

EMC Documentum Business Activity Monitor

The Big Picture

- Deploy a realtime, centralized view of process performance, creating a 360-degree window into business processes for better decision making
- With no programming, rapidly build and deploy dynamic, Web 2.0, Flex-based dashboards within Documentum TaskSpace
- With a single click, quickly drill up or down through various dimensions of process performance details
- Deliver instant notifications of and responses to key business events, such as process and resource bottlenecks and SLA escalations
- Easily configure and track events across multiple systems and organizations
- Quickly create graphical reports using simple drag-and-drop of business process objects

Interactive dashboards for the realtime monitoring and management of business processes

Business and IT executives agree that improving business processes and delivering better service to customers are top priorities. However, organizations are challenged to detect and respond to changes in business conditions as they occur. Research shows that one of the most compelling reasons business and government leaders invest in business process management (BPM) systems is to achieve greater process visibility and organizational agility.

Business and IT executives need to identify and address problems as they happen—and before they affect service or jeopardize operations. The ability to actively monitor key performance indicators, such as service-level attainment or cost per transaction, has also become essential in supporting continuous process and business improvement efforts.

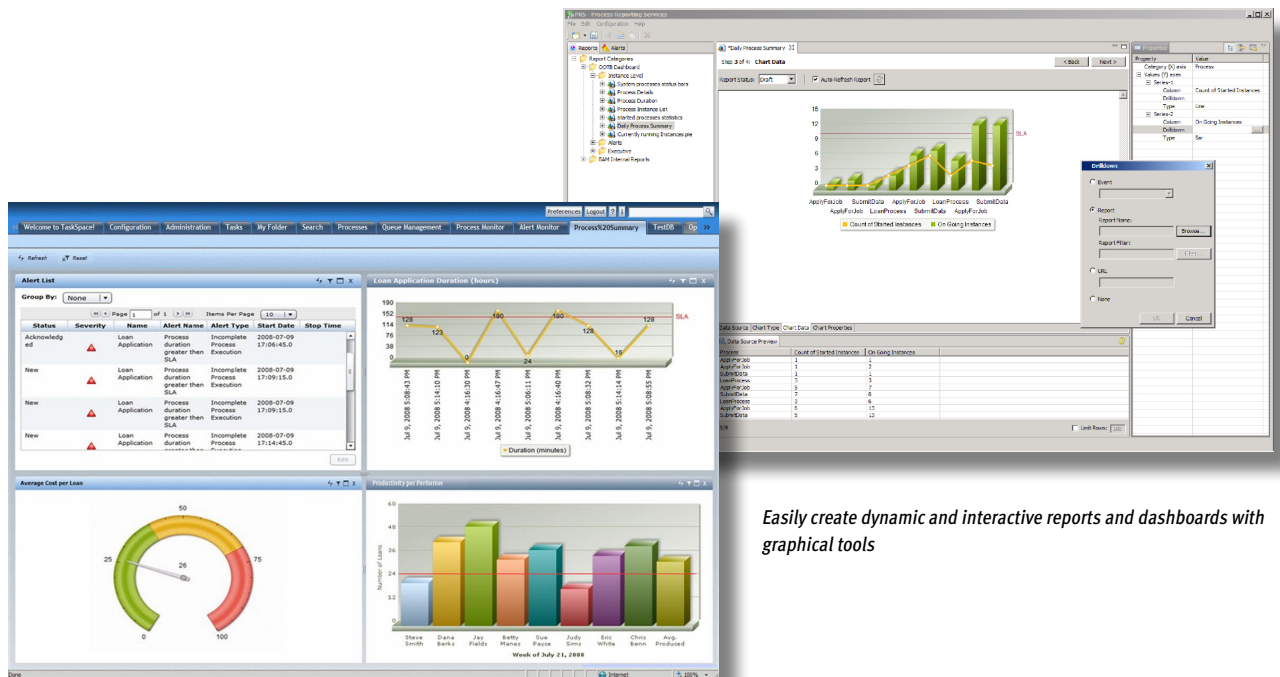
Providing a level of realtime visibility and control

EMC[®] Documentum[®] Business Activity Monitor provides this level of realtime visibility and control within dynamic Web 2.0, Flex-based dashboards. Implemented within Documentum TaskSpace, Business Activity Monitor dashboards display active business processes, enabling organizations to rapidly manage to desired business and operational outcomes. Business Activity Monitor actively tracks key performance indicators and automatically generates alerts for conditions that fall outside established thresholds. In addition, these alerts can automatically trigger responses, such as issuing an e-mail notification, initiating a new business process, or invoking a web service. This allows organizations to quickly recognize and respond to performance issues, thereby reducing risk and improving overall responsiveness.

Documentum Business Activity Monitor provides complete graphical charts and reports that deliver critical insight into business performance issues, such as SLA enforcement, cycle time, transaction revenue, resource utilization, geographic performance, and cost monitoring. It also works directly with EMC Documentum Process Analyzer and EMC Documentum Process Simulator to continuously optimize process design and efficiency. With Documentum Business Activity Monitor, there are no more phone calls required to check on work and no more dealing with out-of-date status reports. By reacting in real time versus hours, days, or weeks, organizations greatly improve customer service levels.

Documentum Business Activity Monitor provides the following features and capabilities:

- **Dynamic dashboards:** Creates a realtime, centralized view of process performance, allowing users to actively manage and control business outcomes. Keep abreast of which processes are in flight, when they started, how long they have been running, and which activities are active; then address thresholds violations immediately.



Rich user experience: Realtime event processing with interactive, multi-level, drill-down reports

Easily create dynamic and interactive reports and dashboards with graphical tools

- **Active alerting and response:** Provides automatic notification and responses to key business events, such as process and resource bottlenecks and SLA escalations. Alerts are based on user-defined criteria and can be used to automatically trigger such actions as sending e-mail and SMS notifications to select parties, initiating a new workflow, or launching web services and other systems interactions. This allows you to identify and react to situations before they become problems, substantially reducing risk and improving overall business agility.
- **Dashboard builder:** Allows you to graphically create custom dashboards with no programming. The dashboard is organized as a set of “dashlets” that display selected reports. To create a dashboard, simply select report objects and drag them onto the dashboard interface.
- **Interactive multi-dimensional reporting:** Provides the ability to easily drill up or down through various dimensions of process performance data, enabling users to develop deeper business insights. For example, drill down on a pie-chart graphic by simply mouse-clicking a pie section, allowing for further examination of detailed information. In addition, if the user clicks one report in the dashboard, other reports automatically change, revealing multiple dimensions of detail.
- **Process reporting services:** Allows you to quickly and easily create organized, attractive reports and charts using a graphical drag-and-drop interface.
- **Process optimization:** Enables you to leverage performance data to redesign and continuously improve business processes around efficiency, productivity, responsiveness, and profitability. Analysts can use actual performance data to yield more realistic and accurate process model simulations.



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Take the next step

To find out more about how EMC Documentum Business Activity Monitor can help you improve transactional processing, visit www.EMC.com or call 800-607-9546 (outside the U.S.: +1-925-600-5802).