



# RSF-1

**HIGH-AVAILABILITY**

## **SMS Notification Service**



### Overview

RSF-1 is a powerful clustering solution that helps to keep applications running 24x7. When an application becomes unavailable for some reasons, RSF-1 will act and endeavour to have the application available again as quickly as possible.

An 'outage' period of thirty seconds is often typical during this recovery period. However some faults may take longer to resolve and in all circumstances a skilled administrator should investigate the original fault as soon as possible.

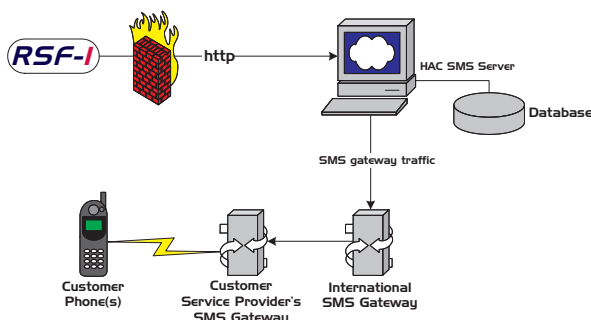
With RSF-1 failing the application over so quickly users are sometimes unaware of a fault having existed. Administrators would often either check the logs or use an Email notification mechanism to be advised of the fault and then investigate. However, in many circumstances it would be better to know immediately that a fault occurs.

### Advantages of SMS

Almost every administrator will have a mobile phone that can receive messages from almost anywhere in the world. Even in meetings the phone is often turned to silent but text messages are quietly read.

The Short Message Service (SMS) is available on a vast array of mobile networks (3G, GSM, PCS etc etc) and in almost every country in the world. The international SMS gateway servers take our messages and deliver them to our subscribers via the subscribers gateway, regardless of the underlying delivery method (3G, GSM etc).

Text messages are delivered almost instantaneously and can be configured to be delivered to multiple users or even to users based on their shift system.



### Reliability of Delivery

The nature of text messages and the reliability of communications systems involved in the architecture means that the speed can not be assured and in some circumstances messages will not be delivered at all. However, in most circumstances the delivery is very reliable and extremely prompt.

The SMS Notification Service is offered as a best effort mechanism and uses http from the server to our messaging server, see diagram.

### Pricing

The service is a subscription service which is added you support contract.

- £500 per annum; two servers, 1-2 administrators. Up to 1000 SMS notifications.
- £200 per additional node per annum.
- £100 per additional administrator.
- £100 per additional 500 messages.

The service will typically send two messages per fault per administrator but can be configured to send more messages.

