

# Reveille Management Console for Kofax

Use Reveille Management Console for Kofax to enable component and process monitoring for key components of Kofax Software enterprise implementations

## BENEFITS

- Real-time access to Kofax servers and client status
- Service level analysis and trend reporting on Kofax system
- Immediate notification of problems with Kofax components or related resources
- Monitors the key processes for an Ascent, Kofax Capture, and Kofax Transformation Modules based solution, including:
  - Connectivity
  - Platform
  - Database Availability
  - Capture Metrics
  - Transformation Metrics
  - Capture Licensing
  - Remote Site Availability
  - Email Import Connector
  - Web Services Import Connector

*How do you know when capture processing is experiencing service issues? Are you notified by phone, visit, or urgent email? Do you find it difficult to monitor Kofax components, application processes, service levels and have visibility into all digital capture (scan/fax/web services) inputs?*

Reveille Management Console for Kofax provides end-to-end insight into the operational performance of the enterprise capture environment.

Reveille Management Console for Kofax serves as both an application monitoring tool and a diagnostic remediation resource for document capture processes. With Reveille, organizations receive immediate error notifications, and in many instances, document capture issues are automatically repaired and capture processes are restarted.

Built on Microsoft .NET, the solution uses advanced programming interfaces to integrate with the Kofax Capture platform, to provide insight into the overall capture workflow processes, ensuring maximum processing throughput.

## Browser-Based Reporting and Analysis

Reveille provides browser-based analysis,

reporting, and trend results of historical performance data within a monitored application environment. The console reduces the amount of IT resources required to support critical applications by identifying operational processing errors, tracking application response times, restarting failed services, and providing real time web access for multiple sites to maintain peak service levels.

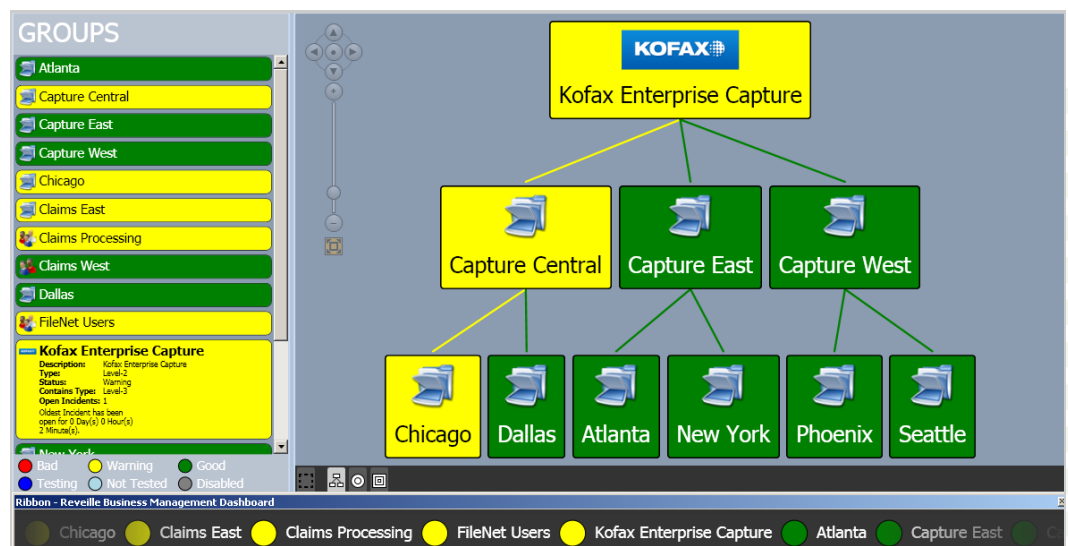
## Proactive Problem Resolution

When issues occur, Reveille notifies the proper support personnel, enabling proactive problem resolution. Additionally, Reveille can take corrective action based on pre-defined parameters to re-start remote site synchronization or re-initialize a service or process. As a result, problems are quickly and efficiently remedied - before end users are affected.

