

# Kofax Monitor

Provides real time monitoring and metrics on the operational health of capture systems.

Kofax Monitor is application monitoring software that provides real-time monitoring and metrics on the operational “health” of your Kofax Capture system. The product is ideal for managing and assessing Kofax Capture operations including service level metrics, historical performance data and real-time capture processing status.

Kofax Monitor delivers answers to common Kofax Capture service-level questions:

- Is the Kofax Capture platform (servers/clients/related applications/databases) available and processing work?
- Are documents being processed? If not, which specific batches are stopped at the server and in which work process? Are batches remaining in the document capture system beyond the expected time frames? Are tasks levels exceeding normal processing expectations?
- What has been the document capture system performance and availability? Has it met service level agreement (SLA) or stated objectives? 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?

## Real-Time, Business Activity Management

Kofax Monitor examines both the technical components and the real-time business service viability of your Kofax Capture system and provides real-time access of Kofax Capture operational information. You can monitor Kofax Capture modules, Kofax Capture Network Server, batch processes, remote processes, cluster software, backup servers, and disaster recovery sites – all while reducing the amount of IT resources needed for the care/feeding and watching of critical enterprise business systems. User access is via a PC standard browser, Windows or BlackBerry mobile phone browser, or native mobile client (Windows Smartphone or Pocket PC).

## Automated Problem Isolation and Notification

Kofax Monitor is capable of identifying an error, the time it occurred, and the nature of the occurrence while providing insight into the overall workflow performance of an application. The graphical “dashboard” provides both technical and non-technical personnel a picture of the Kofax system health.

When exceptions occur, Kofax Monitor provides concise information to the proper support personnel, shifting actions from unstructured application troubleshooting to a proactive, focused problem resolution mode, often preventing a problem telephone call. For a given error condition, the monitoring software can take corrective action based on predefined actions to 'restart' or 'reinitialize' a service or process. Kofax Monitor complements your existing IT infrastructure monitoring solutions by providing a Kofax centric business layer view of any Kofax operational anomalies. The software 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 easy to use intuitive graphical environment to set up and monitor your Kofax Capture system. Pre-defined wizards are designed 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 improves the day-to-day operational management of a Kofax Capture implementation. Recognizing and reacting to operational issues on a real-time basis is critical to ensuring high service levels and peak performance of business critical document processing systems.

## About Kofax

Kofax plc (LSE: KFX) is the leading provider of document driven business process automation solutions. For more than 20 years, Kofax has provided award winning solutions that streamline the flow of information throughout an organization by managing the capture, transformation and exchange of business critical information arising in paper, fax and electronic formats in a more accurate, timely and cost effective manner. These solutions provide a rapid return on investment to thousands of customers in financial services, government, business process outsourcing, healthcare, supply chain and other markets.

Kofax delivers these solutions through its own sales and service organizations, and a global network of more than 1000 authorized partners in more than 60 countries throughout the Americas, EMEA and Asia Pacific.

For more information, visit [www.kofax.com](http://www.kofax.com).