IBM
ECM System Monitor

Proactive application health monitoring for your IBM Business Automation platform

Protect customer experience and worker productivity and mitigate risks by automating Content & Workflow application health checks

Highlights

Automate mundane health checks for Content & Workflow application stack

Proactively detect changes in the behavior of your applications

Alert IT Operations 24/7 by augmenting your Observability & AIOps solutions

Reduce impact of outages or performance degradations

Avoid disruptions and rework in your business

Free up your specialists for higher value work

Business Automation solutions like Content and Workflow applications are business critical, their availability and performance are crucial for your business outcomes.

To avoid disruptions these Content and Workflow applications need to be monitored as integral part of an organization's enterprise wide IT Service Management. The mandatory daily health checks must be automated to ensure that critical incidents and relevant performance and capacity metrics are detected and handled immediately in your established AIOps processes.

IBM Enterprise Content Management System Monitor (ESM) provides your application administrators and IT Operations a Single Point of Control with full insight into the IBM Business Automation platform. ESM manages your Content and Workflow applications 24/7 by automating daily application-specific health checks, regardless of where your applications run – on-premises, on private cloud, on hybrid cloud, as traditional installation or as container or a mix. And it provides application administrators insight into the underlying middleware and infrastructure of their applications, so they no longer fall victim to incidents caused by these components.

ESM augments overarching observability solutions like IBM Instana, application resource management solutions like IBM Turbonomic, and AIOps solutions like IBM Cloud Pak for AIOps, adding Business Automation specific incidents and metrics to the bigger picture.

This proactive health monitoring helps protecting the productivity of business users and their end customer's experience by reducing Mean Time to Detect (MTTD) and Mean Time to Resolve (MTTR). The administrators of the Content & Workflow applications can focus on higher value work. They do not need to waste their time with mundane routine checks to ensure uptime or chasing incidents that are not caused by their applications – reducing their Mean Time to "Innocence".

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Capabilities

IBM ECM System Monitor supports your administrators and IT Operations with the following capabilities:

Proactive monitoring

– Automated continuous checks of events, performance metrics and capacity metrics of your Business Automation platform
– Broad coverage of IBM Content and Workflow applications
– Synthetic checks of FileNet and ICN user experience – search, document upload and retrieval performance
– Automated alerting in case of incidents
– Automated response to incidents on demand

Integration with enterprise-wide IT Service Management solutions

– Observability Solutions, e.g. Instana or Dynatrace
– Central IT Operations solutions, e.g. Cloud Pak for AIOps or Grafana
– Application Resource Management solutions, e.g. Turbonomic
– Incident Management solutions, e.g. ServiceNow
– Messaging Channels for alerting, e.g. Slack or MS Teams

Support of Hybrid Deployments

– Monitoring of Content and Workflow applications deployed on-premises, on private cloud or hybrid cloud, deployed as traditional VMs or as containers
– Deployment of ESM Server and Agent as traditional VM or as container
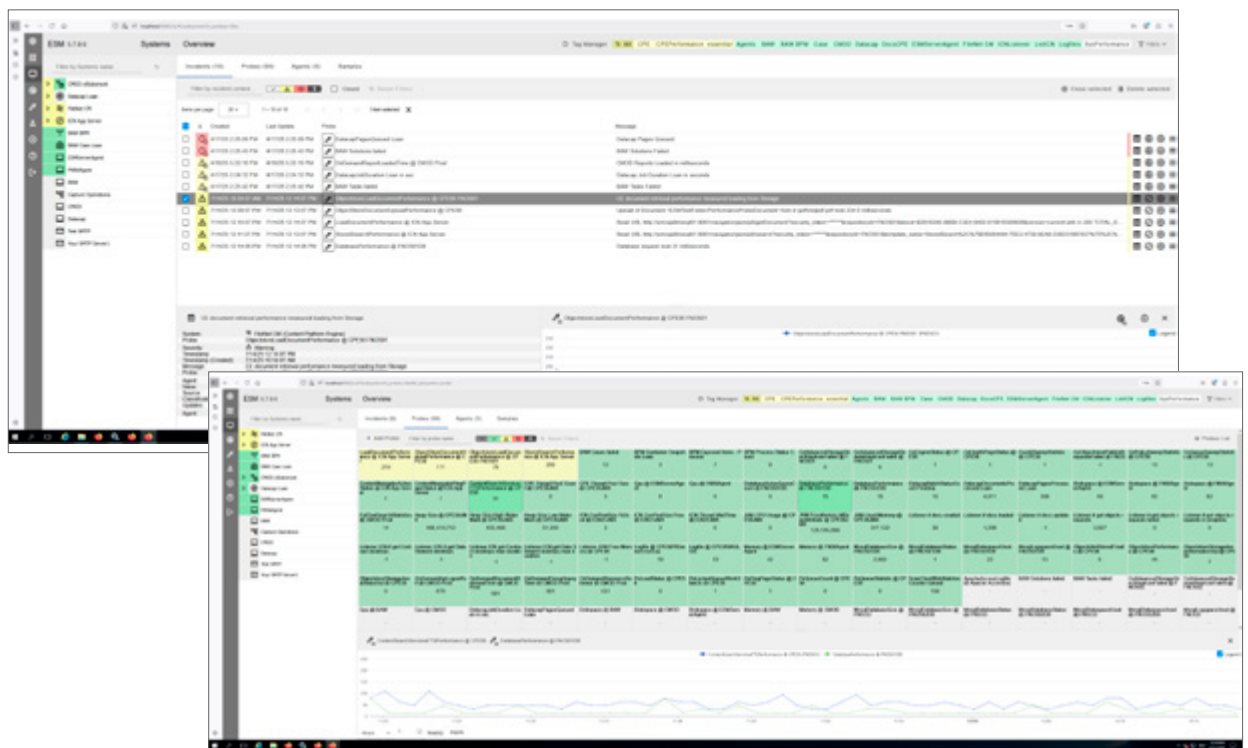
Deployment Services

