

Global Insurer Improves Performance, Gains Cost Savings with Reville Application Monitoring

PROBLEM

With a global deployment of OpenText Intelligent Capture, this global insurer was challenged with the large number of calls coming into the help desk. The IT group was very reactive and had little visibility to the business-critical document capture system. The company had numerous systems management solutions, but they did not provide the deep module-by-module visibility the company needed to administer the system. The company desired a “protective layer” that would provide automated alerts so IT would know before end users were impacted.

RESULTS WITH REVEILLE

- Detects application issues prior to the end-users being impacted.
- Reduced trouble tickets by over 50% with automated monitoring.
- Gained visibility into system bottlenecks and insight into valuable application metrics as they implement Intelligent Capture upgrades.
- Reallocated 2 full time employees to higher priority tasks and reduced manual overhead by 70 hours per week.

“Reville has revolutionized how our help desk is used and has been extremely instrumental in allowing us to be proactive and get ahead of issues that would affect our end-users. As a result, we have reduced our trouble tickets by over 50%.”

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CUSTOMER SUCCESS

Quick Facts

ORGANIZATION

Global Insurer

INDUSTRY

Insurance

SOLUTION

Reville for OpenText Intelligent Capture

ENVIRONMENT

- Global deployment of Intelligent Capture producing approximately 4.8 million pages per years
- Repository Environment – IBM FileNet P8