

**CAN I MAKE MY ECM SERVICES HIGHLY AVAILABLE
AND MY USERS HAPPY?**

WHY NOT?

**ECM Monitoring as a Service
maximizes your productivity in business
and ECM administration**

cenit

SERVICE QUALITY IMPROVES END CUSTOMER SATISFACTION

Challenges

ECM solutions are business critical – often used 24/7 in customer facing business processes or as a supplier to Robotic Process Automation. A high service quality of these applications is crucial to protect your competitiveness and retain your customers.

„IBM Enterprise Content Management System Monitor“ (*ESM*) helps you managing your ECM ecosystem by giving ECM Administrators, IT Operations and Service Desk staff full insight into the ECM health 24/7. The proactive monitoring protects the productivity of business users and administrators. And it can be integrated seamlessly into your central enterprise monitoring.

Platform coverage

ESM covers all IBM ECM repositories and case solutions, the Content Collectors, Enterprise Records and Datacap. IBM Content Manager and IBM Content Manager OnDemand on z/OS can be monitored as well.

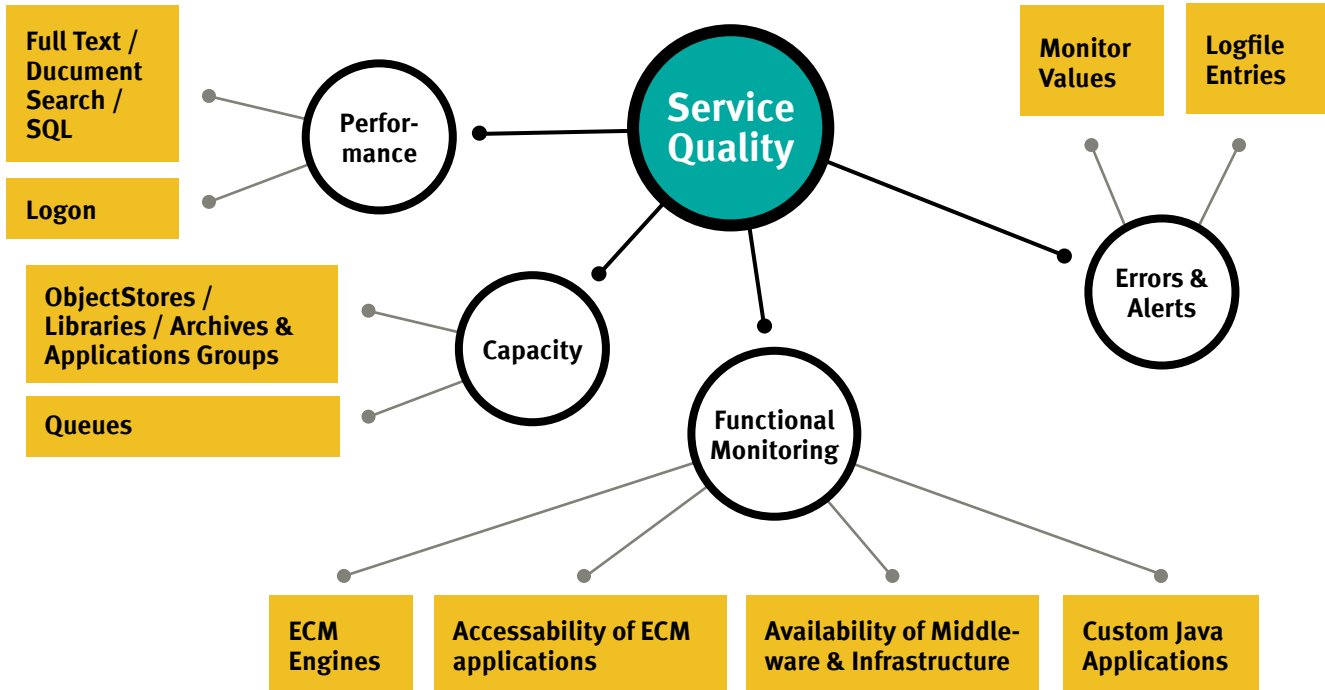
ESM does not only monitor the various ECM components, but also their underlying infrastructure, so that the administrators get the whole picture of their entire ECM platform in one Single Point of Control. This is important, as the failure of an infrastructure component may result in a failure of an ECM component.

The key functionalities of *ESM* are:

- Proactive monitoring of the entire ECM ecosystem in one single pane of glass. Functional monitoring instead of isolated component views. Automated alerting 24/7 to make sure that outages or performance degradations don't go unnoticed. This can include generating trouble tickets in your Incident Management system automatically.
- A Knowledge Base provides information about possible error cause and corrective actions for thousands of log file entries and monitoring alerts. This Knowledge Base can be extended, so you can create your own instruction catalogue how to handle events in your unique environment.
- Automation Tasks help to simplify repetitive tasks, e.g. restarting components or collecting troubleshooting information. Custom tasks enable you to tailor automations to your specific needs and continue using existing scripts.
- A Reporting engine provides reports for Service Level and Compliance Reporting, e.g. IT audits. The insights can be used to optimize the ECM ecosystem, identify performance degradations, plan capacities or do charge back of ECM services.

