

Kofax Monitor

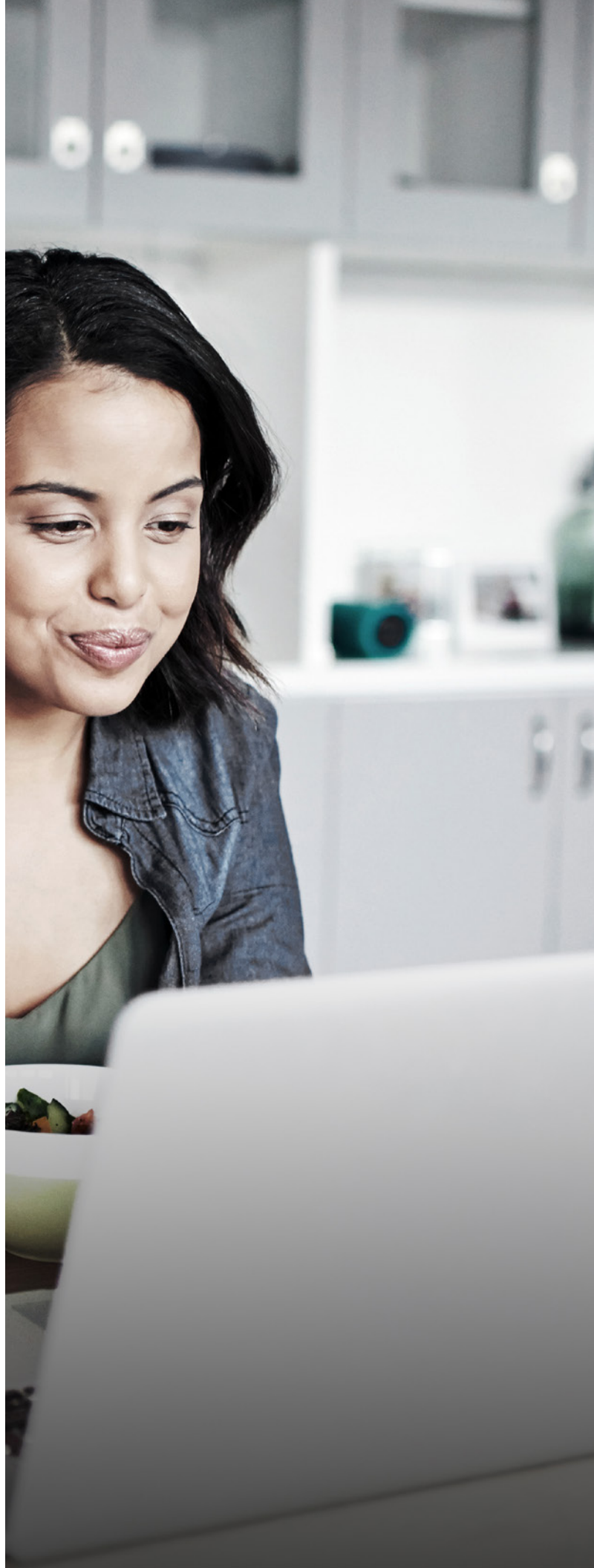
Kofax Monitor™ application monitoring software helps you to better manage and assess your Kofax platform by providing real-time metrics on the operational health of your systems.

Kofax Monitor provides service-level metrics, historical performance data and the real-time processing status of Kofax TotalAgility®, Kofax Capture™, Kofax Transformation™, Kofax Front-Office Server™, Kofax Analytics for Capture™, Kofax VRS Elite™, Kofax Communication Server™ and Kofax Reporting.

Kofax Monitor delivers answers to common service-level questions:

- ◆ Is the Kofax platform (servers, clients, related applications, databases) available?
- ◆ Are documents being processed? If not, which specific batches are stopped at the server and in which work process?
- ◆ Are batches remaining in the capture system beyond expected time frames?
- ◆ Are task levels exceeding normal processing expectations?
- ◆ Is the system meeting its processing goals?
- ◆ What adjustments are needed to meet service level agreements (SLAs)?
- ◆ How do you rate the system's performance and availability?
- ◆ How is it performing at distributed locations?
- ◆ What component (LAN, OS, database, etc.) is in error and who has been notified?
- ◆ How long has the problem existed? When was the problem resolved?
- ◆ Is the MFP fleet running and is the connected Kofax Front Office Server available to capture documents from MFPs?
- ◆ How is the Kofax Communication Server message queue performing and are the links working properly?

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REAL-TIME, BUSINESS ACTIVITY MANAGEMENT

Kofax Monitor examines both the technical components and the business service viability of your Kofax systems and provides real-time access to and assessment of operational information. The graphical “dashboard” gives both technical and non-technical personnel a clear picture of the system’s health. You can monitor Kofax TotalAgility, Kofax Capture modules, Kofax Capture Network Server, Kofax Transformation and Kofax Capture batch and remote processes, KFS services, KCS message links, KCS application status, backup servers and disaster recovery sites – all while reducing the IT resources needed for the care, feeding and watching of these critical enterprise business systems. User access is via a standard desktop browser, tablet computer or smartphone running on Windows, iOS or Android.

AUTOMATED PROBLEM ISOLATION AND NOTIFICATION

Kofax Monitor can identify an error, the time it occurred and the nature of the error while providing insight into the application’s overall workflow performance. When exceptions occur, Kofax Monitor provides concise information to the proper support personnel, shifting activity from unstructured application troubleshooting to proactive, focused problem resolution. For a given error condition, Kofax Monitor can take predefined corrective actions, such as restarting or reinitializing a service or process.

Kofax Monitor supports five escalation levels using email, text paging, SNMP trap and interface specific notification to existing system management frameworks (HP OpenView, IBM® Tivoli, CA® Unicenter®, Microsoft® SCOM and others).

IMPLEMENTATION AND SETUP

Kofax Monitor provides an intuitive, easy-to-use, graphical environment to set up and monitor your system. Predefined wizards can capture application and user events in the monitoring database, where they can be easily accessed to build additional application monitors or fine-tune existing ones. Kofax Monitor is a Microsoft.NET-based application that runs on a Windows Web Server platform and supports both SQL Server and Oracle® database.



Provides real time monitoring of and metrics on the operational health of your Kofax platform.

CONCLUSION

Kofax Monitor complements your existing IT infrastructure monitoring solutions by providing a Kofax-centric view of operational anomalies. It improves the day-to-day operational management of your Kofax solutions and enables you to recognize and react to operational issues on a real-time basis, which is critical to ensuring high service levels and peak performance of business critical document processing systems.

Discover more about Kofax Monitor at kofax.com

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