

Reveille Management Consoles for EMC Captiva and EMC Documentum

Comparison to Legacy Systems Monitoring /
Management Solutions: How to deliver the
highest service levels

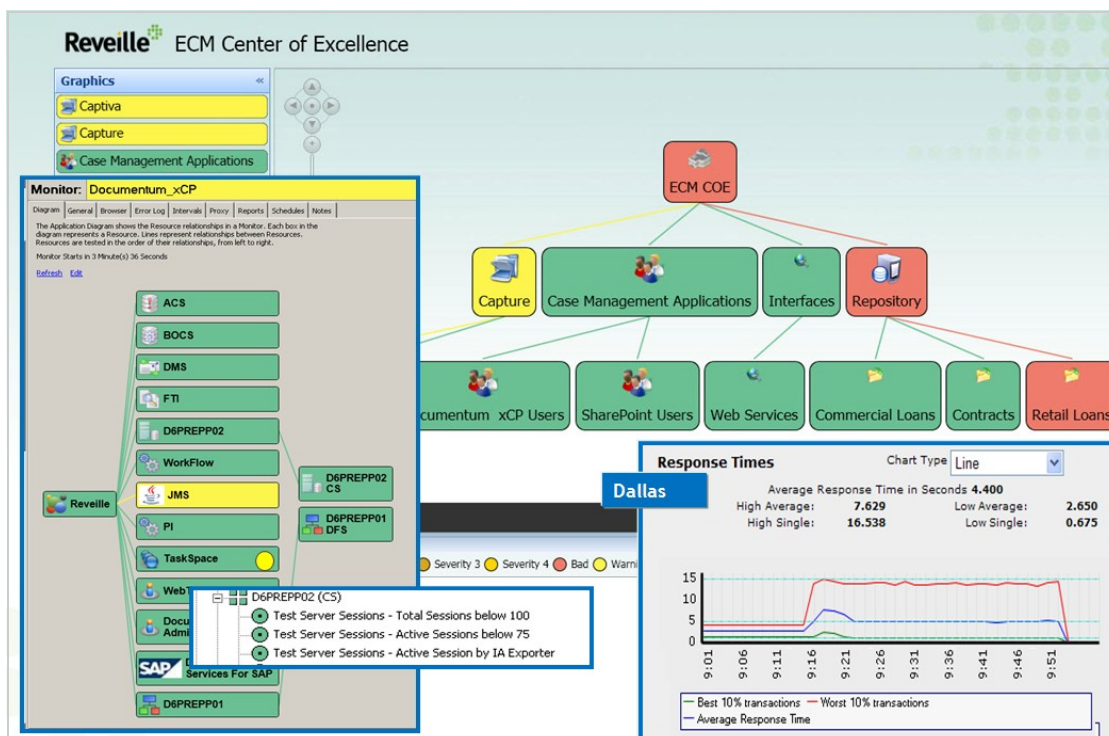


Overview: Reveille Management Consoles versus traditional systems / application monitoring solutions

Most enterprises have made sizable investments in traditional systems management/monitoring solutions for their enterprise applications and infrastructure. These solutions are frequently designated as “corporate standards” and are supplied from a number of vendors including IBM (Tivoli), CA (Unicenter / Wiley), Microsoft (SCOM), HP (Openview), BMC (Patrol), Compuware (Vantage), and others.

Even with these monitoring solutions in place, most companies find they need additional and complementary application and performance monitoring for their ECM applications, such as EMC Documentum and EMC Captiva, to serve the needs of the stakeholders of those solutions.

Why would an enterprise consider augmenting their existing investment in legacy systems monitoring/management solutions with a separate, but complementary application and performance monitoring solution for their ECM applications? This paper addresses that question.

