ESI SOFTWARE

ManageWare
For Documentum

The daily demand for information in today's business is ever increasing. Companies need to consider making tactical investments in a solution that is part of their overall enterprise design.

ESI Software ManageWare solutions are designed to increase productivity and performance by enabling operators to manage their systems 24x7. With out of the box availability, and automated recovery actions, ESI Software ManageWare provides maximum capabilities for your IT business needs.

Challenge

As companies move from document management to enterprise content management, it becomes increasingly important and difficult to manage the right content. Enterprise portals are "weighing in at an average of 77,000 pages" (Forrester Research Inc.), and expected content in the next few years is 79%. Documentum 5 Content Server is the industry standard for managing, distributing, and exchanging large amounts of content within and beyond the enterprise to customers, employees, partners, and suppliers. The power Documentum provides to control information delivery helps companies stay competitive but also introduces significant business and technical challenges. As the number of pages on the Web site increases, so does the number of documents to be managed and served. The IT staff thus faces the challenge of managing an increasingly complex and dynamic system. To reduce the total cost of ownership and stay competitive, companies must simplify the administration and proactive monitoring of the Documentum environment to ensure optimal availability and performance.

Solution

ManageWare for Documentum provides a comprehensive management solution to proactively detect, monitor, manage, recover, and report potential problems before they affect customers and end users. This solution enables Documentum administrators and system administrators to increase productivity significantly and improve the experience of internal and external users. ManageWare for Documentum ensures optimal, continual availability and performance of the Documentum 5 Content Server, which is the base for all Documentum product offerings. Using ManageWare's advanced monitoring capabilities, administrators can easily manage the entire Documentum environment. ManageWare for Documentum provides extensive Docbase metrics, including data for jobs, file stores, processes, and users. The ManageWare for Documentum Desktop Client component works in conjunction with the Documentum Desktop Client to simulate critical end-user tasks such as importing, checking in and out, and deleting sample documents. In a dynamic environment where the amount of content handled by Documentum can change quickly, measuring response times allows administrators to gauge how changes in the environment and the amount of data are

affecting service levels. By monitoring connectivity between interdependent systems, ManageWare for Documentum can diagnose potential problems so they can be resolved quickly. Users will also benefit from availability metrics and monitoring of Docbases, Processes and DocBrokers. These features can help you optimize your entire environment, resulting in better content quality and performance.

Value

ManageWare for Documentum will help you improve the end-user experience, making it more likely that customers will continue to visit your Web site or contact your company as necessary. ManageWare for Documentum reduces the costs of ownership by managing and maintaining Documentum and providing a simplified view of the Documentum environment. The system is easy to use and provides quick access to information. Company growth can be limited by the content management tools and infrastructure that you have in place. Because it helps you optimize and manage your environment, ManageWare for Documentum will reduce these limitations and help your company grow. Documentum administrators and end users can realize significant productivity gains because they can focus on strategic areas rather than on keeping the system available. Assuring reliable access to content will result in increased customer retention rates and employee use of services, an increased competitive advantage, and a higher return on your Documentum investment. Our offerings maximize product potential, improve implementation times, reduce project risk, accelerate the time to value, and improve operations.

ESI Software is a software consulting and development firm which focuses linking the IT and business metric, while using management and business application data to improve the business process and enhance cost recovery. ESI Software ManageWare solutions are designed to help organizations gain control of their complex infrastructure implementations and begin to see value in their investments. Our services offerings cover the complete life-cycle of your implementation, from assessment and proof of concept, through implementation, training and long-term support. In addition to accomplishing the task at hand, we always strive to give our customers the knowledge they need to become more self-sufficient, as well as gain insight into the technology options available to them.