

# IBM ECM System Monitor

## Maximizing Service Quality for your ECM applications to ensure Competitiveness



# Agenda

- The Business Challenge – ECM is essential
- How do I maximize my ECM Service Quality?
- What is the Business Value?
- How do I get there?
- Live Demo



So what is it all about?



By providing your ECM administrators a best in class tool to manage their ECM ecosystem!

# ECM Applications are essential for customer satisfaction and Line-of-Business productivity = your competitiveness

Higher customer-service-level expectations, e.g. eStatements

Greater demands for productivity amid complex decisions

Cost pressure in operating ECM platforms 24/7

Compliance and auditing requirements – business continuity

Full insight ECM stack to prevent negative user impact – today N/A



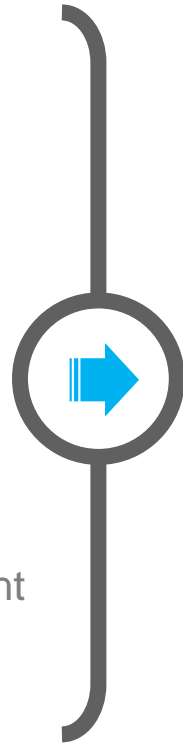
## Consequences

More than  
**70%**



of problems reported by user due to lack of insight into ECM platform

- No fault prevention
- Business suffering from outages or performance degradation



Lost productivity and revenue in LOB

Customer satisfaction down

Brand reputation damaged

Firefighting in ECM administration

High costs for problem determination and resolution

Average cost of downtime approx. \$5,600 per minute!

(Gartner, Uptime Institute Symposium 2014)

## How do I assure ECM Service Quality?



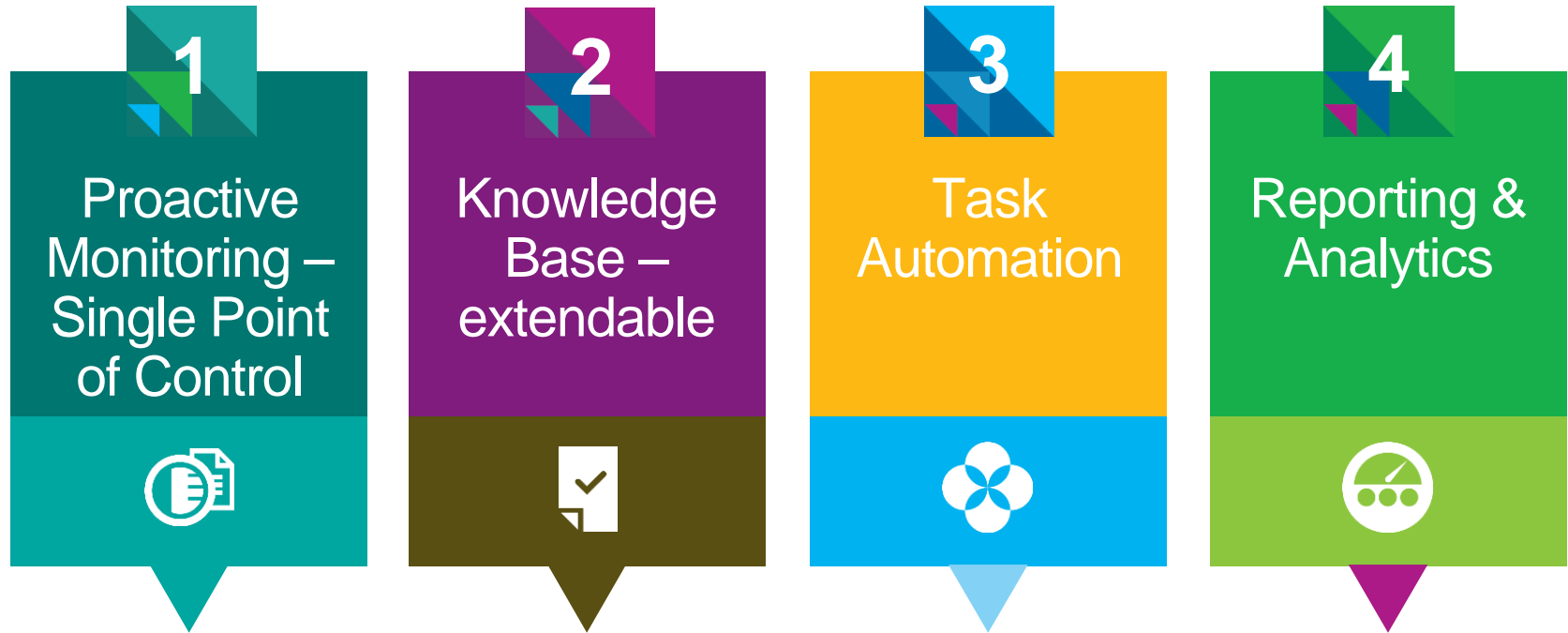
**IBM ECM System Monitor** for proactive ECM application health monitoring

