

## ManageWare For Image Services

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.

The KM brings extensive, automated monitoring and management capabilities of ManageWare to the leading document management system. Only ManageWare and the FileNet Image Services KM can consolidate administrative information from the document management system into the overall administrative view.

### Performance Benefits

- **Enhanced availability and performance:** Centralized 24/7 monitoring of all key parameters that can affect performance and availability.
- **Immediate productivity gains:** Prevents system downtime by automatically notifying your IT staff about critical events, before your business is impacted.
- **Greater administrative control:** the KM assists administrative personnel by storing complete historical records on key FileNet indicators and administrative actions over time. Administrative rules can be maintained within the KM to provide a consistent management environment across the organization.

### Features and Functions

**Storage Library monitoring:** the KM monitors the Storage Libraries and reports on critical areas such as surfaces, disabled jobs, mount requests, arm moves and status of the libraries.

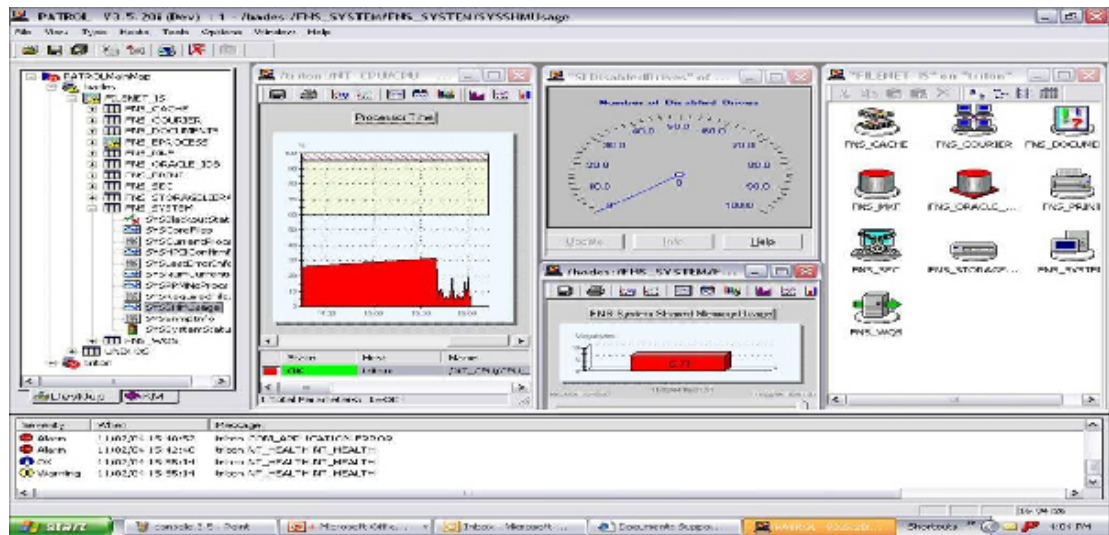
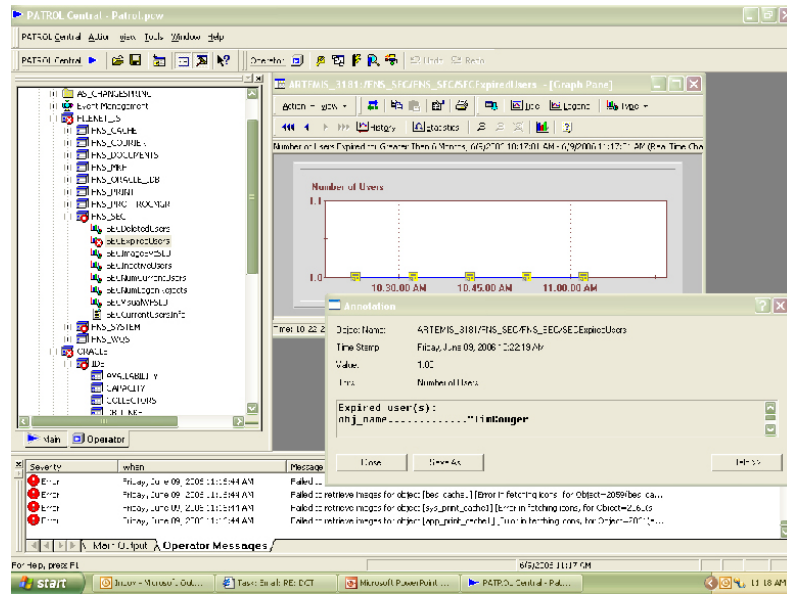
**Monitor key processes and parameters:** the KM monitors key processes and parameters for a range of critical areas including:

- Documents - batch committed, errors, documents committed
- MKF database - buffer average, waits, etc.
- Storage availability
- Cache, including cache hits, in use and locks
- Courier, including the number of client connections, rejections
- FileNet system, including all services, required data files and user rejections
- FileNet security, such as inactive users and logon rejects
- FileNet print, including total pages queued and total requests queued
- Stubs Monitoring, WorkFlo Monitoring, HPPII/MRII monitoring

**Core Management DBA Capabilities:** the KM provides a core set of monitoring capabilities any DBA would find useful for Oracle for FileNet on Unix (AIX, HP-UX, and Solaris) including:

- Extent limits- ability to extend based on available space or based on extent limits.
- Free space
- Identification of blocking processes
- Number of table space locks
- Usage

**Administrative Capabilities:** Access to FileNet tools (doc, MKF, NCH, Security, start/stop database, Capacity planning Reporting)



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.

