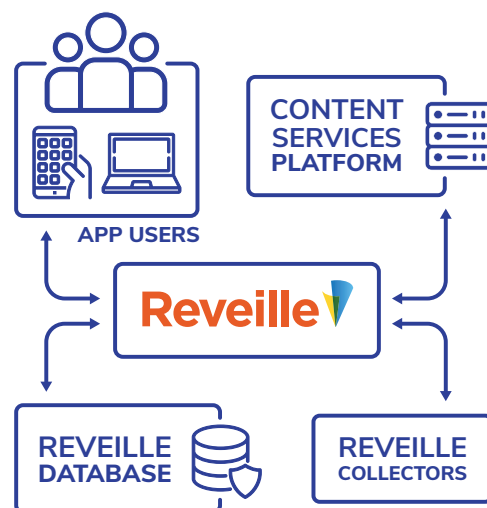# Real-time Insight and User Analytics for OpenText™ Intelligent Capture™

Modern enterprises rely on enterprise content management (ECM) / Content Services Platforms (CSP) like OpenText Intelligent Capture (Intelligent Capture), so ensuring the availability of these business-critical apps is a high priority. However, maintaining uptime and having visibility into operating metrics and what users are doing requires active monitoring and the ability to proactively solve the problems that lead to downtime. Insight that's not included out-of-the-box and is time-consuming and cumbersome to buildout with general purpose APM tools or fragmented in house scripting methods.

See. Know. Protect. Your Intelligent Capture Services

Reveille's powerful, purpose-built solution provides visibility and control over your Intelligent Capture 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 customer business-critical content stacks.

Reveille integrates with Intelligent Capture API's to provide a real-time dashboard that actively displays the health of the user experience and application processes. It monitors each key component to proactively and automatically diagnose and repair the cause of a problem to improve end-user experience and ensure smoother operation of the business processes supported by Intelligent Capture.

Reveille Delivers Unrivaled Business Impact

Reveille delivers comprehensive monitors to track, diagnose, repair and report on specific operational exceptions – with Intelligent Capture specific metrics and user behavior visibility you won't find anywhere else. Reveille also provides Intelligent Capture REST based capture transaction activity and security visibility. Reveille's agentless approach provides capabilities beyond agent-based techniques that only focus on transaction segment response time. Reveille's User Analytics monitor user activity at the Intelligent Capture application transaction level and of the Content Suite platform for unparalleled visibility.

Reveille not only observes the Intelligent Capture environment, but also can be expanded to manage the business application integrations to provide a complete service level view of the entire business process.

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

- Gain line of sight in days not months
- Reduces the number of support tickets
- Shortens TTR for remaining, legitimate application issues
- Agentless, logless approach that doesn't impact system performance
- Includes a full suite of infrastructure wizards to rapidly create application monitors for key input integration points such as email, SFTP and fax.
- Supports both on-premises and cloud operating Intelligent Capture environments

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:

- Are individual Intelligent Capture Web Client applications responsive or sluggish?
- Are connections compromised?
- Can the appropriate action be taken automatically?
- At what level of service are Intelligent Capture systems performing?
- Are batches being improperly accessed from mobile apps?
- How can we quickly address batch processing bottlenecks?
- Are irregular user patterns occurring during mobile document capture?

> " **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 Intelligent Capture:

- Eliminate application 'babysitting' – observing / tracking / communicating.
- Comes pre-configured with more than 40 Intelligent Capture-specific tests and over 25 Dashboard Metrics.
- Reduce time for opening incidents with help desk after the fact so incidents are historically tracked.
- Proactively be alerted to degrading conditions when they happen, reducing surprise impacts causing bridge calls that extend manual recovery workflows.
- Gather baselines of Intelligent Capture operating performance with our Dashboard Metrics.
- Get Intelligent Capture REST services User Analytics to objectively understand Intelligent Capture batch transaction volumes, search hit counts, 'hot' batches, query activity, and response times.
- Leverage Intelligent Capture Dashboard Metric information within your applications through Reveille REST API endpoints.

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Reveille
SEE. KNOW. PROTECT.

REVEILLE PROVIDES SOLUTIONS FOR THESE ENTERPRISE PLATFORMS

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