

Application Management

For all FileNet Platforms

Maintaining 99.9% Service Level Agreements

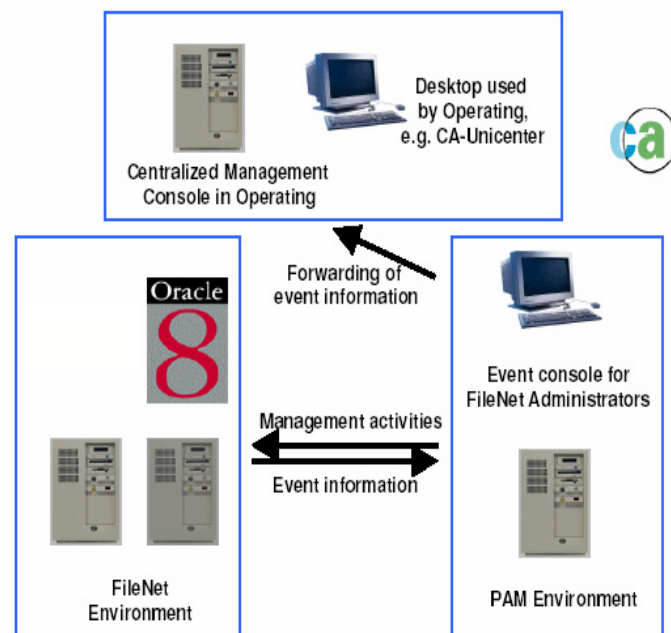
Application Manager for FileNet P8 (PAM) and Tivoli Plus for FileNet by CENIT AG Systemhaus, are monitoring products provided by ICI specifically for FileNet applications. Products which prevent expensive downtime through proactive monitoring, automated administrative tasks, fault detection and fault prevention.

Business continuity and 99.9% SLA is only attainable via Application Management.

ICI's Application Management goes beyond monitoring failures from hardware and operating systems, and extends across application and operator errors, where 80% of system failures are generated.

Application Manager features include:

- ◆ FileNet P8 (PAM) & Tivoli Plus
- ◆ Monitoring of IS/CS/CM Platforms
- ◆ Monitoring of Report Manager
- ◆ Application and log files
- ◆ Databases and network files
- ◆ OSAR/MSAR devices
- ◆ Automated administrative tasks
- ◆ Automated fault protection
- ◆ Automated fault prevention
- ◆ Optional 3rd party component monitoring
- ◆ Custom monitoring (optional)



The Benefits...

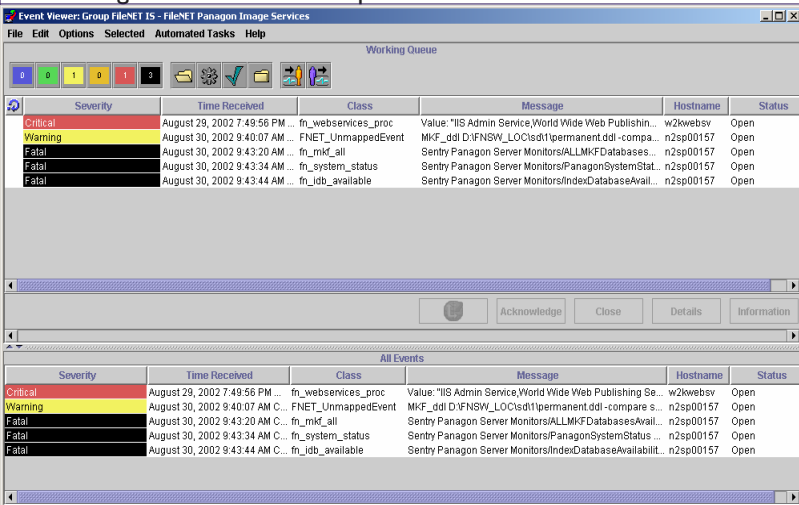
- ◆ Prevent unscheduled downtime, resulting in lost sales and service
- ◆ Meet service level agreements at lower cost
- ◆ Lower IT staffing requirements
- ◆ Improve IT staff utilization
- ◆ Improve user satisfaction and system confidence
- ◆ Maximize system Total Cost of Ownership

Our Integration Approach...



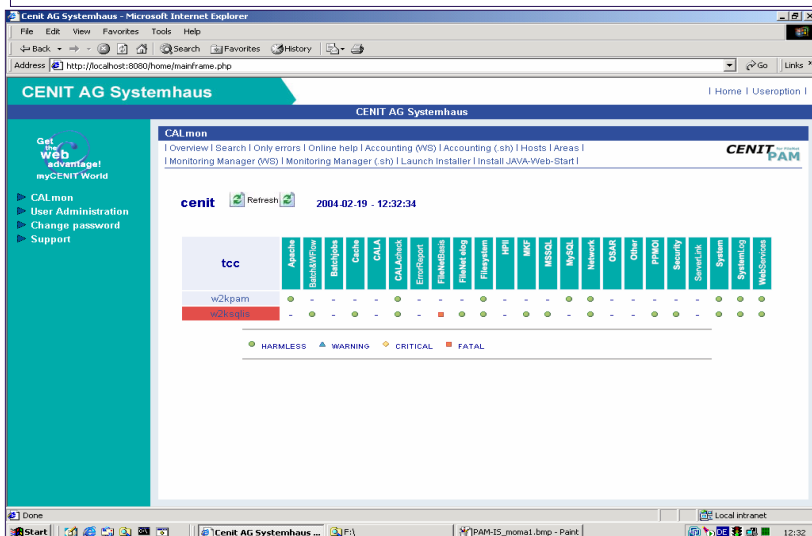
Tivoli Plus for FileNet

Application management in Tivoli environments, based on IBM Tivoli Monitoring and IBM Tivoli Enterprise Console.



Application Manager for FileNet P8

Application management in other Systems Management environments (e.g. HP OpenView or CA-Unicenter) or stand-alone.



One of the on-going challenges for any mission critical application is maintaining high service levels.

...ASM provides a high quality of service for a low investment.

FileNet's BPM/CM Monitoring

- ◆ Content and Process Engine
- ◆ Web Services
- ◆ 55 Specialized Monitors
- ◆ 130 FileNet P8/BPM Parameters

FileNet Image Services Monitoring

- ◆ Image Services and Capture
- ◆ Web Services
- ◆ HPIL and MRIL
- ◆ OSAR/MSAR
- ◆ SLU Monitoring
- ◆ SAP Doc Warehouse
- ◆ 85 Specialized Monitors
- ◆ 215 FileNet Parameters

FileNet Content Services Monitoring

- ◆ Content and Web Services
- ◆ 33 Specialized Monitors
- ◆ 85 FileNet Parameters

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