

WHAT'S YOUR ECM ACTION PLAN?

Time to play. A glitch happens in your application....

NO

First thing first, do you use an ECM application management solution such as Reveille?

YES

Users experience a "slow down" and complain to Support.

?#@!

If it's a weekday, support admin redirects the problem. If out of business hours, admin stops having fun and heads to the office.

HELP

HELP

HELP

Support tickets continue to flow in.

Multiple admins attempt to recreate issues and pull manual reports.

Admins, architects and support are dragged into war room meetings.

Productivity stalls as user frustration escalates.

STOP

The blame game starts – the issue is with the database, the network, the application, the hardware, the client desktop, the user?

Admins continue to use resources to research the problem.

Issues spread. Stake holders become involved and executive escalations occur.

Finally, the issue is identified.

Admins manually fix the problem.

Right person receives early notification that performance is slowing down, likely cause identified.

Admin reviews dashboard; quickly isolates and dives into the problem area.

Process fixed and program automatically or manually restarted.

- Users are frustrated; look to shadow IT options
- IT project backlog continues to grow

• Management is livid over lost work hours, money spent on compliance fines, general ECM spend, and negative impact on reputation.

- Users are blissfully happy, unaware of problem
- IT focused on high priority projects instead of support

• Management celebrates high productivity, optimization of resources and lower costs.