

# A US National Bank Improves Performance & Saves Man Hours with Reveille's Application Monitoring

## PROBLEM

The shared services group for document capture needed a way to track and record issues with OpenText Intelligent Capture. IT resources would use an operations checklist to manually log into every service in order to assess the operational health of Intelligent Capture. At each daily shift (3 per day), IT resources would use the checklist to manually log into every service, check directories, and determine if files were being purged and cleaned up in the Intelligent Capture directories. This manual approach would take 2 hours per shift.

## RESULTS WITH REVEILLE

- Creates new monitors in a matter of hours which previously took a lot of time and resources to do.
- Finds issues before the end-users complain and has the ability to identify and fix issues without impacting production.
- Manual checking is no longer required, saving 6 man hours over 3 shifts per day.

“ I setup a monitor in Reveille for the internal customer to monitor end-to-end flow so we both could validate the actual response time. I was able to configure a monitor in a couple of hours and I know with our BAM products the turnaround would not be this quick. To replicate Reveille with a BAM product, it would take a ton of money and take a long time to get the monitors up and running to monitor any pain points. ”

## CUSTOMER SUCCESS

### Quick Facts

#### ORGANIZATION

A US National Bank

#### INDUSTRY

Financial Services

#### SOLUTION

Reveille for OpenText Intelligent Capture

#### ENVIRONMENT

- ECM Shared Services for document capture
- 70 IA servers / 4 clusters / high availability / modules
- 90-120 million pages per year
- Intelligent Capture interfaces
- IBM Content Manager On Demand
- IBM FileNet P8