

Multinational FinServ Giant Saves \$200K in Year 1 with Reveille for IDP



Quick Facts

- Industry: Financial Services
- Solution: Reveille & Reveille User Analytics for IDP (Intelligent Document Processing)
- Environment: 7 primary servers, 17 secondary servers, over 500 terabytes of data

Minimize End-User Impact

- To ensure document capture availability, each shift began with Help Desk personnel executing an applications checklist by manually logging into every service.
- Problems often occurred after the manual health checks were completed, resulting in user impact.
- Management wanted to proactively identify, diagnose, and repair problems such as scanning, indexing, and export issues before users were affected.
- A specific goal was set to reduce end-user generated trouble tickets.

Results with Reveille

- Continuously monitors application processes and status, batches, connected repositories for export, and incoming fax submissions.
- Detects errors before users are impacted. Alerts and identifies application and production issues before there is a broad effect on production.
- Generates automated tickets for support team if an IDP issue is detected and feeds systems management solution.

Key Quote

"In the first year of implementation, Reveille saved us approximately \$200,000 and continues to reduce trouble tickets generated by our users by 80%. We use the automated monitoring results from Reveille to improve our document capture operations."

Reveille Supported ECM/IDP/RPA Platforms

ABBYY Vantage FlexiCapture FlexiCapture Cloud	Tungsten TotalAgility Capture RPA	Hyland OnBase Alfresco RPA	OpenText Extended ECM Documentum Capture Information Archive	Microsoft Copilot Teams SharePoint SharePoint Online SharePoint Embedded	IBM FileNet Datacap CMOD	UiPath RPA	Box Content Cloud
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