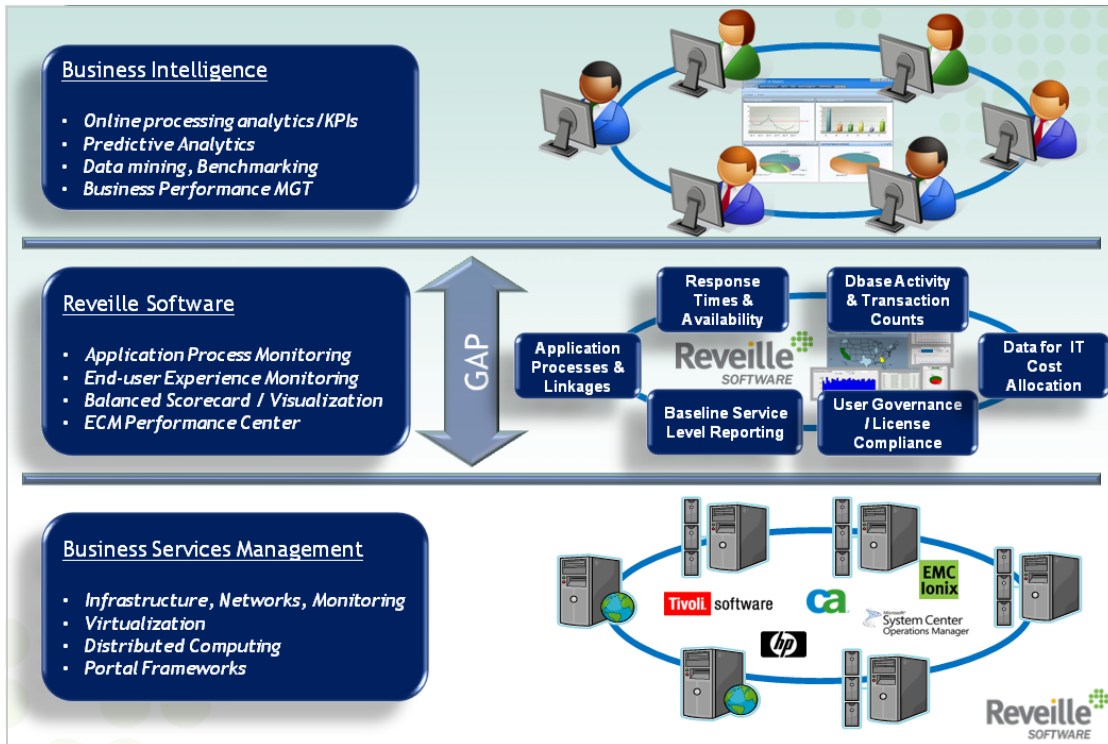


“We were looking for a monitoring solution that was very application specific. We had a general monitoring solution (HP Openview), but we needed alerts when things were not going correctly within the application.”

- A Leading US Financial Services Company

I. The Monitoring “GAP”

Many companies have implemented systems management solutions for monitoring their infrastructure and network environments, and separately, Business Activity Monitoring (BAM) tools for monitoring workflow, human performance and KPI's. What is missing is a specialized, application-aware solution for monitoring the specific application processes, actual user experiences, scorecard metrics and base line service levels in an ECM solution. Attempting to fill this “gap” by expanding the reach of legacy solutions has left many enterprises with a result that was difficult to scope, expensive and time consuming to develop and maintain, and lacking in critical features and functions to deliver real value to the line-of-business and end users. This “Gap” is illustrated below:



Reveille Software fills this gap, complements, and easily integrates with system monitoring solutions. Reveille Management Consoles provide application and user experience monitoring capabilities that alternatives cannot provide, thereby improving enterprise ECM operations.

“We attempted to use IT and our corporate standard systems management tools for over two years to monitor Documentum, and we could not get what we needed to improve operations and have visibility.”

- A Top 5 US Pharmaceutical Company

II. Reveille is Complementary

Because Reveille has developed each of the Reveille Management Consoles in close collaboration with EMC, Reveille provides application-aware monitoring for the specific processes and services unique to Documentum and Captiva. The result is a feature-rich solution that includes a complete, out-of-the-box set of standardized tests, monitors, scorecard metrics, alerts, reports, diagnostics and repair routines that can be rapidly implemented and customized without scripting by ECM managers, architects, administrators, or IT support personnel.

Each Reveille Management Console includes an application-aware wizard that enables rapid and simple monitor creation and maintenance. Additionally, Reveille Consoles include automated notifications, diagnostics and repair of problem conditions, and can easily integrate with existing systems management frameworks for the provision of application exceptions, messages, or trouble tickets. Reveille offers packaged “connectors” to the most popular systems monitoring applications including Tivoli, OpenView, and SCOM.

Integration with system management frameworks can be accomplished a number of ways, including:

- Use of the native command line interface (CLI) interface for the system management agent on the Reveille server.
- Writing to a local or remote windows event log. A system management agent can read the event information from the Windows event log.
- Invoking an available web service method.
- Sending an SNMP trap (V1, V2, or V3). Reveille provides a MIB for updating the SNMP listener host.
- Writing to a local or remote log file (windows or UNIX).
- Interfacing with the preferred custom interface available within the customer environment

Additionally, Reveille offers packaged “connectors” to the most popular systems management applications including IBM Tivoli, HP Openview and Microsoft SCOM.

