

Real-Time Insight & User Analytics for IBM® Datacap

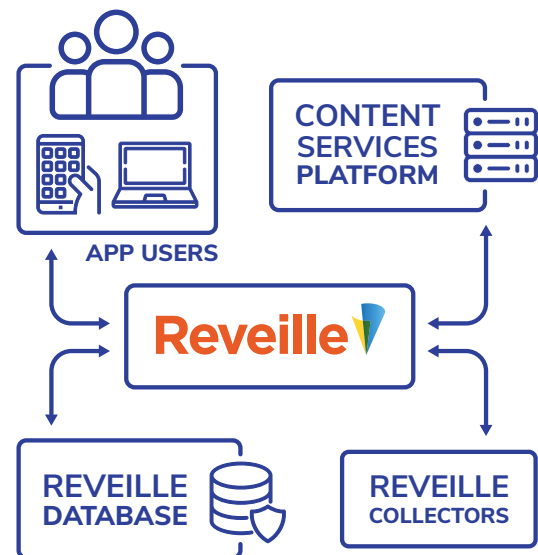
Modern enterprises rely on enterprise content management (ECM) / Content Services Platforms (CSP) solutions like IBM Datacap (Datacap), so ensuring the availability of these business-critical apps is a high priority. However, maintaining uptime and having visibility into operating metrics and what users are doing requires active monitoring and the ability to proactively solve the problems that lead to downtime. Insight that's not included out-of-the-box and is time-consuming and cumbersome to buildout with general purpose APM tools or fragmented in house scripting methods.

See. Know. Protect. Your Datacap Content Services

Reveille's agentless solution works fluently with Datacap to provide real-time insight into performance, operations, user behavior and security anywhere - on premises or in the Cloud.

Reveille provides out-of-the-box tests, metrics and key performance indicators (KPIs) to ensure comprehensive visibility and avoid critical events in your environment. In a matter of days, not months, you'll benefit from real-time management decision making with Reveille's active and preventive monitoring, enhanced harvest process, and accessibility to granular daily threshold-based metrics.

With Reveille's real-time user data, dashboards, alerts and comprehensive reporting, business and IT managers gain deep, data-driven insight and context to make better decisions and improve overall performance, stability, and security of their content services applications.



Reveille Delivers Unrivaled Business Impact

Reveille delivers comprehensive monitors to track, diagnose, repair and report on specific operational exceptions – with Datacap specific metrics and user behavior visibility you won't find anywhere else. Reveille's agentless approach provides capabilities beyond agent-based techniques that only focus on transaction segment response time. Reveille's User Analytics monitor user activity at the Datacap application transaction level and the Datacap platform for unparalleled visibility.

Reveille increases visibility and control, and decreases resources spent on supporting Datacap applications:

- Gain line of sight in days not months
- Reduces the number of support tickets for Datacap
- Shortens TTR for remaining, legitimate application issues
- Agentless, logless approach that doesn't impact system performance
- Supports on-premises and cloud operating Datacap environments

See Beyond with Reveille

Reveille empowers users to make data-driven decisions using powerful dashboards, real-time alerts and tailored metrics



Reveille provides the visibility and insight you need to answer questions like:

- Are individual applications responsive or sluggish?
- Are Datacap remote connections compromised?
- Can the appropriate action be taken automatically?
- At what level of service are Capture systems performing?
- Are batches being improperly accessed from mobile apps?
- How can we automatically address batch processing bottlenecks?
- Are irregular user patterns occurring during mobile document capture?

With Reveille for Datacap:

- Eliminate Capture application 'babysitting' – observing / tracking / communicating.
- Gain visibility quickly with over 45 Datacap-specific agentless tests and over 30 dashboard metrics
- Reduce time for opening incidents with help desk after the fact so incidents are historically tracked.
- Check that the Datacap services are connected and active with the Datacap Server – not just running as a windows service or interactive process.
- Check the Datacap Web Client Interface access including IBM Content Navigator.
- Proactively be alerted to degrading conditions when they happen, reducing surprise impacts causing bridge calls that extend manual recovery workflows.
- Gather baselines of Datacap operating performance with our Dashboard metrics
- Get User Analytics to objectively understand Datacap user transaction volumes, search hit counts, 'hot' content, query activity, and response times.
- Detect suspicious or abnormal user behavior indicating a possible Datacap batch content access breach from insider threats,
- Leverage Datacap Dashboard metric information within your applications through Reveille API endpoints.

“Reveille’s user analytics are icing on the cake. Being able to report actual numbers up to management – who, what, when, how, and tie in the security aspect – is very powerful.

– Steve Malik, ECM Solutions Manager, Turner Industries

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Reveille
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REVEILLE PROVIDES SOLUTIONS FOR THESE ENTERPRISE PLATFORMS

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