

How a Top-Ranked Cancer Center Eliminated ECM Blind Spots



Quick Facts

- Industry: Healthcare
- Solution: Reveille & Reveille User Analytics for ECM (Enterprise Content Management)
- Environment: 25+ ECM production servers, 4 separate environments)

Challenge: Processes Impacted

- Top ranked worldwide cancer treatment lacked visibility into ECM issues.
- Large (25+ ECM production servers, 4 separate environments) ECM environment supporting clinician and admittance workflows.
- 3,000 users with EPIC integration.
- Poor visibility from corporate monitoring tools.
- User response time complaints.
- Lost revenue – negative utilization impact from downtime.

Results with Reveille

- Increased stability of the ECM business critical deployment.
- Reduce the time to resolution with quicker insights and automated recovery actions.
- Increased customer satisfaction (user survey).
- Expanding ECM application use.

Key Quote

“Reveille provides monitor coverage of our critical content repositories. The ability to help identify issues between our EHR software and document management system saves us hours of trouble ticket conference calls. The Reveille team was easy to work with and we continue to see value from the software.”

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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