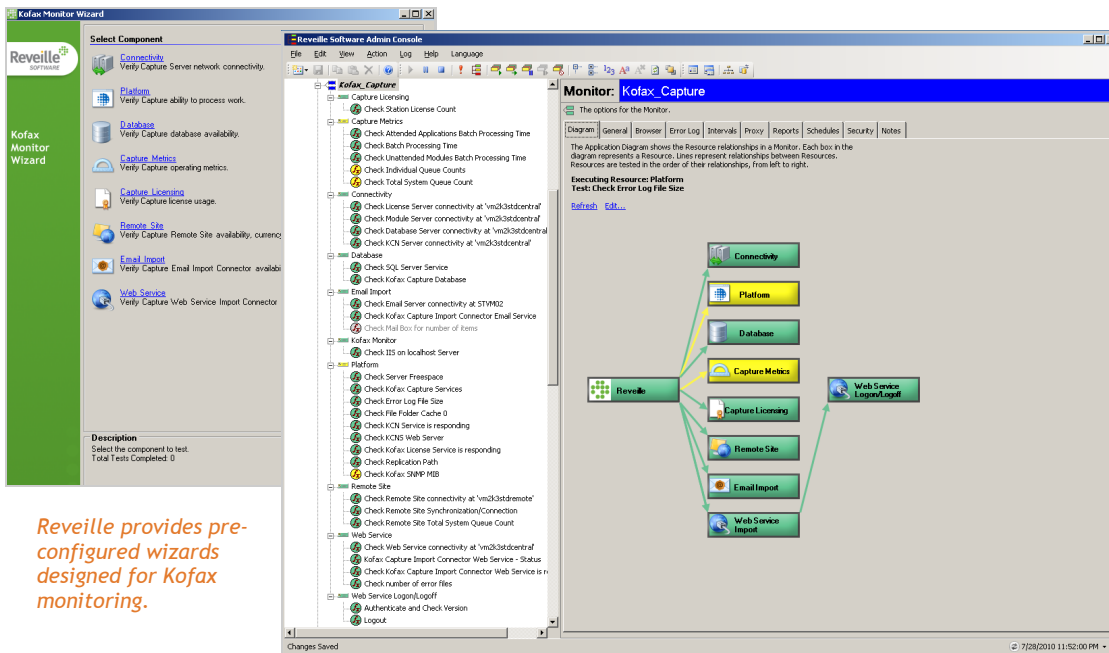
The notification process includes automatic escalation and supports e-mail, paging notification, RSS, Simple Network Management Protocol (SNMP) traps, and connectors to common system management frameworks (IBM Tivoli, HP Openview, Microsoft System Center Operations Manager, CA Unicenter, and others).

**Reveille**  
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View the health of Kofax components and processes on a graphical executive dashboard



Reveille provides pre-configured wizards designed for Kofax monitoring.

## Key Benefits

### True Agentless Design

The Reveille solution dynamically receives information from the Kofax server without an administrator manually installing local software on the target computing environment. This agentless environment eliminates the need to distribute server-specific updates, while having virtually no impact on server resources when compared to application-use agents.

### Faster Problem Resolution

Reveille provides crucial diagnostic information to help identify and resolve problems quickly. A dashboard view of business applications can add visibility to application service levels and performance trends by providing accurate information relating to document capture environments.

### Straight-Forward Set-Up and Scalability

To allow for quick and broad scalability, Reveille Management Console for Kofax uses pre-defined “wizards” to facilitate the creation of application tests and monitors.

### Seamless Implementation

The console integrates seamlessly with Kofax, as well as with your other content management repository applications providing true end-to-end applications service level monitoring, diagnostics and repair for your entire ECM process.

Includes out-of-the box service level reporting

### Advanced Technology Platform

Built within the Microsoft .NET 2.0 framework, the Reveille Management Console for Kofax interface provides drag-and-drop capabilities for rapid monitor development and component reuse.

### Distributed Capabilities

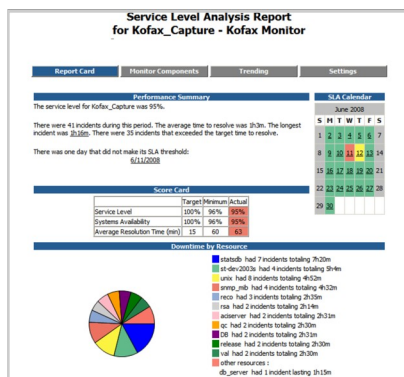
The distributed server option enables the Reveille server to operate at multiple geographic locations using the same, or different, sets of monitors. Results are then sent to a centralized Reveille server that provides a global view of the entire enterprise document capture environments.

### Secure Remote Web Administration

Administration for the Reveille monitoring environment includes the power to start, stop, update or report on monitors—from anywhere with web access.

### Service Level Reporting

Reveille Management Console for Kofax lets you dynamically review and analyze application data, including analysis of application pathways and peak usage analysis, to ensure service levels are met.



## Requirements

- Reveille Server

## Supports

- Kofax Ascent
- Kofax Capture
- Kofax Transformation Modules

## Optional Consoles for

- EMC Documentum
- IBM FileNet
- IBM Content Manager
- Microsoft SharePoint

## ABOUT REVEILLE

Reveille 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, Wachovia and Stanislaus County. 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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