

## PERFORMANCE WITHOUT BOTTLENECKS FOR THE LINES OF BUSINESS

Many enterprises rely upon IBM FileNet System Monitor (FSM) to run their IBM ECM systems proactively. Thanks to ServiceTracer the comprehensive information provided by FSM is supplemented by information on response times from users point of view. With this add-on to FSM you give impressive proof of service quality. CENIT offers consultation for performance management of IBM ECM and supports you in implementing this product.

### ► SERVICETRACER

ServiceTracer monitors the response times of central and distributed locations, measures these times and prepares them optimally for alerting or service level reports. Basically, ServiceTracer allows to easily create performance related service level reports.

ServiceTracer measures the response times of simulated end-user transactions to judge performance proactively from a user's point of view.

The measured values are automatically forwarded to IBM FSM for alerting.

### ► YOUR BENEFITS AT A GLANCE

- ServiceTracer supports the entire Software Lifecycle Management
- ServiceTracer ensures transparency by provision of so called Key Performance Indicators (KPI), which can be used for Service Level Reporting within the IT department and for the Lines of Business
- With its solid data base it supports a proper sizing of the ECM environment
- The service quality for Lines of Business is noticeably improved
- Service level agreements are delivered more economically
- Fast and cost-effective implementation
- ServiceTracer and FSM allow for operating the ECM Backend and Frontend proactively to avoid downtime and detect critical conditions as early as possible

### ► ATTRACTIVE COMPLETE PACKAGE

Our experienced consultants offer implementation of ServiceTracer in combination with FSM. The package covers:

- Analysis and conception
- Installation of ServiceTracer
- Configuration of:
  - ECM front-end application performance monitoring
  - Network performance monitoring
  - Reporting
  - Event forwarding to FSM
- Training of the FSM administrators
- Projekt management and documentation

### ► OUR CONSULTING TEAM

CENIT has gained a reputation with its meanwhile globally used Systems Management products. Moreover, we assist enterprises in finding the right technology.

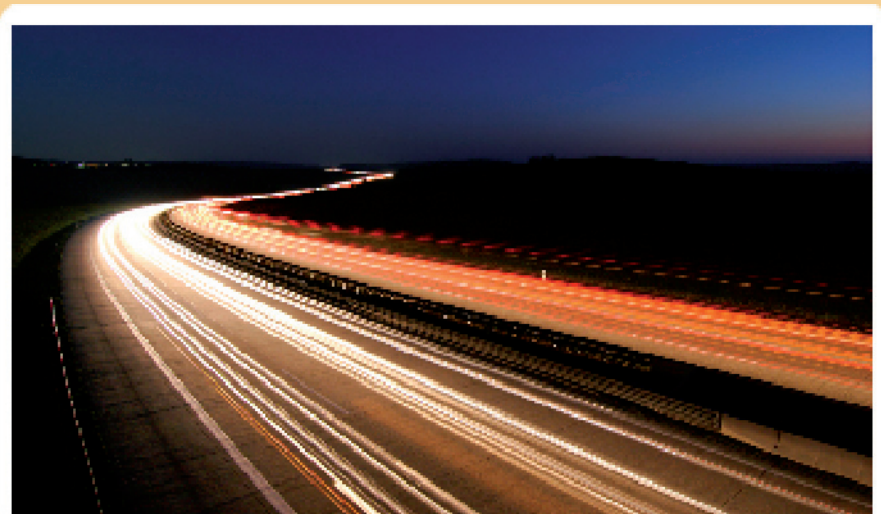
We implement your solution in a flexible and professional way - meeting budget and time lines.

### ► WHY WITH CENIT

- Long-term experience in the Systems Management market
- A team with implementation and training competence
- Expertise concerning the IBM ECM technology as well

### ► CONTACT

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