

Real-Time Insight & User Analytics for OpenText™ InfoArchive™

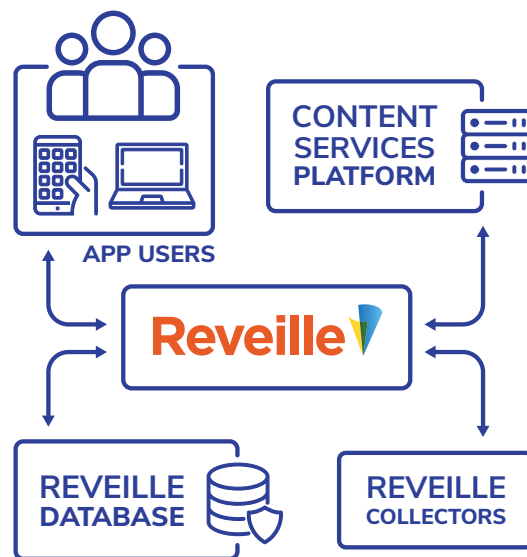
Modern enterprises rely on enterprise content management (ECM) / Content Services Platforms (CSP) solutions like Open Text InfoArchive (InfoArchive), so ensuring the availability of these business-critical apps is a high priority. However, maintaining uptime and having visibility into operating metrics 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 InfoArchive Content Services

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

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 InfoArchive 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 InfoArchive application transaction level and the InfoArchive platform for unparalleled visibility.

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

- Gain line of sight in days not months
- Reduces the number of support tickets for InfoArchive
- Shortens TTR for remaining, legitimate application issues
- Agentless, logless approach that doesn't impact system performance
- Supports both on-premises and cloud operating InfoArchive 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? What is our license consumption?
- Are records being improperly accessed?
- What are users doing with business-critical archive content?
- Are irregular login patterns occurring for high-value assets?
- What are the ongoing archive system service levels for our external customer facing

With Reveille for InfoArchive:

- Eliminate application ‘babysitting’ – observing / tracking / communicating.
- Gain visibility quickly with over 40 InfoArchive-specific tests
- Reduce time for opening incidents with help desk after the fact so incidents are historically tracked.
- Proactively be alerted to degrading conditions when they happen, reducing surprise impacts causing bridge calls that extend manual recovery workflows.
- Gather baselines of InfoArchive operating performance with our Dashboard metrics
- Get User Analytics to objectively understand InfoArchive user transaction volumes, search hit counts, ‘hot’ content, query activity, and response times.
- 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.
- Detect suspicious or abnormal user behavior indicating a possible content access breach from insider threats.
- Leverage InfoArchive Dashboard metric information within your applications through Reveille REST 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

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

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Reveille
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