**ServiceTracer®** supplementary solution to monitor service quality from end user perspective

**Integration into IT Service Management** to enable IT Operations managing ECM platform 24/7

- Event Management
- Service Level and Compliance Reporting

# IBM ECM System Monitor — four pillars of value



## Single Point of Control – entire ECM business service

- **Repositories & Capture** – FileNet, Content Manager, Content Manager On Demand, Datacap
- **Case** – Case Manager, Case Foundation, BPM
- **ILG** – Content Collector, Enterprise Records
- **Middleware** – Databases, J2EE Application & Web Servers, LDAP, Tivoli Storage Manager, Storage
- **Custom Monitoring** – 3<sup>rd</sup> Party and custom-built applications, e.g. input and output management





## Monitoring KPI and Events of ECM Applications

**Availability & Status** of ECM engines and components, e.g. CPE or Library Server

**Accessibility** of ECM applications

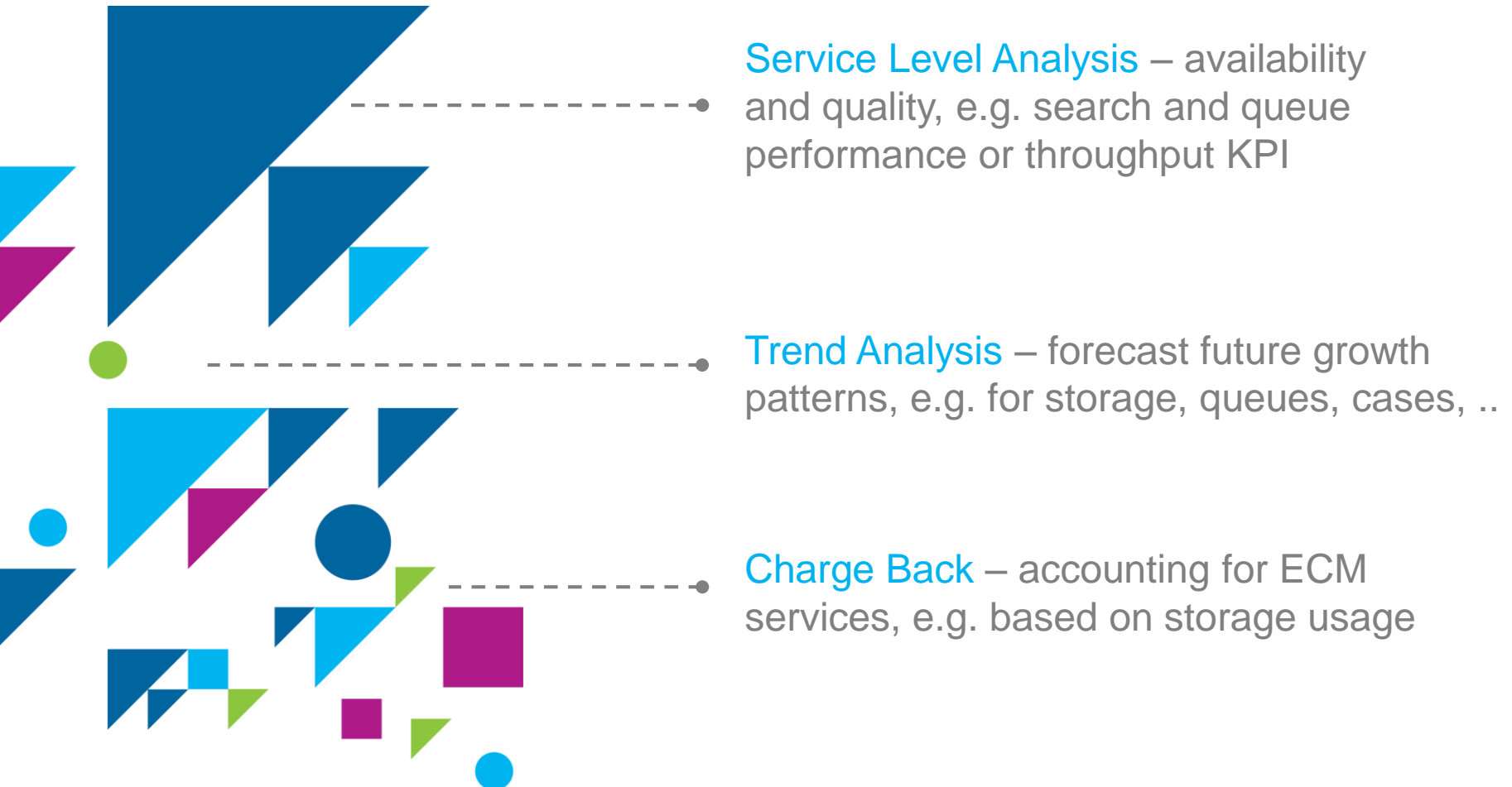
**Performance Metrics**, e.g. for document searches or logon

