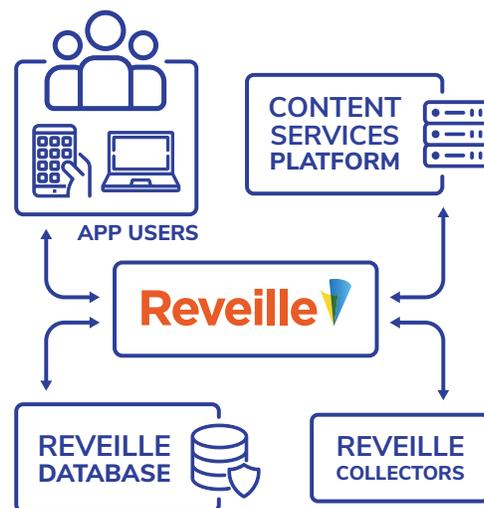# Real-Time Insight & User Analytics for OpenText™ Content Suite™

Modern enterprises rely on enterprise information management (EIM) / content services platforms (CSP) like OpenText Content Suite (Content Suite), 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 Content Suite Services

Reveille's powerful, purpose-built solution provides visibility and control over your Content Suite content services. Our specialized monitoring of EIM and CSP applications goes well beyond general-purpose monitoring, providing context and detailed insight into the performance, adoption, planning, user behavior, security and audit of customer business-critical content stacks.

Reveille integrates with Content Suite to provide a real-time dashboard that actively displays the health of the user experience and application processes. It monitors each key component to proactively and automatically diagnose and repair the cause of a problem to improve end-user experience and ensure smoother operation of the business processes supported by Content Suite.

Reveille Delivers Unrivaled Business Impact

Reveille delivers comprehensive monitors to track, diagnose, repair and report on specific operational exceptions – with Content Suite 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 Content Suite application transaction level and of the Content Suite platform for unparalleled visibility.

Reveille not only observes the Content Suite environment, but also can be expanded to manage the extended business application built around the Content Suite implementation (including OpenText Core Share) to provide a complete service level view of the entire business process.

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

- Gain line of sight in days not months
- Reduces the number of support tickets
- Shortens TTR for remaining, legitimate application issues
- Agentless, logless approach that doesn't impact system performance
- Includes a full suite of infrastructure wizards to rapidly create application monitors for key integration points and application dependencies.
- Supports both on-premises and cloud operating OpenText Content Suite 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 connections compromised?
- Can the appropriate action be taken automatically?
- At what level of service are systems performing?
- Are documents being improperly accessed?
- What are users doing with business-critical content?
- Are irregular login patterns occurring for high-value assets?

> " Reveille's user analytics are icing on the cake. Being able to report actual numbers up to management – who, that, when, how, and tie in the security aspect – is very powerful.
>
> – Steve Malik, ECM Solutions Manager, Turner Industries

With Reveille for Content Suite:

- Eliminate application 'babysitting' – observing / tracking / communicating.
- Comes pre-configured with more than 40 Content Suite-specific tests.
- Reduce time for opening incidents with help desk after the fact so incidents are historically tracked.
- Capture the actual user activity of who accessed what document during what time period to assist with audit/compliance/capacity planning reviews and detecting abnormal security user access patterns.
- Proactively be alerted to degrading conditions when they happen, reducing surprise impacts causing bridge calls that extend manual recovery workflows.
- Gather baselines of Content Suite operating performance with our Dashboard metrics.
- Get User Analytics to objectively understand Content Suite user transaction volumes, search hit counts, 'hot' content, query activity, and response times.
- Leverage Content Suite Dashboard metric information within your applications through Reveille REST API endpoints.

reveillesoftware.com   +1 877.897.2579, #2   reveille.sales@reveillesoftware.com

Reveille
SEE. KNOW. PROTECT.

REVEILLE PROVIDES SOLUTIONS FOR THESE ENTERPRISE PLATFORMS

opentext™   box   KOFAX   IBM   Microsoft