



MANAGEMENT AND AUTOMATION FOR THE IMAGETRUST BATCH CAPTURE PLATFORM

Modern enterprises rely on enterprise capture platforms like ImageTrust System Monitor, so ensuring the availability of these business-critical apps is a high priority. However, maintaining uptime and having visibility into operating metrics 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.

MANAGE PERFORMANCE & SLA'S ACROSS THE CAPTURE ECOSYSTEM

ImageTrust System Monitor works fluently with ImageTrust batch capture to provide agentless application management testing and monitoring capabilities to ensure the continued health and productivity of your enterprise capture platform - on premises or in the Cloud.

ImageTrust System Monitor provides out-of-the-box tests, metrics, and key performance indicators (KPIs) to ensure comprehensive visibility and avoid critical events in your capture environment. In a matter of days, not months, you'll benefit from real-time management decision making with ImageTrust System Monitor's active and preventive monitoring, enhanced harvest process, and accessibility to granular daily threshold-based metrics.

With ImageTrust System Monitor's real-time dashboards, alerts and comprehensive reporting, business and IT managers gain deep, data-driven insight and context to make better decisions and improve overall performance, and stability of their capture platforms.

IMAGETRUST SYSTEM MONITOR DELIVERS UNRIVALED BUSINESS IMPACT

ImageTrust System Monitor brings the power of real-time insight and automation to your entire ImageTrust capture platform and beyond – export processing to content service platforms, error remediation for key services, operating KPIs, and service level adherence across the capture ecosystem and more. ImageTrust System Monitor's conditionally triggered proactive capabilities reduce processing bottlenecks, redrive repository connections, and can execute PowerShell based recovery scripts.

ImageTrust System Monitor increases visibility and control, and decreases resources spent on supporting Image Access applications:

- Gain line of sight in days not months
- Reduces the number of support tickets for ImageTrust
- Shortens MTTR for remaining, legitimate application issues
- Agentless, logless approach that doesn't impact system performance
- 'Out of the box' support for ImageTrust batch capture platforms

SEE BEYOND WITH IMAGETRUST SYSTEM MONITOR

ImageTrust System Monitor empowers users to make data-driven decisions using powerful dashboards, real-time alerts, and tailored metrics

IMAGETRUST SYSTEM MONITOR PROVIDES THE VISIBILITY AND INSIGHT YOU NEED TO ANSWER QUESTIONS LIKE:

- Are individual ImageTrust jobs meeting SLA's?
- Are the related capture digital input sources (fax directories, email import, mobile capture, etc.) available?
- Are the related ImageTrust capture output targets (archives, repositories, etc.) available?
- Are all the scanners and ImageTrust scan queue operating in a timely manner?
- How can we minimize bottlenecks and recovery from exceptions automatically?
- How can the appropriate action be taken automatically?
- At what level of service are ImageTrust capture systems performing?

WITH IMAGETRUST SYSTEM MONITOR FOR IMAGETRUST BATCH CAPTURE:

- Eliminate application 'babysitting' – observing / tracking / communicating.
- Gain visibility quickly with pre-built, out-of-the-box tests and dashboards.
- 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 ImageTrust operating performance with Dashboard metrics .
- Leverage Dashboard metric information within your data visualization tools such as Microsoft Power BI through ImageTrust System Monitor REST API endpoints.
- Provides an at-a-glance view of historical system operations such as ImageTrust batch queue counts, job aging, and system performance.
- ImageTrust System Monitor can be extended for additional database (SQL Wizard), SOA or REST based applications (Web Service wizard for WSDL based services), file movement (File Access wizard for UNC/FTP/SFTP directories), and server (PowerShell and WMI/ Performance Counters for Windows) component testing capabilities.

“Forewarned is forearmed. ImageTrust System Monitor's speed in rendering notifications surprised us. Often, the system can be back up and running before the customer knows it was down. It also helps us analyze what happened and why.”