

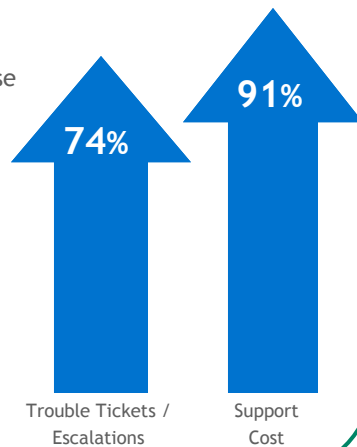
## Monitoring ECM Applications

Volume 2 - 2011 Industry Barometer on Monitoring Enterprise Content Management (ECM) Applications

At EMC World 2011, Reveille Software surveyed companies who had deployed enterprise content management (ECM) solution(s). The purpose of the survey was to determine if Reveille Software customers are able to reduce trouble tickets and escalations at a higher rate than those companies using other monitoring methods.

### Respondents Without Reveille Indicated Rising Escalations, Trouble Tickets and Support Cost

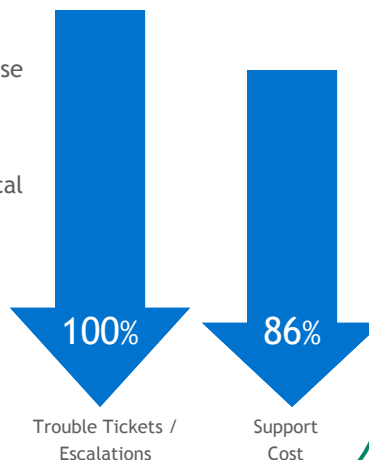
Of those surveyed, **61** respondents, who had enterprise content management (ECM) solutions but **did not** use Reveille to monitor their business-critical ECM applications, the majority of respondents indicated that their trouble tickets / escalations and support costs were **rising**.



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

### Respondents With Reveille Indicated Lower Escalations, Trouble Tickets and Support Cost

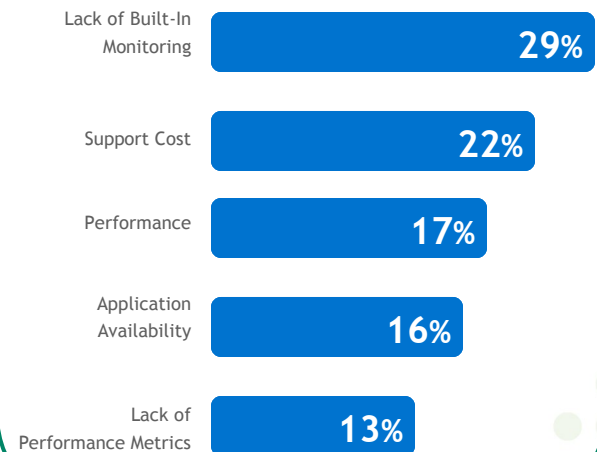
Of those surveyed, **7** respondents, who had enterprise content management (ECM) solutions and **used** Reveille to monitor their business-critical ECM applications, the overwhelming majority of respondents indicated that their trouble tickets / escalations and support costs were **lower**.



“ Reveille has revolutionized our help desk allowing us to get ahead of end-user issues. As a result we have reduced trouble tickets by over **50%**. ”

### Lack of Built-In Monitoring Is The Top Reason for ECM Dissatisfaction

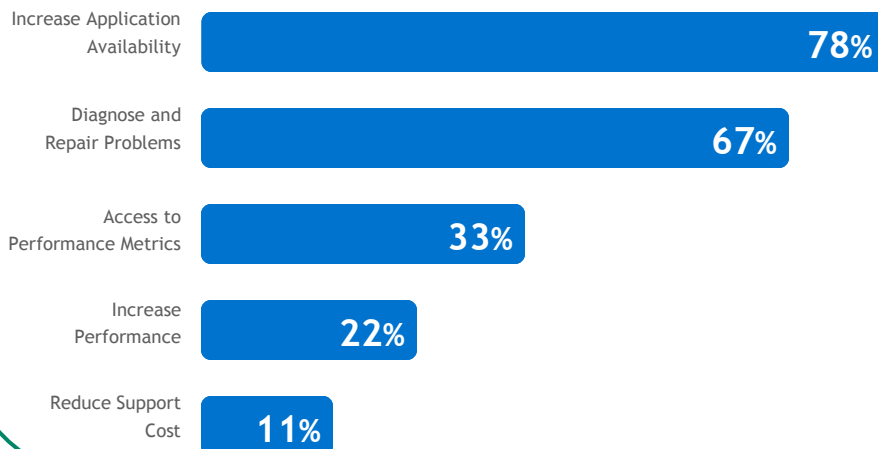
Of those surveyed, **45** respondents, who had ECM solutions but **did not** use Reveille to monitor their business-critical enterprise content management (ECM) applications, indicated that **Lack of Built-In Monitoring** was the top reason for dissatisfaction with their current ECM solution



“ Reveille has allowed us to reallocate **2** full time employees to higher priority tasks and reduced manual overhead by **70** hours per week. ”

## Increasing Application Availability is the Top Reason to Purchase Reveille

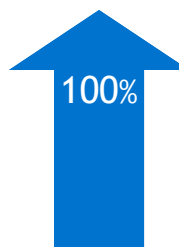
Of those surveyed, **9** respondents, who had enterprise content management (ECM) solutions and **used** Reveille to monitor their business-critical ECM applications, indicated that **Increasing Application Availability** was the top reason for purchasing Reveille.



“*Reville saved us approximately 30 minutes per issue, which reduced our mean-time to resolution to almost zero for our common issues.*”

## Reville Increases Satisfaction with Enterprise Content Management Solutions

Of those surveyed, **7** respondents, who had enterprise content management (ECM) solutions and **used** Reveille to monitor their business-critical ECM applications, Reveille has helped increase their satisfaction level with their ECM solution.



### Sample Size

Reville Software surveyed 72 respondents who have deployed ECM solutions, including 10 respondents who have also deployed Reveille Management Consoles.

### Notables Respondents

Nationwide, New York Life, Southern Company, USAA, NEC, Assurant, Key Bank, Cisco, Credit Suisse, FedEx, Disney, Cox Enterprises, Honeywell, Johnson Controls, Bristol-Myers Squibb, GlaxoSmithKline, DTE Energy, CVS Caremark, Johnson & Johnson, Sun Media, Discover Financial, Delta Air Lines,

### Survey Respondents By Industry

Vertical Industry	#	%
Healthcare / Pharmaceutical	16	22%
Financial Services / Insurance	14	19%
Energy / Telco	11	15%
Services Providers	10	14%
Manufacturing / Retail	10	14%
Government	5	7%
Other	6	8%

## ABOUT THE SURVEY

At EMC World 2011, Reveille Software surveyed 72 companies who had deployed ECM solution(s). The 10-question survey, directed to attendees with “Momentum” badges, included questions about ECM vendor Net Promoter Score (NPS), the type of monitoring solutions deployed, and trends with support costs and escalations. The surveys were completed primarily by business directors, managers and application support personnel.

## 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 HSBC, Amgen and JPMorgan 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.

**Reville**  
SOFTWARE

Keeping Your Promises.

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