AND YOUR PROFITABILITY

MONITORING KPI AND EVENTS OF ECM APPLICATIONS



To manage entire ECM business services end-to-end applications used in conjunction with the ECM platform can be monitored on demand, by simply configuring generic monitors and log file adapters. This can cover custom applications and 3rd party applications and may even include other ECM repositories.

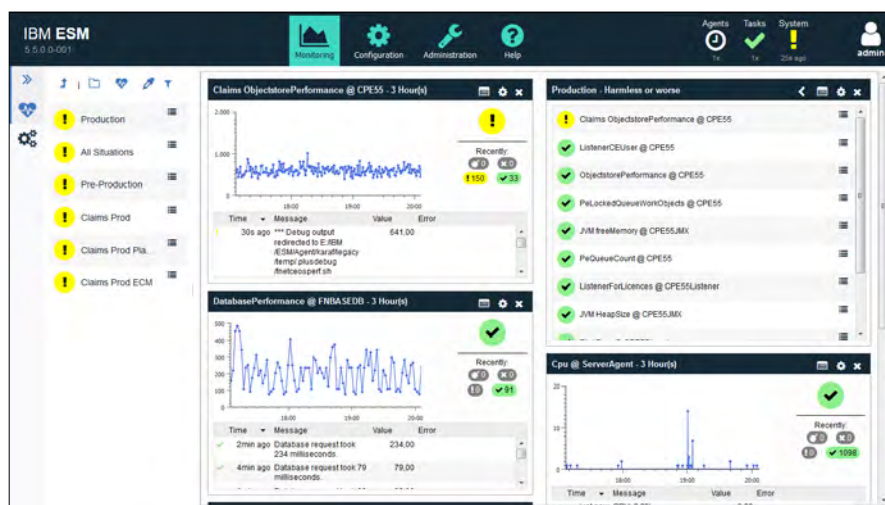
Benefits

Monitoring ECM environments with *ESM* provides many benefits:

- Comprehensive monitoring of ECM business services
- Proactive monitoring of ECM components and their underlying infrastructure in one Single Point of Control – ECM administrators gain insight into J2EE Application Servers or databases which are not under their control
- ECM specific Knowledge Base to support and expedite problem analysis
- Stabilization of the ECM platform – automated health check after changes to mitigate risk
- Higher availability of ECM based IT services due to error prevention and reduced problem resolution efforts improves service quality for lines of business
- Better and cost efficient fulfillment of Service Level Agreements for on-premises and hybrid cloud platforms
- Reduction of trouble tickets in the Service Desk
- Integration of IT Operations and Service Desk due to event forwarding to IT Service Management Tools enables central operation of ECM 24/7
- Automation of non-value-adding routine work in the daily administration and monitoring improves the productivity of ECM administrators and reduces operational costs
- Better support of IT compliance and auditing requirements

Content of ECM Monitoring as a Service

This managed service contains both the embedded *ESM* software and the services for the implementation and ongoing operation of *ESM*. It's a self-contained offering and therefore easy to calculate. Additional services requirements, e.g. ECM system administration or extended customer support, could be handled in separate contracts.



The managed service contract contains the following components:

- Provisioning of the *ESM* software as embedded part of the service offering
- Installation and ongoing operation, maintenance and – if needed – upgrading of *ESM* during the term of the contract
- Event forwarding from *ESM* to your IT Service Management tools to alert IT Operations and Service Desk 24/7
- Periodic review of events collected by *ESM* to identify room for improvement

The criteria for the pricing calculation are simple: The number of *ESM* Servers and Agents to be installed and operated as well as the contract duration.

With this full service monitoring your own ECM administrators don't need to be trained in operating the monitoring platform, so they can focus on more value-adding activities. You benefit from the skills and availability of fully trained personnel of your Managed Service Provider. And you do not need to invest into software licenses and maintenance, but simply use the service. So it's operational expenses, not capital expenses.

Contact

Using *ESM* as a Managed Service increases the productivity of your administrators and knowledge workers, maximizes your end customer experience and contains the costs of operating your ECM ecosystem. So start using *ECM Monitoring as a Service* now and contact us today!

CENIT AG

Roland Merkt

Senior Vice President

International Sales –

Enterprise Information Management

Phone: +49 711 7825 3285

Email: ECM.SystemMonitor@cenit.com

Videos of an *ECM System Monitor* presentation and live demo can be found in [our YouTube channel](#).