Reveille
MONITOR. ANALYZE. OPTIMIZE.

Biopharmaceutical Company Reduces Application Outages & Improves Performance with Reveille

PROBLEM

OpenText Documentum and Intelligent Capture are mission critical content management solutions for clinical trials, accounting, and other departments within this pharmaceutical company. The company sought to increase efficiency, increase end-user productivity and decrease application outages. Specifically, the Information Services (IS) group wanted to stabilize the IS environment and obtain visibility of application issues in order to get ahead of problems before end users are impacted. Recently, several Documentum issues affected users for days and IS was unaware of the severity. Servers were slow or unresponsive and users were not able to login without painful screen refreshes.

RESULTS WITH REVEILLE

- Increased efficiency and productivity with the implementation of proactive application monitoring.
- Monitors the Documentum components and processes along with the Intelligent Capture connection points to SAP to ensure that the document capture solution is providing the required content for the ERP system.
- Immediately sends HTML-based notifications to support personnel to provide rapid visibility to application issues.

CUSTOMER SUCCESS

Quick Facts

ORGANIZATION
Multinational Biopharmaceutical Company

INDUSTRY
Pharmaceuticals

SOLUTION
Reveille for OpenText Intelligent Capture and Documentum

ENVIRONMENT
- Two production Intelligent Capture environments, approximately 5 million pages per year
- Documentum Environment with 25,000 users and 13 repositories

> **Reveille has eliminated the manual babysitting of business-critical applications, reduced application outages and stabilized our repositories.**

Reveille