

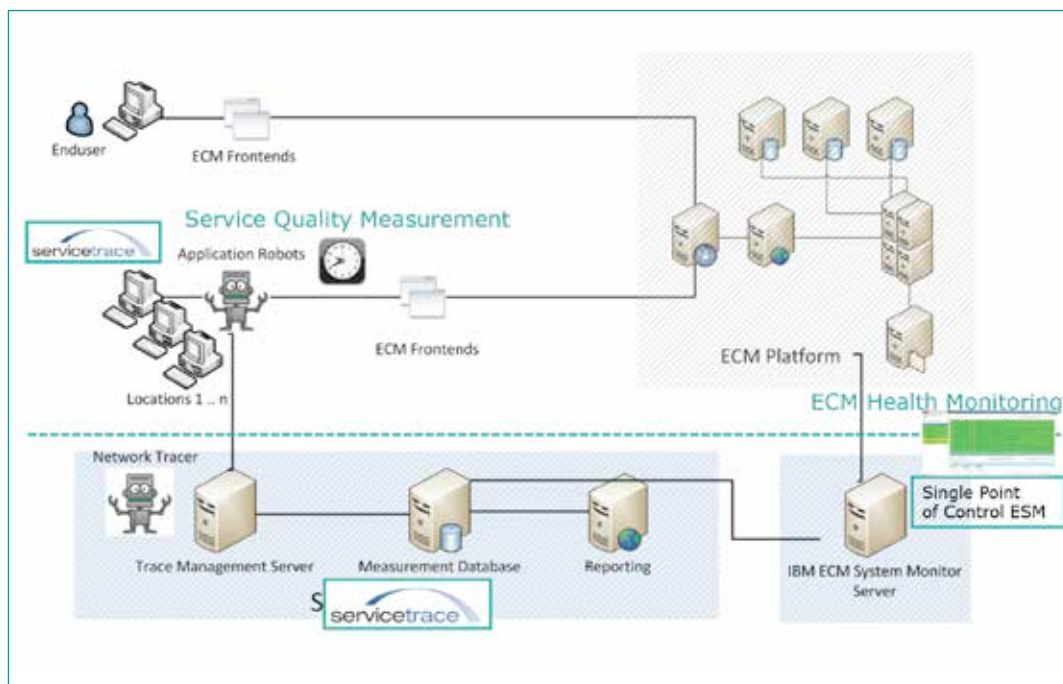
ServiceTracer®
for ECM



Service Quality Assurance for ECM applications

Many customers manage their mission-critical, often customer facing IBM ECM platforms with IBM ECM System Monitor in order to maximize customer experience, protect the productivity of business users and at the same time contain operational costs. With ServiceTracer® CENIT offers an add-on solution that enables monitoring the service quality from an end user perspective 24/7.

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ServiceTracer® for ECM

ServiceTracer® helps customers to measure and report end user response times and availability – both in the daily operation and the quality assurance, e.g. when deploying new applications or changes. Function testing, regression testing and load testing can be automated in a very easy way. ServiceTracer® is deployed in just a few days. Setting up new measurements for your ECM applications is only a matter of hours.

The solution consists of the following components:

- **Workflow Editor:** Graphical tool to set up the performance measurements based on image pattern recognition. Measurements can be spread over multiple frontends, covering complex use cases of knowledge workers. Very easy to learn and to use.
- **ServiceTracer® Client:** A robot simulating end user transactions at the desktop level (GUI), acting like a real user with a stopwatch. This robot measures response times of any frontend application – IBM ECM, 3rd party and custom-built. The MultiTracer feature enables parallel measurements simulating multiple users, e.g. for load testing.
- **NetworkTracer:** Measures network performance from the data center to the end users' location and provides information about network influences on response times.
- **TraceManagementServer:** Collects all performance information from ServiceTracer® Clients and NetworkTracers and provides dashboards, alerting and reporting. Performance

