

Reville™ RealTime for EMC® Documentum®

Use Reville RealTime for EMC Documentum to enable actual user experience monitoring for Documentum Webtop users across business-critical applications

BENEFITS

- Monitors every user's Documentum Webtop experience
- Captures the actual response time of every user transaction
- Summarizes performance on per transaction and per user basis
- Agentless and non-invasive
- Scales up to handle larger Documentum implementations

Do you find it difficult to track application performance service levels, provide an objective understanding of actual end-user service levels and have visibility into capacity planning and virtualization? Reville RealTime (RRT) is the only solution for monitoring actual user experience for Documentum Webtop applications. Reville RealTime addresses the monitoring needs requested by the Documentum Webtop user community and includes:

- Metrics to plan for capacity and usage patterns
 - Information to determine how hardware and software changes/upgrades impact your Documentum users - Helpful for virtualization impact and Documentum platform upgrade analysis.
- Reville RealTime provides you with the level of granularity and detail that you need to keep your Documentum Webtop users productive. RRT monitors the actual user response times for all of the transactions below – collectively for all users or for any selected individual user including:
- Login / Logout
 - Check In / Out Document
 - Check In / Out Tasks
 - Import Document
 - New Folder
 - Search
 - View Document
 - View Task

Continued

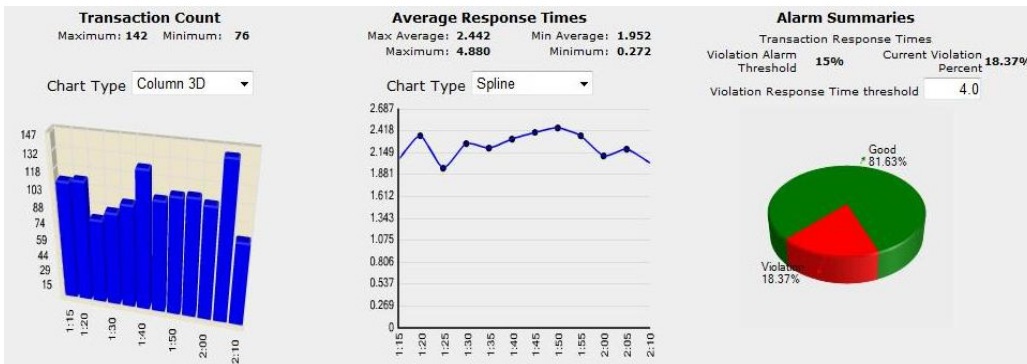
The screenshot shows the Reville RealTime dashboard interface. At the top, it says 'Reville RealTime' and 'Dashboard: Details'. Below this, there are filters for 'Application: Documentum Version 5 Wc', 'Transaction: All Transactions', 'View: Last 20', 'Time span: Last 2 days', and 'Refresh Interval: Every minute'. A table displays the last 20 transactions since 1/25/2009 12:00 AM. The table has columns for Userid, Transaction, Start time, Duration, and Custom Fields. The data rows show various transactions such as 'Import Document', 'View Document', 'Logout', 'New Folder', and 'Login' performed by users like 'jsmith', 'bjones', 'amiller', 'rhayes', 'gadams', 'rbeck', 'dgreen', 'kcollins', and 'jsmith'.

