

The Student Loan Company Implements Reveille Management Consoles for Documentum and Captiva InputAccel— Eliminates Application Babysitting

The Student Loans Company (SLC), administers government-funded loans and grants to students throughout the United Kingdom. SLC is responsible, in partnership with Local Authorities in England and Wales, the Student Awards Agency for Scotland, the Education and Library boards in Northern Ireland, the Higher Education Institutions and HM Revenue & Customs, for student support delivery in the UK.

THE CHALLENGE

In order to process student loan applications in the United Kingdom, SLC relies on EMC® Captiva® InputAccel® and EMC Documentum® for electronic document capture, loan application review and archiving. The process includes a complex workflow that daily supports thousands of student loan applications which are processed by hundreds of SLC loan reviewers.

Once the solution was implemented, SLC's IT group lacked visibility into the health of Documentum and InputAccel components, processes and workflow even though they had a systems management solution for monitoring the server infrastructure. Application and response time issues were routinely reported by end-users and problem solving required that an IT support person manually login and verify if components and processes were functioning properly. Additionally, documents would sometime get "stuck" in the workflow between InputAccel and Documentum and the IT group had no visibility into the processes or linkages between the systems. Since the SLC IT team had multiple responsibilities, and the system architecture was distributed across twelve (12) servers, the team felt they spent too much time with application babysitting.

THE SOLUTION

To solve the problem and preserve SLC's established reputation for rapid turnaround, management decided to implement a solution that would speed up the process and provide a more satisfactory experience for students submitting applications by addressing the following criteria:

- Eliminate the need to perform manual cursory checks of the Documentum and InputAccel components, processes and linkages
- Provide 24x7 monitoring of the end-user response time and application processes
- Highlight issues quickly, and with sufficient detail to enable rapid problem resolution
- Provide real-time notifications in the event of problem conditions and support multiple levels of escalation
- Scale to support an end-user base that is expected to triple
- Include a graphical business services dashboard that provides visibility to components, processes and end-user response time

HIGHLIGHTS

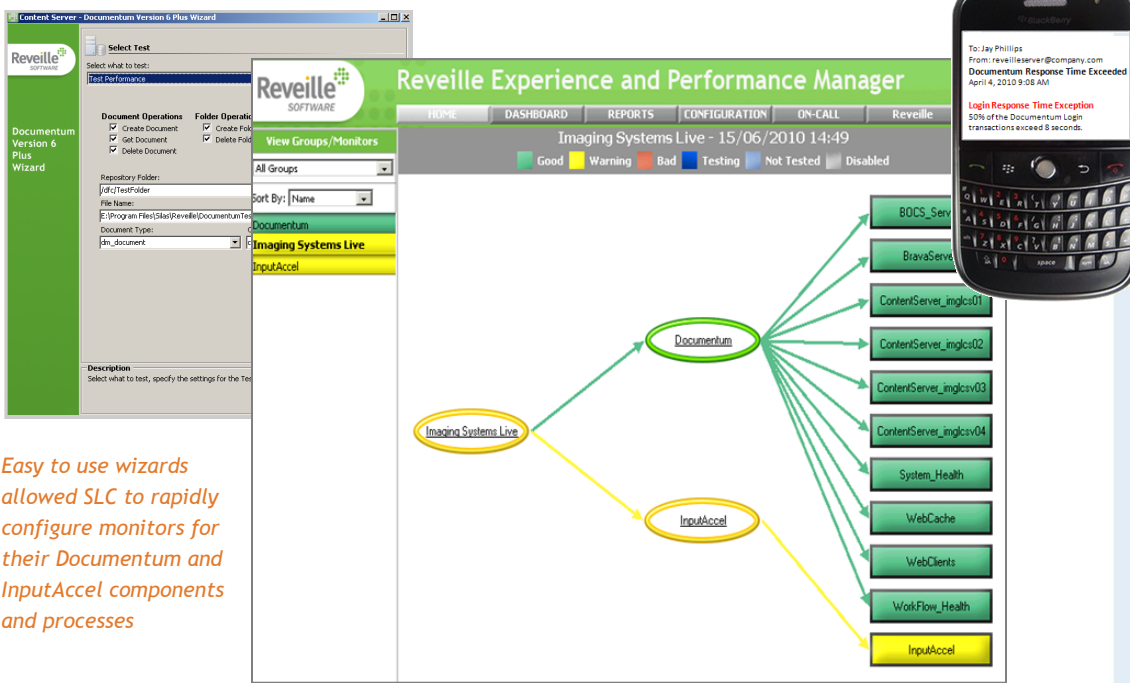
- Objective service level and application response time comparisons
- Proactive notification to line-of-business owners of application issues
- Ability to fine tune application performance, shorten application response time, reduce end-user downtime and costs
- Ability to verify application performance improvements after infrastructure modifications, software enhancements or upgrades
- Real-time business services visualization of application and infrastructure health

With Reveille, we can easily and quickly see when there are issues before customers or end-users call. We love it

Reveille
SOFTWARE

Keeping Your Promises.





Easy to use wizards allowed SLC to rapidly configure monitors for their Documentum and InputAccel components and processes

After surveying the market for alternative solutions the company selected Reville Management Consoles for Documentum and Captiva InputAccel. Reville was the only solution that provided continuous monitoring of their content management environment and legacy CRM application, automated diagnostics and repair of problem conditions, and real-time reporting of application service levels and availability for their distributed centers on a graphical dashboard.

THE RESULT

The implementation of the Reville Management Consoles and go live was completed in less than two weeks. Once implemented, Reville provided deep application-level monitoring and diagnostics into Documentum and InputAccel components and processes. With Reville, SLC now has visibility into the end-to-end application processes from capture through final review. This enhanced visibility allows SLC to monitor, diagnose and repair issues in the InputAccel / Documentum workflow before end-users register complaints. For example, Reville's proactive monitoring uncovered numerous "zero byte" document errors and helped SLC to identify document redaction problems within their workflow.

SLC views this level of visibility as crucial as they project to triple their content management end-users in the near future. Now, any problems with the content management systems, capture and workflow processes can be fixed quickly, frequently before end-users contact the help desk. Monitoring results are displayed on a web-based user console that provides a graphical view to the health of the application components and processes. Color coded indicators (red, yellow, green) inform SLC of the health of the system and this view is prominently displayed on a large plasma screen within IT Operations.

Because Reville continuously ensures that the core components are up and running and end-user response time is within acceptable service-levels, corporate communication and system availability has improved dramatically. When Reville encounters a problem, alerts and notifications are sent in real-time to mobile devices for the appropriate support personnel. This has helped eliminate situations where members of the SLC support team arrive at work only to discover that the system was experiencing a processing problem.

ABOUT REVILLE

Reville Software™ is the provider of the most widely used experience and performance management (EPM) solution for enterprise content management (ECM) applications. Used by hundreds of companies, including GSK, T-Mobile and Chase, Reville EPM helps companies ensure business-critical applications perform at peak efficiency and availability—without application babysitting. Reville EPM proactively monitors user experience, application processes and business metrics to diagnose and repair failures before end-users experience delay.



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