“After many expensive and time consuming attempts, our systems management solution failed to deliver basic application and end-user tests for our Documentum environment. The scripting required was too hard and difficult to maintain.”

- A Top 5 US Pharmaceutical Company

III. Reveille's Unique Value

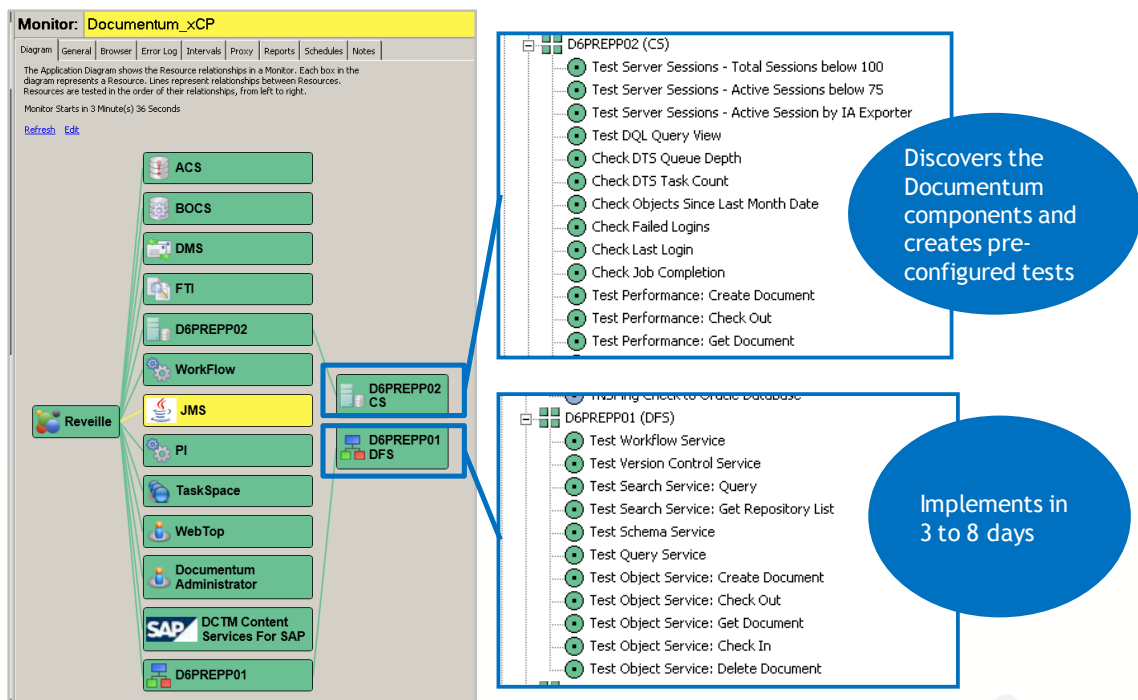
Reveille customers confirm that Reveille Management Consoles are easier to deploy, easier to use, and provide a lower total-cost-of-ownership (TCO) when compared to other systems management tools that might be re-purposed to monitor Documentum or Captiva.

“Reveille saved us over \$200 thousand dollars per year and reduced our trouble tickets by 80%.”