**Capacity Metrics**, e.g. for ObjectStores or Queues

**Errors and Log file Entries** of ECM components, middleware and infrastructure



## Analytics in ECM Platform Operations



# Architecture

**Dedicated Management Server & Event Database** processing events, analytics, integration with ITSM

**Agent on Managed Systems** performing local monitoring, log file analysis and task execution

**Remote Monitoring** for databases and z/OS based components (no agent)

**ITSM Integration** for central Event Management / IT Operations and Incident Management / Service Desk

**Integration based on standards** – log file, SNMP, command line and API-integration (Tivoli, HP) as well as SMTP



## Multiple Consoles for multiple roles – 1

- Provides a quick overview of the ECM health
- Plug-In for IBM Content Navigator

The image displays two overlapping screenshots of the IBM Enterprise Content Management System Monitor interface.

The top screenshot shows the **Overview Console** in a browser window. The address bar indicates the URL is `localhost:23990/rap`. The interface includes a menu bar (File, Window, Desktop, Tools, Options, Help) and a breadcrumb trail: `Custom Trees > Overview Platform`. A table displays the health status of various components:

Name	ECM	Middleware	System	SystemMonitor
Overview Platform	✗	⚠	✓	✓
FileNet P8	✗	⚠	✓	✓
CM8	✓	⚠	✓	✓
CMOD	⚠	✓	✓	✓
SM Server	✓	✓	✓	✓

The bottom screenshot shows the **ICN Integration** console in a browser window. The address bar indicates the URL is `http://modserver:9080/navigator/desktop=ECMSM`. The interface includes a menu bar (File, Edit, View, History, Bookmarks, Tools, Help) and a breadcrumb trail: `Custom Trees > Global Corporation`. A table displays the health status of various components:

Name	Case	Application	WAS	Con	Web
Global Corporation	✓	✗	✗	✗	✓
1 - Claims Processing	→	✗	✗	→	→
FileNet P8	→	✗	✗	→	→
Middleware	→	✓	→	✓	→
Monitoring	→	✓	→	→	✓
System	→	✓	→	✓	→
2 - Loan Origination	✓	→	→	✓	✓
CM8	→	→	→	✓	✓
Middleware	✓	→	→	→	✓
Monitoring	→	→	→	→	✓
System	→	→	→	→	✓
3 - Accounts Payable	→	✓	✓	→	→
Ap App	→	→	✓	→	→
Monitoring	→	✓	→	→	✓
System	→	✓	→	→	✓

