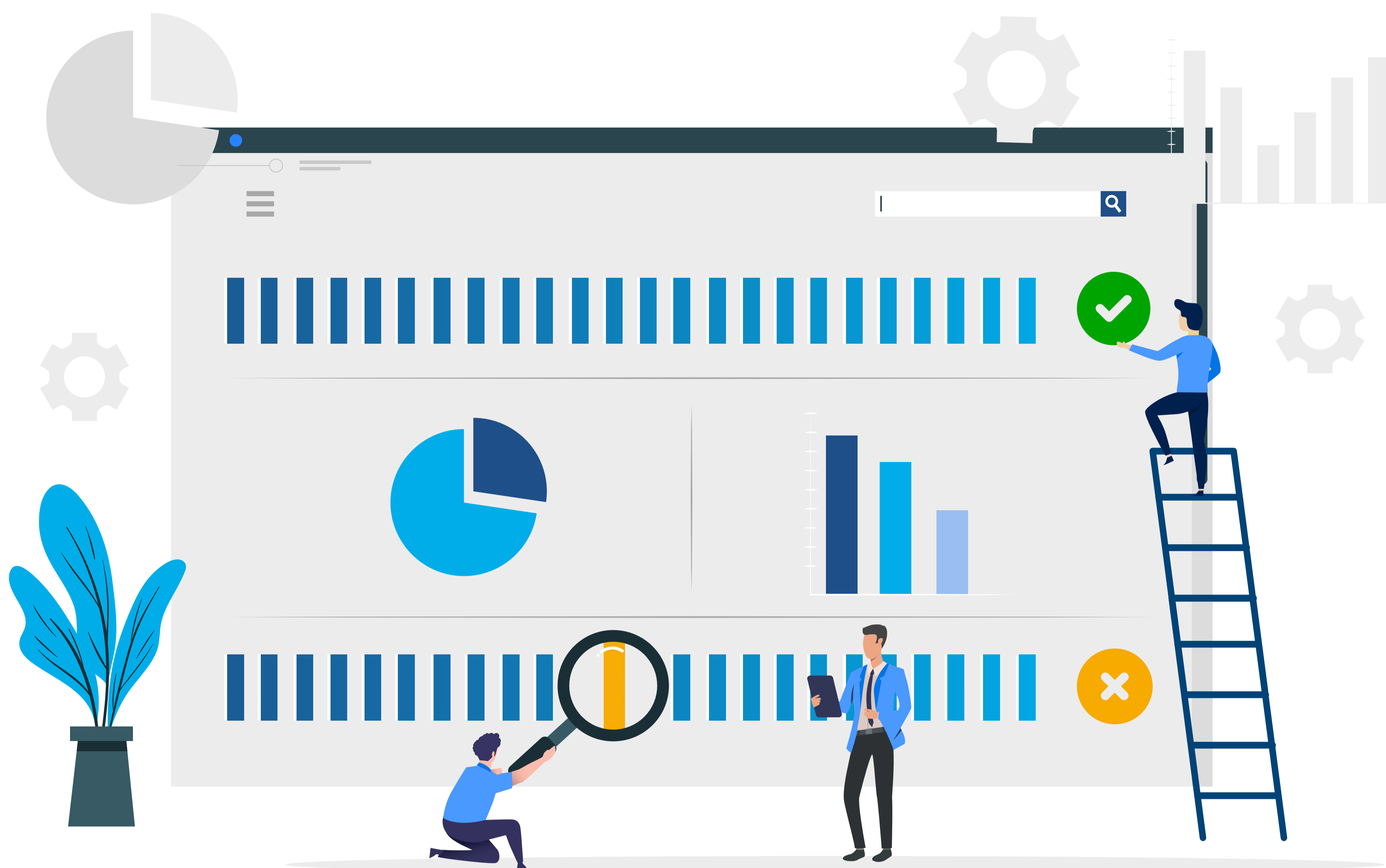




Incident Management Simplified



Businesses these days expect 24/7 availability of software. However, downtime and service failures are inevitable. Unexpected downtime and failures might cost a business dearly. Effective communication and keeping customers in the loop can save you from this situation and, in turn, help build trust and increase customer loyalty.

AstroStatus by 42Gears is an Incident Communication Solution that helps you keep your customers informed about outages, failures, and scheduled maintenance efforts. With AstroStatus' customizable status pages, publish real-time service information, reduce the influx of support tickets, increase transparency, and ultimately build trust with your customers.

Why choose AstroStatus

- ▶ **Reduce support costs** and the volume of support requests by proactively communicating scheduled maintenance and incidents to all end users in advance.
- ▶ **Increase customer trust** by displaying historical uptime and real-time system data on the AstroStatus page.
- ▶ **Meet your SLAs** by updating incidents in the AstroStatus portal on time.
- ▶ Never miss a critical alert for your team and immediately begin resolution to ensure **reliability and credibility** among end users.
- ▶ **Reflect your brand** by adding your logo and brand colors to the status page.

Key Features:



Status Page

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



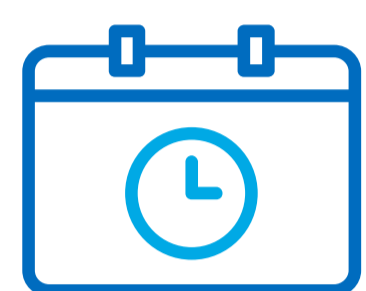
Alerts and Notifications

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.



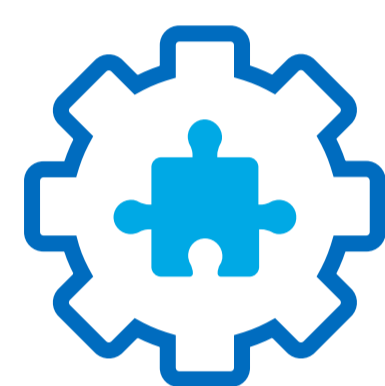
Subscriber Management

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.



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.



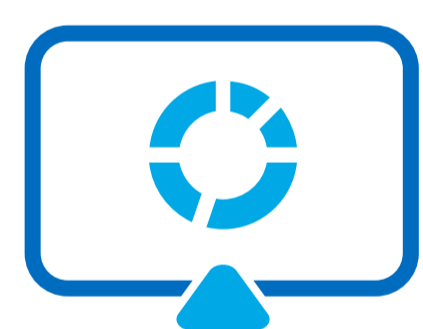
Component Management

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.



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.

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.

Sign up for the beta!

Scan the QR code to sign up for beta >>>