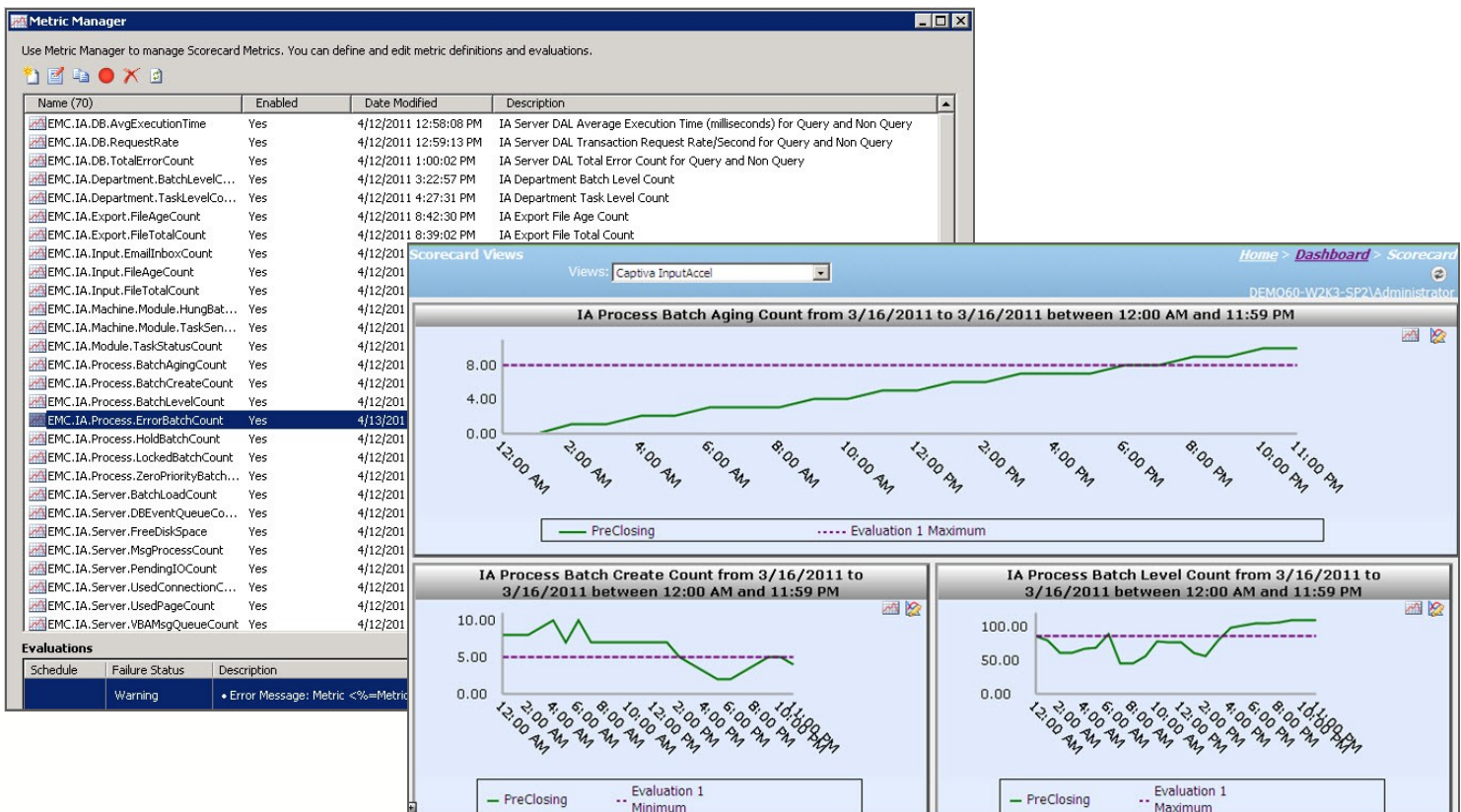
- A Major International Bank

Reveille consoles deliver unique value because of the following:

- **EMC “DFE Certified”:** Reveille solutions are “Designed for EMC” certified. As such, Reveille Consoles are designed to deeply investigate specific Documentum/Captiva application processes, many of which are not easily exposed to, or accessed by other systems management solutions. Additionally, Reveille Consoles maintain currency with the latest EMC product releases.
- **Agentless Approach:** Unlike most systems management/monitoring solutions which are agent-based, Reveille is agentless. Reveille uses proprietary technologies to communicate with Documentum or Captiva applications to gather application-specific detailed information including scorecard metrics without the use of agents. This approach simplifies implementation and ongoing support of Reveille and reduces TCO.
- **Pre-Built Documentum and Captiva Test Libraries:** Reveille provides a large, rapidly growing, and extensible library of tests for Documentum and Captiva. These libraries represent years of knowledge and development in collaboration with EMC regarding the specific structures, processes and interfaces of these complex ECM applications.



- Wizard-Driven Component Discovery and Monitor Construction (no scripting):** Reville application-aware Wizards lead application administrators through the automated discovery of the Documentum and Captiva software components and processes. Additionally, the wizards guide administrators through logical steps to construct monitors, enter threshold values, create schedules, and define notifications, alerts, and groups. Scripting or programming skills are not required. Using Reville Wizards, application administrators can easily develop and maintain the Reville ECM monitors without reliance on corporate IT resources. The result: rapid and low cost implementations, lower TCO.
- Standard Reports:** Reville Management Consoles include a suite of standard, packaged reports that are designed to give visibility to application-specific performance metrics and trends related to Documentum and Captiva. Other solutions would require separate report development.
- Real-Time Documentum end-user transaction monitoring and reporting:** Reville RealTime provides actual, real-time user activity monitoring of Documentum web-based end-user transaction performance.
- Out of the box Scorecard Metrics:** Reville Management Consoles includes over 40 pre-packaged ECM scorecard metrics for tracking the cost and performance of Enterprise Content Management (ECM) applications. The scorecard functionality includes the ability to track processing exception thresholds exposing high risk areas such as service delivery attainment, operational efficiency, and compliance issues. The scorecard metric capabilities allow ECM line-of-business owners to:
 - Compare workflow process exceptions and trends
 - View end-user response times, transaction volumes and trends
 - Monitor capture and repository transaction volumes and platform activity



IV. A Framework for Evaluating Alternatives

With over 300 customers, Reveille Software provides the most widely-used solution for monitoring Documentum and Captiva implementations. Reveille customers confirm that they selected Reveille Management Consoles for their Documentum or Captiva implementation because no other vendor could provide them with a solution that provided a similar rich set of features and functions, provide rapid time to value, and deliver a low total cost of ownership.