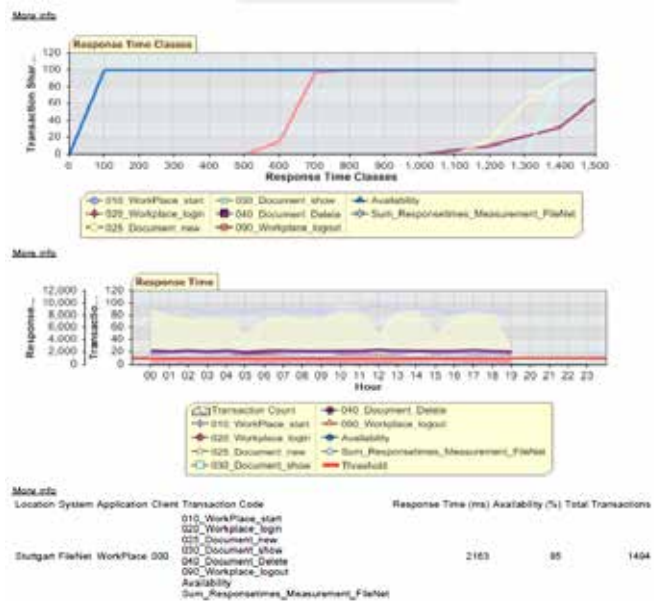
metrics can be forwarded to IBM ECM System Monitor as Single Point of Control for the ECM administrators.

ServiceTracer®'s unique technology provides a universal solution to measure applications based on proprietary protocols, encrypted protocols and JavaScript. The patented image pattern recognition provides easy measurement of machines with different monitor resolutions or different color settings. ServiceTracer® is perfect to measure applications in virtualized environments, e.g. Citrix or VMware. Deviations such as application failures or pop-ups e.g. related to security updates are handled automatically, ensuring a robust measurement of the service quality 24/7.

Benefits

Measuring the end user's service experience with ServiceTracer® provides the following benefits:

- The simulation of real user behavior in central and remote locations provides a comprehensive monitoring of ECM applications from the end user perspective.
- A better understanding of customer perception for applications accessed by external users, e.g. eStatements, protects customer satisfaction and brand reputation.
- The reporting of real performance metrics objectifies discussions about "poor performance".



- The quality testing and performance analysis prior to application roll-outs or regression testing after changes and updates helps to improve the Software Lifecycle Management – ensuring end user acceptance. Key users get relieved from mundane function testing.
- The integration into IBM ECM System Monitor and the enterprise wide IT Service Management enables ECM administrators to respond to incidents or performance degradations much faster – they could even avoid them. Simpler fulfillment of auditing and compliance requirements.
- The easy setup and operation delivers results within hours. New requirements can be handled shortly with minimal efforts.

ServiceTracer® helps ensure that your end users get the performance and scalability they expect. With the combination of IBM ECM System Monitor and ServiceTracer® the IBM ECM application specialists get the full picture both on the ECM backend and on the end user experience.

Attractive package

CENIT offers turnkey implementations of these solutions, including training and fine tuning. Talk to us and we find the best way to automate the monitoring of your ECM service quality.

At-a-glance

- **Challenge – Ensuring Service Quality of ECM applications**
- **Solution – Continuous measurement of end user experience**
- **Benefits**
 - Better service quality and customer experience
 - Better support for Software Lifecycle Management
 - Reduction of operating costs for ECM platform



CENIT AG

For over 25 years, CENIT has been successfully active as a leading consulting and software specialist for optimizing business processes in the Digital Factory, Product Lifecycle Management (PLM), SAP PLM, Enterprise Information Management (EIM), Business Optimization & Analytics (BOA) and Application Management Services (AMS) fields. CENIT complements standard solutions by strategic partners such as DASSAULT SYSTEMES, SAP and IBM by providing well-established own software solutions. These include the FASTSUITE product family for software solutions in the Digital Factory field, cenitCONNECT for SAP PLM-related processes, cenitSPIN as a high-performance PLM Desktop, as well as CENIT ECLISO for efficient information management.

The enterprise is represented at 16 locations in six countries and employs around 700 staff worldwide. CENIT's employees support customers primarily from the automotive, aerospace, mechanical engineering, tooling and molding, financial services, commercial and consumer goods industries.

CENIT is listed in the Prime Standard of the German stock market (Deutsche Börse).

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