IBM and selected partners offer a turnkey implementation, which is tailored to your environment. Our consultants support all phases of the implementation project:

– Analysis and Design
– Installation of ESM Management Servers and Agents (traditional or containerized)
– Configuration of Monitoring & Logfile Management and event forwarding to central IT Service Management tools
– Administrator Training
– Fine tuning after Go Live

Security

IBM Security and Privacy by Design

This product is designed with security and privacy at its core. IBM Security and Privacy by Design is a streamlined and agile set of focused security and privacy practices that reinforce our commitment to embedding security and privacy into the design of our products, offerings, and services. IBM performs both cyber and privacy threat assessments. We use standard industry threat models and privacy impact assessment concepts to help ensure data minimization. Adequate data protections are in place from the beginning. System, code, and application security testing are performed in addition to penetration testing and manual, ethical hacking. The testing is implemented in a manner that supports agile practices and continuous deployment by being integrated and automated into DevOps pipelines. Final individual team and corporate-level product reviews are conducted prior to general availability to help ensure that key foundational security require-ments have been fully met.

IBM ECM System Monitor

Features and benefits

Comprehensive, proactive monitoring of Business Automation platform
Improve visibility and transparency to pinpoint problems and root causes faster – improving availability and end user experience, reducing Mean Time to Detect (MTTD) and Mean Time to Resolve (MTTR).

By managing Business Automation components and their infrastructure in one Single Point of Control you can make administrator's life easier. They gain insight into the underlying middleware and infrastructure which are not under their direct control, which helps them keeping alerts from becoming problems.

Better User Experience
Synthetic user checks provide application administrators with insight into their user experience. Performance degradations can be detected early on, allowing for preventive actions. A better and more cost-efficient fulfillment of Service Level Agreements drives better productivity of knowledge workers and higher end customer satisfaction!

Hybrid Cloud
Supports your journey to cloud by managing Content and Workflow applications on-premises, on private cloud, and on hybrid cloud, traditional and containerized.

IT Automation
Integration of IT Operations for central operation of IBM Business Automation 24/7 leverages observability and AI capabilities of central solutions such as IBM Instana and IBM Cloud Pak for AIOps – to better support Site Reliability Engineering initiatives, IT compliance (such as DORA) and auditing requirements. Content-specific performance metrics enable better automated actions, e.g. in IBM Instana and IBM Turbonomic. The automation of routine monitoring work of application administrators frees up scarce resources, accelerating business transformation and reducing operational costs.

Summary

IBM ECM System Monitor helps application specialists focusing on innovation and optimization of the Business Automation platform instead of wasting their time with mundane routine work in the daily administration and monitoring. All the same they – and IT Operations – can be sure that they will be alerted immediately in case of an error or incident. Avoiding one single incident can pay for the entire solution.

IBM ECM System Monitor is part of the IBM Business Automation platform. Protect the productivity of your business users, maximize your end customer experience, and contain the costs of running your Business Automation platform – no matter where and how these systems are deployed.

For more information

To learn more about IBM ECM System Monitor, please contact your IBM representative or IBM Business Partner, or visit ibm.com/products/ecm-system-monitor.

Why IBM?

IBM Cloud offers the most open and secure public cloud for business with a next-generation hybrid cloud platform, advanced data and AI capabilities, and deep enterprise expertise across 20 industries.

Get started quickly on your journey to AI-powered automation by drawing on IBM's extensive domain knowledge and industry experience to achieve your automation vision. With over 14,000 automation practitioners, 5,000 automation clients and ~4,000 bots and runtime scripts deployed, IBM has a strong foundation and history in helping organizations achieve operational excellence. To learn more, visit ibm.com/automation.

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