Additionally, because Reveille is a “Designed for EMC” solution, Reveille is able to quickly enhance the Management Consoles to reflect the latest EMC product releases, design changes, data structures, APIs, communications protocols, non-standard data tables, application design/structure, and certain problematic services and processes.

Lastly, because Reveille can be configured and maintained by existing Documentum/Captiva administrators, business and application owners are able to reduce the time and expense of engaging corporate IT resources for developing and maintaining the monitoring solution.

“If all components are indicating in Reveille that they are green (running), then we are confident that everything is flowing and our users are not impacted.”

- A Leading US Consumer Packaged Goods Company

“We needed a way track and record issues with the EMC products for our content management solution. Before we implemented Reveille, we compiled an operations checklist. At each daily shift (3 per day), IT resources would use the checklist to manually log into every service, check directories, and determine if files were being purged and cleaned up in the InputAccel directories. The total time to complete the checklist would be 2 hours per shift to assess the health of the Captiva environment. With Reveille, the manual checking per shift went away and saved 6 man hours per day.

- A Leading US Financial Services Company

Table 1 : A Framework for Evaluating Alternatives

Criteria	Benefit	Reveille Management Consoles	Other Monitoring Solutions
Access to confidential API's / database schema from EMC	Ensures comprehensive integration with EMC solutions to provide real-time monitoring of critical components and processes.	Yes	?
Participation in annual Documentum and Captiva recertification programs	Ensures compatibility with all EMC releases and visibility into latest releases	Yes	?
Participation in early release beta program	Ensures timely synchronization with EMC product releases	Yes	?
Extensive collaboration with EMC for defining monitoring features / functions	Provides end-to-end application performance monitoring, diagnostics, and repair for Documentum and Captiva with knowledge or processes that need monitoring	Yes	?
Reveille is uniquely focused on ECM solutions from EMC and others	ECM solutions are uniquely complex. Deep domain expertise reduces ECM support complexities and costs, driving a reduced total cost of operations.	Yes	?
Easily configured dashboards and reports specific to EMC solutions	Easily provides visibility and consolidated dashboard views for Documentum and Captiva implementations and out-of-the-box reports	Yes	?
Specialty wizards simplify implementation and support	Provides rapid time-to-value without expensive and custom scripting. Wizards design for Documentum and Captiva.	Yes	?
Out-of-the-box Documentum and Captiva-specific tests and metrics	Dozens of tests pre-defined for the Documentum and Captiva that would otherwise need to be scripted. Metrics that provide trending and baseline data for capacity planning / virtualization	Yes	?
Automated notification, diagnostics and repair engine	Automatic diagnosis of issues to determine root cause, provide notifications /alerts to the appropriate team members and proved repair to application services and processes.	Yes	?
Integration with systems management framework solutions	Provides single-pane-of glass view for ECM implementation along with systems infrastructure	Yes	?

V. Conclusion

While general-purpose systems management solutions are powerful and configurable, ECM administrators will confirm that it is difficult, expensive, and time-consuming to deploy them to support implementations of Documentum and Captiva. Additionally, because many of the specific ECM application processes and data sets are not identified, exposed, or easily accessed by these legacy solutions, administrators using these tools can only achieve a partial solution at best.

Reveille Management Consoles for Documentum and Captiva are developed in close collaboration with EMC and are specifically built to monitor Documentum and Captiva processes, interfaces and user experience. Reveille customers confirm that with Reveille Management Consoles they experience low total cost of ownership, and can tightly integrate with their systems management implementation for a best-of-breed, total solution.

“The biggest reason for using Reveille is to find the issues before customers do. It is imperative that we identify and fix issues without impacting customers.”

- A Top US Bank

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, Amgen and JP Morgan 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. For more information, visit www.ReveilleSoftware.com.



Keeping Your Promises.

3820 Mansell Road, Suite T-20
Alpharetta, GA 30022
t. +1 877.897.2579
f. +1 770.642.2726
reveille.sales@reveillesoftware.com
www.reveillesoftware.com