

Multinational FinServ Giant Saves \$200K in Year 1 with Reveille's Application Monitoring

PROBLEM

To ensure document capture availability, each shift started with Help Desk personnel executing an applications checklist by manually logging into every service. Problems would occur after the completion of the manual health checks and users would be impacted. Management wanted to proactively identify, diagnose and repair problems (e.g. scanning issues, indexing issues, export issues, etc.) before users were impacted with a specific goal to reduce end user generated trouble tickets.

RESULTS WITH REVEILLE

- Continuously monitors application processes and status, batches, connected repositories for export, and incoming fax submissions.
- Detects errors before users are impacted. Alerts identify application and production issues before there is a broad effect on production.
- Generates automated tickets for support team if an Intelligent Capture issue is detected and feeds systems management solution.

“ 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. ”

CUSTOMER SUCCESS

Quick Facts

ORGANIZATION

Multinational investment bank and financial services holding company

INDUSTRY

Financial Services

SOLUTION

Reveille for OpenText Intelligent Capture

ENVIRONMENT

- Intelligent Capture Servers: 7 primary servers, 17 secondary servers
- Over 500 terabytes of data
- Intelligent Capture interfaces:
 - IBM Image Manager
 - IBM FileNet P8
 - IBM Content Manager (AS/400)