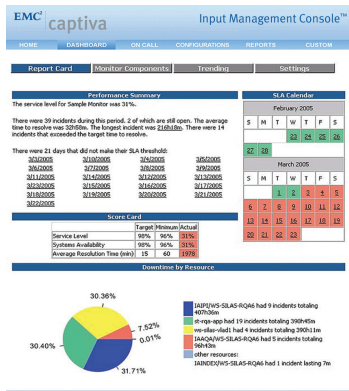# EMC²
where information lives®

Input Management Console™
A Total Operations Management Solution

The Big Picture

EMC Captiva Input Management Console provides a total operations management solution for actively monitoring virtually all enterprise applications.

The IMC Report provides a performance summary and calendar that outlines the performance of the application.

EMC Captiva® Input Management Console (IMC) is a total operations management solution providing the diagnostic tools that enable insight into the operational performance for virtually any enterprise application. The Input Management Console provides browser-based analysis, reporting and trend results to actively monitor the overall performance of not only Captiva products such as Input*Accel*®, Input*Accel* for Invoices and eInput™, but also for enterprise content management solutions such as EMC Documentum® and IBM Content Manager.

IMC is both a monitoring tool and a capture process diagnostic resource, capable of identifying errors as well as the time and nature of their occurrence, and notifying the appropriate personnel required to resolve the issue. In addition, IMC also provides insight into the overall capture workflow performance to ensure maximum throughput. IMC achieves this through its tight integration with Captiva software platforms using advanced programming interfaces.

Browser-Based Reporting and Analysis

EMC Captiva IMC provides browser-based analysis, reporting and trend results of historical performance data within the monitored application environment. IMC reduces the amount of IT resources required for support of critical systems by identifying operational processing errors, tracking application response times, monitoring systems integration and providing Web access in real time for multiple sites to ensure peak performance.

Proactive Problem Resolution

When anomalies occur, IMC notifies the proper support personnel, enabling proactive problem resolution. As a result, problems can be remedied quickly and efficiently before end users are affected. The notification process includes five levels of escalation using e-mail, paging notification or SNMP traps. EMC Captiva IMC can take corrective action based on predefined parameters to "restart" or "reinitialize" a service or process.
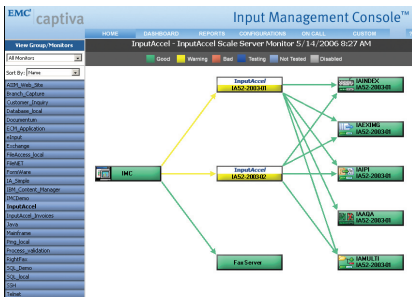
True Agentless Design

EMC Captiva IMC offers a truly agentless design, meaning that there is no need to have any software installed locally on the server hosting the applications being monitored. IMC dynamically receives information from the Input*Accel* Server or application environments being monitored in a manner that is completely noninvasive.
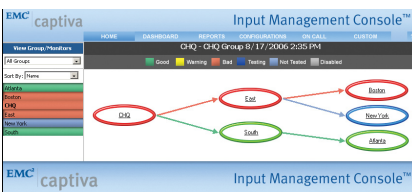
The benefits from this approach are threefold:
- No need to physically deploy agents to servers hosting monitored applications
- No need to distribute updates specific to IMC for servers hosting monitored applications
- Virtually no impact to server resources when compared to applications which use agents

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IMC provides a complete real-time view of the health of the application environment being monitored, allowing users to drill down into specific components for problem identification and resolution.

The Distributed IMC option enables a global view of the entire IMC monitored environment; providing seamless observation of applications that may be spread across multiple geographic regions.

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Advanced Technology for Optimal Performance

QUICKER PROBLEM RESOLUTION – EMC Captiva IMC provides crucial diagnostic information to identify and resolve problems quickly. The IMC dashboard offers accurate, real-time status of business applications, including document capture, content management and document management and ECM environments, to help monitor application service levels and performance trends.

STRAIGHT-FORWARD SETUP AND SCALABILITY – To allow for quick and broad scalability, EMC Captiva IMC uses predefined "wizards" designed to facilitate the capture of application events, both for Captiva products and the events of backend ECM repositories. IMC can be extended to monitor the status of databases (Oracle, SQL Server, DB2) and transaction processors, Mainframe CICS/IMS and TSO applications, applications running on a Windows, Mainframe or Unix and Linux operating system, e-mail servers (Lotus Notes, Exchange, SMTP/POP) and IBM i Series Systems. IMC can also accommodate both user-defined tests and those provided by Captiva.

SIMPLE AND EFFECTIVE INTERFACE - The Web-based user interface provides detailed information of the target environments on an ongoing basis. IMC allows users to:
- View monitoring results, such as response times and error messages
- View summary reports for historical trend analysis and e-mail distribution
- Monitor administration – start/stop/update/refresh
- Maintain on-call schedules for personnel
- Automatically notify the appropriate personnel of problem situations
- Specify e-mail and pager notifications based on error conditions
- Summarize the results of active monitors

Key Features

- **COMPLEMENTS EXISTING SYSTEM MANAGEMENT INVESTMENTS AND NOTIFICATION PROCESSES** – IMC rapidly provides application/process layer operational "health" views. Observed events can be transferred using SNMP traps or product specific interfaces.
- **WEB SERVICES SUPPORT** – Interrogate WSDL or consume a Web service.
- **DISTRIBUTED IMC OPTION** – Monitor capture, ECM and other application environments locally which report to a centralized IMC master server for a complete global view of the enterprise application stack.
- **BUSINESS GROUP VIEWS** – IMC allows authorized administrators to group monitors based upon user defined criteria, such as location, company, function, etc. A Business Operational View is provided for each group, which can then be securely viewed at individual group levels.
- **CUSTOMIZABLE "DASHBOARDS" FOR APPLICATION MONITORS** - IMC's user interface enables users to quickly design and deploy custom "dashboards" to track IMC monitors.
- **SECURE REMOTE WEB ADMINISTRATION** – Control the IMC monitoring environment from anywhere with Web access, including the power to start, stop, update and report on all monitors.
- **APPLICATION WIZARDS** – Monitor a wide spectrum of computing platforms and technologies through agentless based synthetic transactions.
- **ODBC DATABASE COMPATIBILITY** – IMC runs on Microsoft SQL Server, Oracle or Microsoft Access databases.
- **ENHANCED CUSTOMER EXPERIENCE REPORTING** – IMC provides the ability to dynamically review and analyze customer-based application data, including real-time analysis of application pathways and peak analysis, as well.