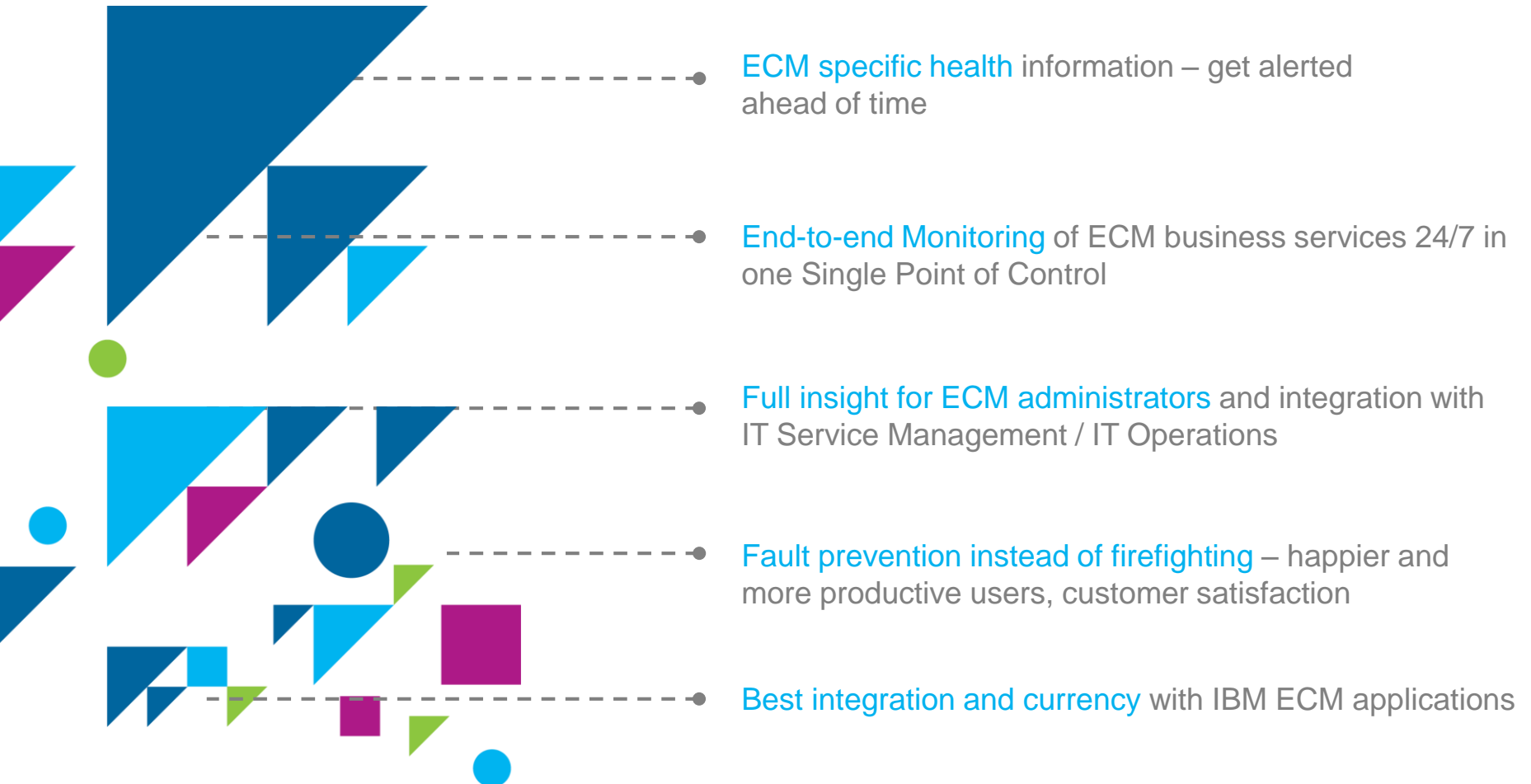
## Multiple Consoles for multiple roles – 2

- Event List and Details for root-cause analysis
- Knowledge Base to speed up troubleshooting

The screenshot displays the IBM Enterprise Content Management System Monitor interface, showing multiple consoles for root-cause analysis and troubleshooting. The interface is divided into several sections:

- Overview Platform:** A tree view on the left showing the system hierarchy, including Overview Platform (1 C), CM8 (2 FA), CMOD (1 W), FileNet P8 (1 C), FileNet (1 C), CEEngineStatus, CEWebServicesStatus, ComponentManagerQueueStatistic, ComponentManagerStatus (1 C), ContentSearchServicesServerStatus, DatacapPagesProcessed, IccMailObjects (1 WA), IccObjectsNotStoredFinally (1 WA), JPSMonConRChMon, ObjectStoreDB2Status, ObjectStoreDB2TablespaceFree, ObjectStoreDatabaseConnectionStat, ObjectStoreDatabaseSqlPerformance, ObjectStoreStorageAreaInformation, ObjectStoreStorageAreaStatusSql, ObjectStoreNotStoredFinally (1 WA), ObjectStorePerformance, PELoadStatus, PEPingPageStatus, and PEQueueCount.
- Event List:** A table displaying a list of events with columns for Timestamp, Value, Full Qualified Host Application Name, Data Stream, and Message Text. The table shows various events, including those related to ObjectStorePerformance, ComponentManagerQueueStatistic, and ComponentManagerStatus.
- Event Details:** A detailed view of a selected event, showing fields such as Event Detail, Data Stream, Sequence Number, Event Class, Timestamp, Full Qualified Host Name, IP Address, Agent Host Name, Agent IP Address, Message Text, Severity, Source, Sub Source, and Source Name. The Message Text field contains the error message: "#Component Manager 'CP01.ALL' not found in RMI registry".
- Knowledge Base Entry:** A section for searching and viewing knowledge base entries, currently showing a STANDARD entry.

