

Kofax Monitor

Provides real time monitoring of and metrics on the operational health of your Kofax enterprise capture and communication solutions.

Kofax Monitor™ is application monitoring software that enables you to better manage and assess your Kofax enterprise capture or communication solution 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 Capture™, Kofax Transformation Modules™ (KTM), Kofax Front-Office Server™ (KFS), Kofax VRS Elite™ and Kofax Communication Server™ (KCS).

Kofax Monitor delivers answers to common service-level questions:

- Is the Kofax Capture 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 the 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)?
- What has been 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 KFS server available to capture documents from MFPs?
- How is the KCS message queue performing? Are the KCS links working properly?

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 Capture modules, Kofax Capture Network Server, KTM 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 PC browser, a Windows® or BlackBerry® mobile phone browser, or a native mobile client (Windows Smartphone or Pocket PC).

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 are provided to 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 running in a Windows Web Server platform and supports both SQL Server and Oracle® database.

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.

About Kofax

Kofax® plc (LSE: KFX) is a leading provider of innovative smart capture and process automation software and solutions for the business critical First Mile™ of customer interactions. These begin with an organization's systems of engagement, which generate real time, information intensive communications from customers, and provide an essential connection to their systems of record, which are typically large scale, rigid enterprise applications and repositories not easily adapted to more contemporary technology. Success in the First Mile can dramatically improve an organization's customer experience and greatly reduce operating costs, thus driving increased competitiveness, growth and profitability. Kofax software and solutions provide a rapid return on investment to more than 20,000 customers in financial services, insurance, government, healthcare, business process outsourcing and other markets. Kofax delivers these through its own sales and service organization, and a global network of more than 800 authorized partners in more than 75 countries throughout the Americas, EMEA and Asia Pacific.

For more information, visit www.kofax.com.

Jebel Ali Free Zone, Dubai (HQ)
Street No. N503 - FD03, FD04 & FD05
United Arab Emirates
P.O. Box 17020

Tel: +971 (4) 881 44 40
Fax: +971 (4) 881 42 42

Al Olaya Street, Riyadh (BO)
Akariyah-3 Building, Office 610
Kingdom of Saudi Arabia
P.O. Box 301807, Riyadh 11372

Tel: +966 (11) 460 35 80
Fax: +966 (11) 460 35 85

www.kofax.com

www.forefrontec.com

Forefront Technologies 

KOFAX 