Reveille
MONITOR. ANALYZE. OPTIMIZE.

Consumer Bank Saves Time & Money with Out-of-the-Box Application Monitoring

PROBLEM

Although this consumer bank had a corporate monitoring solution (HP BTO) they were looking for a monitoring solution that was application-specific. In addition, they were in the process of converting from IBM FileNet to OpenText Documentum. With the FileNet, IT spent a lot of time developing custom monitors for a Roll Your Own (RYO) application that required custom scripting. They needed a solution for both the document capture environment and the repository that didn't require expertise or customization to provide alerts when application processes were not operating efficiently.

RESULTS WITH REVEILLE

- Provides out of the box monitoring for Documentum and OpenText Intelligent Capture that does not require customization or product expertise.
- Quickly notifies stakeholders of application issues.
- Publishes events from Reveille to HP BTO for trouble ticket notification.

> **"** **Reveille is a real life saver that has helped with numerous issues specific to connectivity with Documentum content server, as well other custom applications. It provides monitoring that we cannot get out of HP BTO and enables visibility to other applications that are built on Documentum, and other web services. Reveille can see the health of the application and quickly notify of issues. "**

CUSTOMER SUCCESS

Quick Facts

ORGANIZATION
American Consumer Bank

INDUSTRY
Financial Services

SOLUTION
Reveille for OpenText Intelligent Capture and Documentum

ENVIRONMENT
- 6,000 intermittent users and 1,000 concurrent users
- Documentum - 3 CS servers, 2 web app servers, Brava for document viewing, 4 servers, federated search and 3 repositories
- Intelligent Capture - 2 environments, 3 IA servers, connected 11 unattended servers, 2 servers that run image gen, 20 million images / year

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