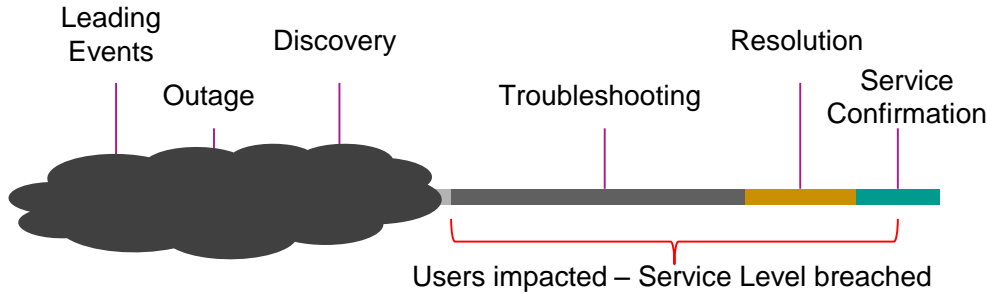
## Why IBM ECM System Monitor?



# Higher value for ECM investment

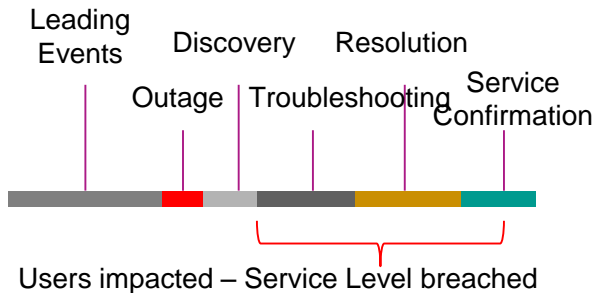


Source: Presentation at IBM Insight conference – Las Vegas, October 2014



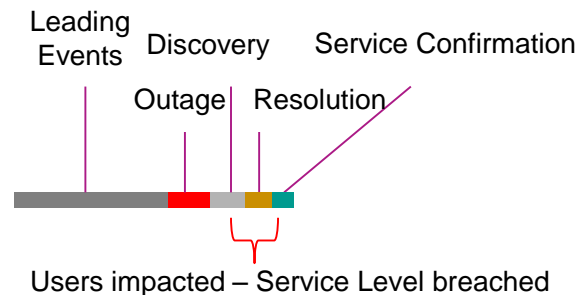
## Without ECM health monitoring

- No visibility until end users report problem
- Time-consuming troubleshooting
- Significant impact on end user productivity



## With ECM System Monitor

- Faster detection of incidents, even before outage → prevention of outage possible
- Faster identification of root-cause and corrective action
- Reduced impact on end user productivity



## With ECM System Monitor automated response

- Faster detection of incidents, even before outage → prevention of outage possible
- Fast resolution due to automated response
- In best case no impact on end user productivity

# IBM ECM System Monitor and IT Service Management

**ECM specific application health monitoring** using IBM ECM internal API and tools – not available in generic monitoring solutions

**Value-Add solution** targeting ECM Administrators and L2/L3 Support

**Integration** with enterprise IT Service Management / IT Operations tools

**Currency** with ECM applications – supported by IBM ECM Support

**Protects Investment** in ECM and ITSM Technologies





# The Benefits – Better Service Quality for ECM users

# Assure better business outcomes with IBM ECM System Monitor



## Large US Insurance Company / CENIT

*IBM ECM System Monitor improves uptime and reduces operations costs*

---

**ECMSM is monitoring the health of more than 200 FileNet and ICC servers.**

**At a glance view of ECM applications from end user perspective.**



### **Business challenge:**

- Very large ECM environments supporting multiple business units
- Meet key internal service level agreements (SLAs) – 24/7
- Reduce costs of operating ECM platform by automating mundane routine work
- Improve business user perception

