

ACCELERATE CONTENT SERVICES CLOUD MIGRATION AND REDUCE OPERATING RISK

Businesses that want to stay relevant today and well into the future are focusing on a more Cloud-centric set of content services as a part of their digital transformation. The question is no longer: “Should we move our business-critical computing resources and core content service apps to the Cloud?” The question is: “We’ve decided to move aggressively to the Cloud, so what’s the most effective way to successfully make that transition in whole or part?”



Knowing the operating and user activity metrics of your current content services applications plays an important role across all key phases of any Cloud migration project. You need to make decisions based on objective Cloud readiness metrics – not just perceptions. Reveille provides key insights into these Cloud ready metrics to significantly reduce ongoing analysis time, increase migration confidence, help plan for capacity needs, and plant the seeds for effective post Cloud deployment content services management.

HOW DO CLOUD READY METRICS HELP?

Cloud readiness metrics help manage user-client expectations, review Cloud provider SLA's, and identify post-Cloud deployment application management. Reveille helps identify, gather and implement key Cloud ready metrics to reduce your Cloud planning, migration, and deployment risk and create visibility to know where you stand with your content service users.

These insights provide tangible benefits that are invaluable when communicating with senior management and key client business application owners. They increase the trust and credibility in the content services team to migrate ECM applications to Cloud content services. The business value is not the Cloud ready metric itself, it is the overall impact to communicate key information to accelerate Cloud analysis for faster Cloud migrations, improved Cloud content services management and lower total cost of ownership.

Reveille brings the power of real-time insight into your existing content services platforms to understand and set baselines for performance, availability, usage, license consumption and more to establish Cloud readiness metrics that aid in managing user-client expectations, reviewing Cloud provider SLA's, and identifying post-Cloud deployment application management.

**“Only 24%
have effective
results
from Digital
Transformation
Projects”**

- AIIM Industry Watch:
State of the IIM Industry 2020

Reveille Cloud Ready metrics provides visibility of ECM user adoption, activity, and high active content that are common blind spots when understanding cloud based DTX project success.

Reveille Cloud Ready Content Service Metric	Tangible Benefits
Application Availability	<ul style="list-style-type: none"> • Understand availability from user perspective • Evidence for possible SLA Cloud credits • Compare availability of different Cloud service providers • Ensure customer care is aware of problems as early as possible
Application Response Time	<ul style="list-style-type: none"> • Understand availability from user perspective • Evidence for possible SLA Cloud credits • Compare content services application response of different Cloud service providers • Ensure customer care is aware of problems as early as possible
Resource Consumption	<ul style="list-style-type: none"> • Understand content services application resource requirements to deliver baseline service levels • For private clouds, right size cloud infrastructure costs
User License Consumption	<ul style="list-style-type: none"> • Understand content services application actual user access to determine proper user license levels • Right size cloud environment content services user licensing costs
User Adoption	<ul style="list-style-type: none"> • Prioritize content services application migration based on user activity and transaction volumes • Accelerate cloud adoption and benefits • Trace pace of application uptake
User Device Types	<ul style="list-style-type: none"> • Track user device types and browser levels • Reduce security risk from outdated / unsupported device and browser access
Capture Operations	<ul style="list-style-type: none"> • Reduce capture processing exceptions • Understand capture processing volumes and indexing productivity • Automated system recovery from detected ingestion and export bottlenecks
Repository Operations	<ul style="list-style-type: none"> • Improve search operation and performance • Understand repository content processing volumes and storage utilization for chargeback • Know user document transaction baselines for service and response from user locations
Application Integrations	<ul style="list-style-type: none"> • Understand content services application integration service levels for SLA management • Reduce mean time to repair by quicker identification of responsible problem owner – application interfaces, content services application, or Cloud provider
Suspicious Content Access	<ul style="list-style-type: none"> • Detect unusual content access breach of content access or retrieval activity • Notify endpoint security software for device action (scan, isolate, etc.) to accelerate insider threat analysis and shorten threat exposure time • Immediately disable user access for breached content services application
API Operations	<ul style="list-style-type: none"> • Content services API usage driven dashboards for chargeback discussions • Understand content services API processing volumes for gateway/common line of business interfaces • Out of the box API audit reporting