

Top 10 International Bank Implements Reveille Management Console for EMC Captiva InputAccel – Reduces Trouble Tickets and Support Cost

One of the largest international banking and financial services organizations in the world, the company provides a comprehensive range of financial services to millions of customers worldwide.

THE CHALLENGE

In order to process mortgage loans, the company relies on EMC® Captiva® InputAccel® for electronic document capture. The complex process enables the company to rapidly convert paper-based documents digital to enable downstream workflow processes.

To ensure document capture availability, each shift started with Help Desk personnel executing an applications checklist by manually logging into every service to ensure that Captiva processes were operational and files were being properly purged in the associated directories. This labor intensive process typically took at least 2 hours to complete each shift.

Since the manual check would occur at the beginning of each 8 hour shift, any problems occurring after the completion of the manual health checks would impact the end-users. For example, end-users would not be able to index, scan or use the documents for downstream processing if the export process had stopped.

Even though the company had a corporate standard for systems-level monitoring, they did not have visibility to the Captiva-specific application processes and components.

THE SOLUTION

To solve the problem, management decided to implement a solution that would ensure system availability for their business-critical document capture operations. Management wanted to be proactive and have the ability to highlight issues proactively, and with sufficient detail to enable rapid problem resolution.

The goals of the project included:

- Implement proactive automated monitoring instead of costly manual monitoring
- Eliminate the need to perform manual cursory checks of the InputAccel components, processes and linkages
- Provide real-time notifications in the event of problem conditions and support multiple levels of escalation
- Include a graphical business services dashboard that provides visibility to components, processes and end-user response time
- Automatically diagnose and repair problems to further reduce trouble tickets

Background

- Business-critical document capture implementation operated 24 x 7 x 365
- Help desk support in India
- 7 Captiva InputAccel servers with 17 secondary and supporting servers
- One of the largest IBM FileNet Image Manager shops in the world with approximately 500 Terabytes of data
- Captiva interfaces include:
 - IBM Image Manager
 - IBM FileNet P8
 - IBM Content Manager (AS/400)

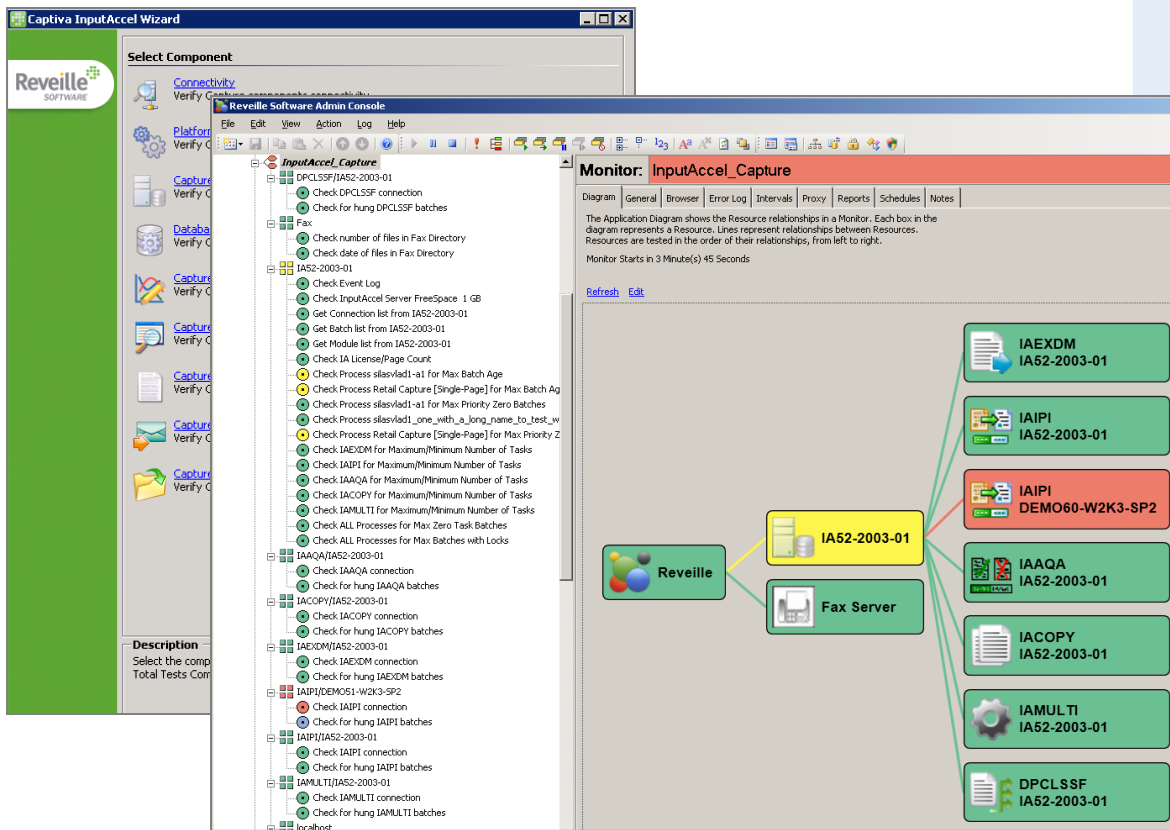
In the first year of implementation, Reveille saved us approximately \$200,000 and continues to reduce trouble tickets generated by our users by 80%.

We use the automated monitoring results from Reveille to improve our document capture operations

Reveille
SOFTWARE

Keeping Your Promises.





An easy to use wizard enables rapid configuration of monitors for InputAccel components and processes

THE RESULTS

The company selected Reveille Management Console for Captiva InputAccel and eliminated the manual monitor procedures at the beginning of each shift. Reveille provides automated monitoring of the Captiva environment and checks the application health of processes, batches, batch status, directories, and incoming files or faxes. In addition, Reveille provides visibility into the document export process to the document repository by checking pending tasks and notifying personnel if a Captiva module has been dropped. Through Reveille Connectors that provide integration to other systems management solutions, the company is automatically feeding high priority issues to their trouble ticketing system.

Tangible ROI

- \$200,000 per year of cost savings with automated monitoring
- 80% reduction of trouble tickets
- Increased customer satisfaction

February 2010 to February 2011	User Generated Trouble Tickets	Application Issues Identified By Reveille	Total	Trouble Tickets Prevented
Total	297	1221	1518	80%

ABOUT REVEILLE

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, Amgen and Chase, Reveille EPM helps companies ensure business-critical applications perform at peak efficiency and availability—without application babysitting. Reveille EPM proactively monitors user experience, application processes and business metrics to diagnose and repair failures before end-users experience delay.



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