### **The solution – implemented by CENIT:**

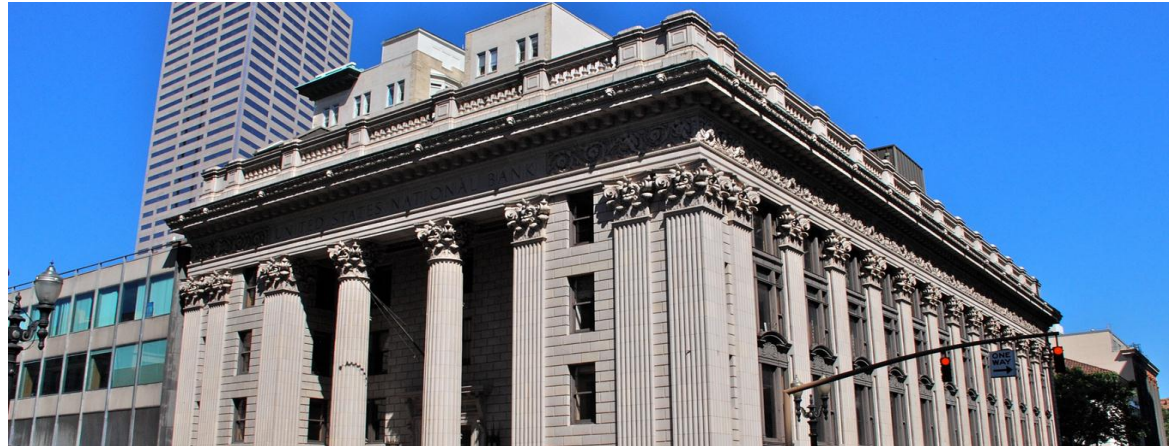
- ECMSM helped to reduce ECM incidents by 55% - increase uptime to 99.99%
- Critical alerts are forwarded to central command center using BMC – 24/7
- Response time to incidents is significantly improved
- Reporting for SOX Compliance and Corporate Audits is automated
- ServiceTracer® automates daily function testing and simplifies QA testing

## Large US Bank / CENIT

*IBM ECM System Monitor improves uptime and reduces operations costs*

**ECMSM is monitoring the health of more than 80 FileNet, Datacap, Case Manager, Lombardi and 3<sup>rd</sup> Party servers. Monitoring of 20+ custom apps.**

### **Task Automation and Analytics**



#### **Business challenge:**

- Business critical ECM applications, e.g. consumer loan and lease operations
- Meet service level agreements (SLAs) – 24/7
- Reduce costs of operating ECM platform by automating mundane routine work
- Protect positive perception of internal users and customers
- Replace labor-intensive custom-built monitoring of ECM platform

#### **The solution – implemented by CENIT:**

- ECMSM helped to reduce ECM incidents and increase uptime
- Critical alerts are forwarded to central event management using CA – 24/7
- Response time to incidents is significantly improved
- Reporting of service levels and performance is automated
- ServiceTracer® automates performance monitoring and simplifies QA testing

# IT Service Provider for German Cooperative Banks / CENIT

*IBM ECM System Monitor improves uptime and reduces operations costs*

**ECMSM is monitoring the entire document processing chain – IBM Content Manager, Tivoli Storage Manager, WebSphere AS and DB2.**

**Core Library Servers run on z/OS Mainframes, Resource Managers and other components on UNIX servers.**

“Now we can see the entire ECM production chain, including TSM. The CM8 administrators have insight into their platform as never before.”



### **Business challenge:**

- ECM platform for 66,000+ users in 350+ cooperative banks – customer-facing applications with strict service level agreements (SLAs) – 24/7
- Protect brand reputation
- Understand health of entire document management process end-to-end

### **The solution – implemented by CENIT:**

- ECMSM helped to reduce ECM incidents and increase uptime
- Critical alerts are forwarded to central event management using LeuTek – 24/7
- Response time to incidents is significantly improved
- Single pane of glass improves administrators’ productivity
- Better understanding of underlying middleware and TSM