Userid	Transaction	Start time	Duration	Custom Fields
jsmith	Import Document	1/26/2009 9:34:05 AM	2.097	Docbase : DMS301 Document : Reville_SMTv1.mib
bjones	View Document	1/26/2009 9:34:05 AM	3.088	Docbase : DMS301 Document : 50_Readme.txt
amiller	View Document	1/26/2009 9:34:05 AM	2.098	Docbase : DMS301 Document : Readme.txt
rhayes	Logout	1/26/2009 9:34:05 AM	1.107	Docbase : DMS301
jsmith	New Folder	1/26/2009 9:34:05 AM	4.164	Docbase : DMS301 Folder : TestFolder2
gadams	View Document	1/26/2009 9:34:05 AM	0.173	Docbase : DMS301 Document : 50_Readme.txt
jsmith	View Document	1/26/2009 9:34:05 AM	4.212	Docbase : DMS301 Document : Readme.txt
gadams	Login	1/26/2009 9:34:05 AM	1.925	Docbase : DMS301
bjones	Login	1/26/2009 9:34:04 AM	2.88	Docbase : DMS301
rbeck	View Document	1/26/2009 9:33:12 AM	4.088	Docbase : DMS301 Document : 50_Readme.txt
amiller	View Document	1/26/2009 9:33:12 AM	3.098	Docbase : DMS301 Document : Readme.txt
dgreen	Logout	1/26/2009 9:33:12 AM	0.107	Docbase : DMS301
jsmith	New Folder	1/26/2009 9:33:12 AM	3.164	Docbase : DMS301 Folder : TestFolder2
bjones	View Document	1/26/2009 9:33:12 AM	2.173	Docbase : DMS301 Document : 50_Readme.txt
kcollins	View Document	1/26/2009 9:33:12 AM	3.212	Docbase : DMS301 Document : Readme.txt
jsmith	Login	1/26/2009 9:33:11 AM	1.88	Docbase : DMS301

Reville RealTime dashboard displays metrics for actual end-user monitoring



Keeping Your Promises.



View transaction counts, response times and service levels for all Documentum Webtop user transactions

Reveille RealTime also integrates with Reveille EPM to enable automated diagnostics and remediation to occur for issues found by Reveille RealTime. Reveille EPM provides the proactive ability to ensure availability and performance of your key business-critical applications.

Reveille RealTime is a Windows Web Server application built with these advanced design concepts:

- Microsoft .NET 3.5 SP1 Framework based application leveraging ASP.NET capabilities
- Dynamic HTML and AJAX server – client interactions to reduce RealTime web site user response times
- Cascading Style Sheets for dynamic sizing of RealTime web content to match browser resolution/size
- XML based configuration of user level transaction definitions for rapid modification or addition of new user transaction definitions - Documentum V5 Webtop or WDK based customer applications

- Configurable scheduling of RealTime Database maintenance cycle for RealTime Database purging

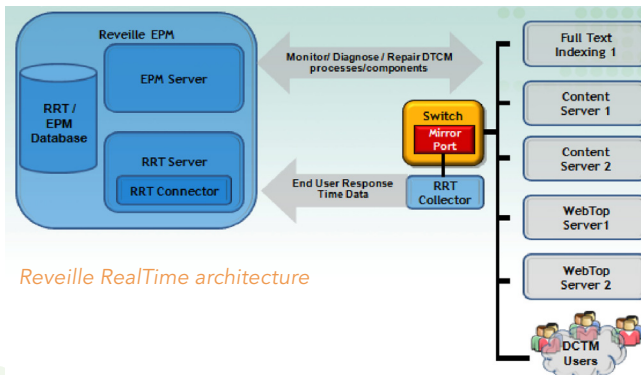
Reveille RealTime key components:

RealTime Collector A multi-threaded windows service process that listens for HTTP based transactions on a TCP/IP port and sends data to the RealTime Connector.

RealTime Connector A background process parses the TCP/IP data and maps to user level DCTM Webtop transactions. The data is then written to the RealTime Databases.

RealTime Web Site Web based application for operating Reveille RealTime. Provides windows based secure access to configuration, administration and user dashboard information.

RealTime Databases User Transaction Database stores user level transactions, logging, and report summarization information. Packet Database stores raw TCP/IP packet level data.



Reveille RealTime architecture

Reveille RealTime requirements:

- Reveille for EPM with Documentum wizards
- Reveille RealTime
- Prerequisite Hardware and Software for the above

Reveille RealTime supports:

- EMC Documentum Version 5 Webtop
- Planned – EMC Documentum Version 6 and TaskSpace

ABOUT REVEILLE

Reveille Software™ is the provider of the most widely used experience and performance management (EPM) solution for enterprise content management (ECM) applications. Used by more than 270 companies, including GSK, T-Mobile and Chase, Reveille EPM helps companies ensure business-critical applications perform at peak efficiency and availability – without application babysitting. Reveille EPM proactively monitors user experience, application processes and business metrics to diagnose and repair failures before end-users experience delay. For more information, visit www.ReveilleSoftware.com.



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