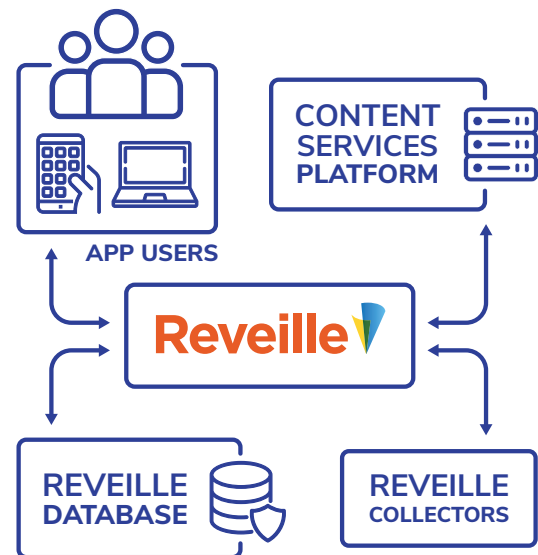# Real-Time Insight & User Analytics for Box™

Modern enterprises rely on Cloud-based content management solutions like Box, so ensuring the availability of these business-critical apps is a high priority. Reveille for Box gathers user operating performance, detects abnormal Box user behaviors or application access, betters the Box user experience understanding, and provides granular intraday Box threshold-based metrics for real-time management decision making. Reveille quickly identifies possible Box service levels issues and detects possible improper access.

See. Know. Protect. Your Box Content Services

Reveille's powerful, purpose-built solution provides visibility and control over your Box platform. Our specialized monitoring of ECM and CSP applications goes well beyond general-purpose monitoring, providing context and detailed insight into the performance, adoption, planning, user behavior, security and audit of your business-critical content stacks.

Reveille integrates with Box to provide a real-time dashboard that actively displays the health of the user experience and application processes. It monitors Box services to proactively diagnose the cause of a problem to improve end-user experience and ensure smoother operation of the business processes supported by Box.

APP USERS

CONTENT SERVICES PLATFORM

Reveille

REVEILLE DATABASE

REVEILLE COLLECTORS

Reveille Delivers Unrivaled Business Impact

Reveille for Box delivers unmatched, comprehensive monitors, beyond traditional web monitoring options, to track, diagnose, repair, and report the complete CSP operational environment – with Box specific metrics and user behavior visibility. By adding Reveille User Analytics functionality to extend the Reveille platform core, Reveille delivers monitoring of Box user activity to detect suspicious content access.

Easily extend Reveille's functionality to other content management systems from IBM, OpenText and Microsoft to uniquely provide an overall view of content performance and security across all your CSP environments – in the Cloud or on-premises.

Reveille increases visibility and control, and decreases resources spent on supporting Box applications:

- Gain line of sight in days not months
- Reduces the number of support tickets
- Shortens TTR for remaining, legitimate application issues
- Conditional or automatic disabling of a Box user when possible suspicious user activity is detected
- Includes a full suite of infrastructure wizards to rapidly create application monitors for key integration points and application dependencies
- Reveille's collection process can reside either on-premises or in the cloud

See Beyond with Reveille

Reveille empowers users to make data-driven decisions using powerful dashboards, real-time alerts, and tailored metrics

Reveille provides the visibility and insight you need to answer questions like:

- Where is the issue – the ISP, is it our network, is it our Box platform app?
- Why do we have users from that geographic location?
- Why are there so many logins being attempted in a short time?
- Why does this user download so many files?
- Are individual applications responsive or sluggish?
- Are connections compromised?
- Can the appropriate action be taken automatically?
- At what level of service are systems performing?

> " **Reveille's user analytics are icing on the cake. Being able to report actual numbers up to management – who, what, when, how, and tie in the security aspect – is very powerful.**
>
> — Steve Malik, ECM Solutions Manager, Turner Industries

With Reveille for Box:

- Eliminate application 'babysitting' – observing / tracking / communicating.
- Reduce time for opening incidents with help desk after the fact so incidents are historically tracked.
- Capture the actual user activity of who accessed what document during what time period to assist with audit/compliance/capacity planning reviews and detecting abnormal security user access patterns.
- Proactively be alerted to degrading conditions when they happen, reducing surprise impacts causing bridge calls.
- Gather baselines of application operating performance with our Dashboard metrics.
- Get User Analytics to objectively understand user transaction volumes, search hit counts, 'hot' content, query activity, and response times.
- Reveille Cloud Collectors reside behind the corporate firewall to collect data on the Box experience – there is no need to expose Box access credentials to Reveille Software or a separate 3rd party management service or entity.
- Works 'out of the box' with many CSP's such as IBM FileNet P8, IBM CMOD Multiplatforms, IBM Datacap, OpenText Documentum, OpenText Intelligent Capture, Kofax, Microsoft SharePoint, and maintains currency with Box SDK interfaces.

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Reveille
SEE. KNOW. PROTECT.

REVEILLE PROVIDES SOLUTIONS FOR THESE ENTERPRISE PLATFORMS

opentext™   box   KOFAX   IBM   Microsoft