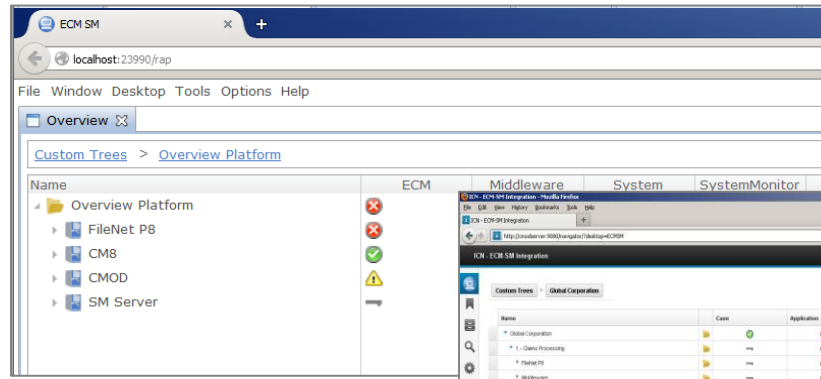
# The Implementation Approach

# Tailored turnkey implementation



# Live Demo

- ECM Managed in a console?
- Videos of an ECMSM live demo can be found in the IBM YouTube channel

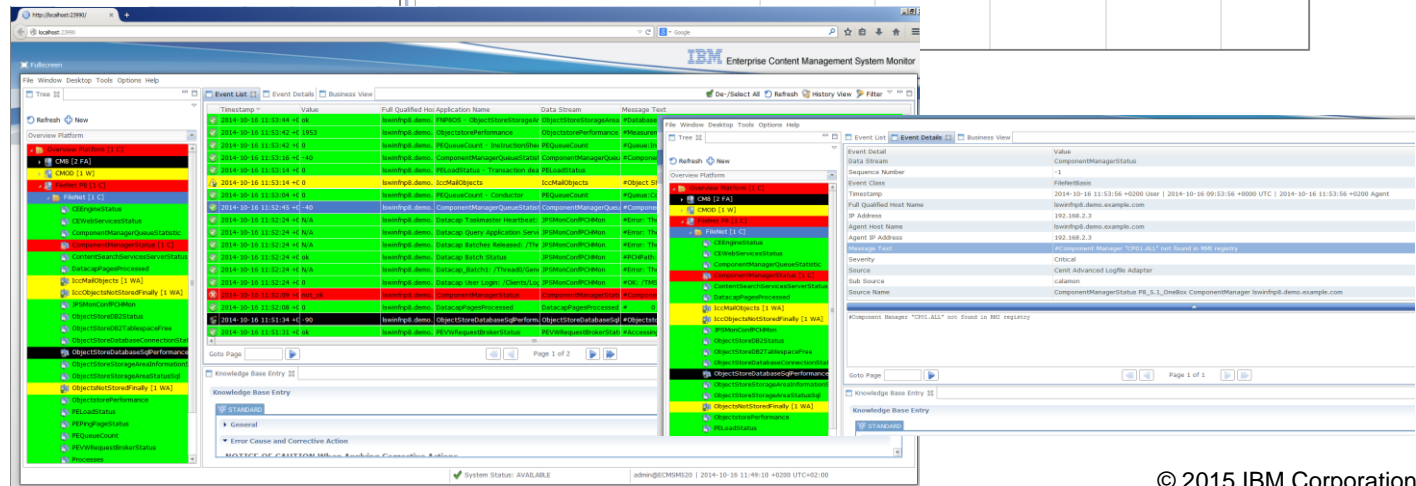


This screenshot shows the 'Global Corporation' view in the ECMSM Integration console. It displays a table with the following columns: Name, Case, Application, WAS, Control, B2, Process, and Web. The table lists various system components and their operational status.

Name	Case	Application	WAS	Control	B2	Process	Web
Global Corporation	...	...	...	...	...	...	...
1. Data Processing	...	...	...	...	...	...	...
2. User Operation	...	...	...	...	...	...	...
3. Account Profile	...	...	...	...	...	...	...

This screenshot shows the 'Overview Sites' view in the ECMSM console. It displays a table with the following columns: Name, ECM, Middleware, System, and SystemMonitor. The table lists various sites and their operational status.

Name	ECM	Middleware	System	SystemMonitor
Overview Sites	...	...	...	...
New York	...	...	...	...
Dubai	...	...	...	...
Singapore	...	...	...	...
Stuttgart	...	...	...	...



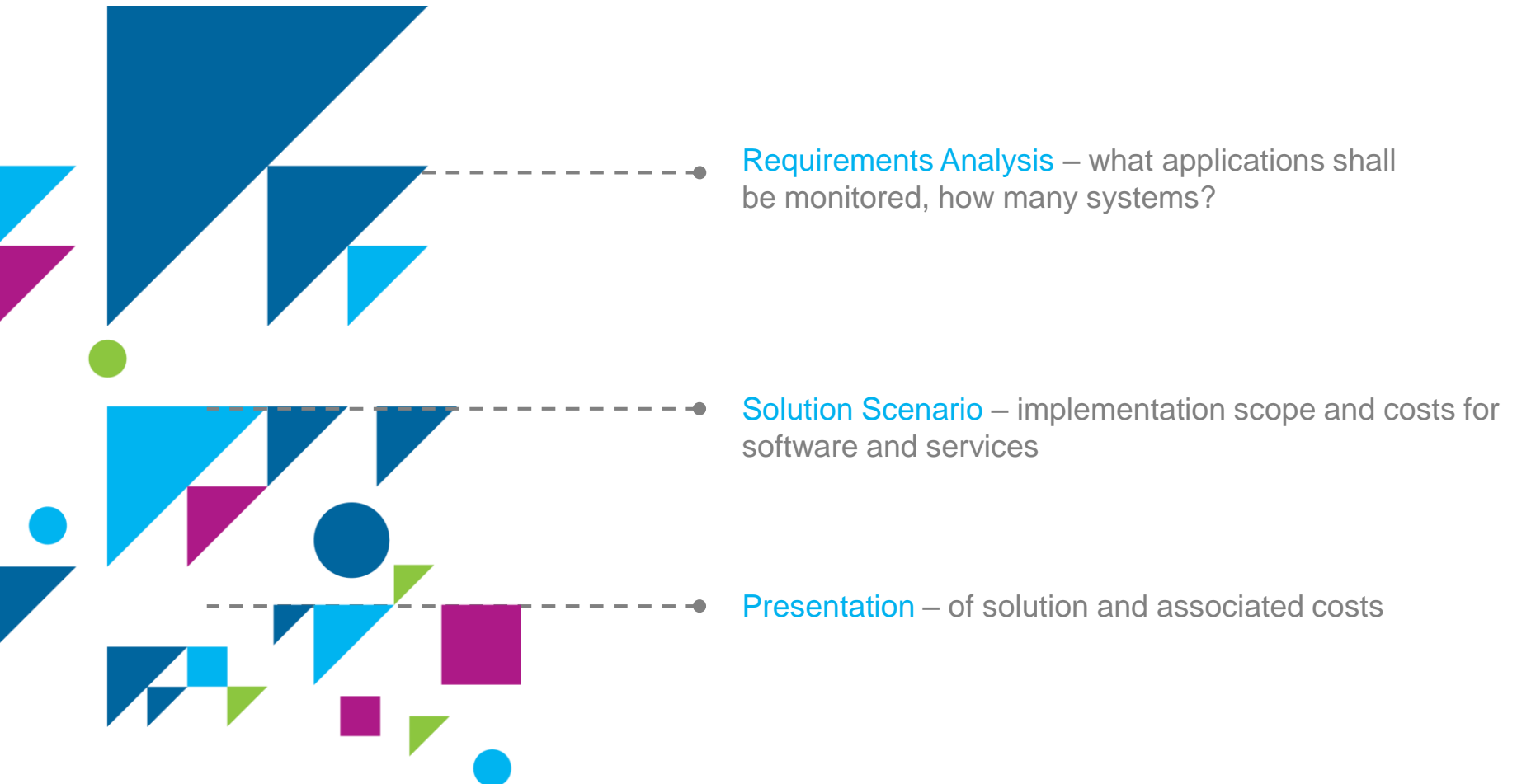


## Summary

- **Maximize Business Outcomes** – Protect LOB productivity and brand, maximize customer experience
- **One Single Point of Control for ECM administrators** – full insight into entire ECM platform
- **Functional Monitoring** – from business perspective, not IT components and silos
- **Integration** – into enterprise-wide IT Service Management
- **Risk mitigation** – meeting IT compliance and auditing requirements



## Next Steps



**Thank you!**

**[sbass@us.ibm.com](mailto:sbass@us.ibm.com)**