Reveille for Hyland Content innovation Cloud (CIC)

Technical Overview

2026

Reveille

1 Reveille for Hyland Content Innovation Cloud (CIC) Technical Overview

Proactively observe and resolve issues—before they disrupt business—with the only zero footprint observability platform built for Hyland. Reveille delivers service level assurance, so business-critical Hyland CIC processes stay compliant, available, and performing at their best.

Reveille integrates with Hyland Content Innovation Cloud (CIC) to provide monitors, dashboards, and reports that display the health of the content services experience, Agent AI usage, and application activity. This continuous observability leads to an excellent end-user experience and a smoother operation of the business process supported by the CIC implementation. The Reveille platform offers AI machine learning (ML) algorithms to predict dynamic thresholds for reduced alerts from CIC workload variations. The Reveille platform supports the model context protocol (MCP) for communication with AI assistants and AI agents.

Reveille for Hyland CIC comes pre-configured with over 40 CIC-specific tests and over 30 CIC dashboard metrics. These delivered tests are “application–aware,” meaning they are focused on areas of CIC known to need application monitoring and are designed to rapidly build monitors for CIC. Reveille for Hyland CIC creates monitor probes using wizards to build a working CIC monitor in very short order. This CIC monitor can be extended using wizards leveraging tests from a pre-configured test library.

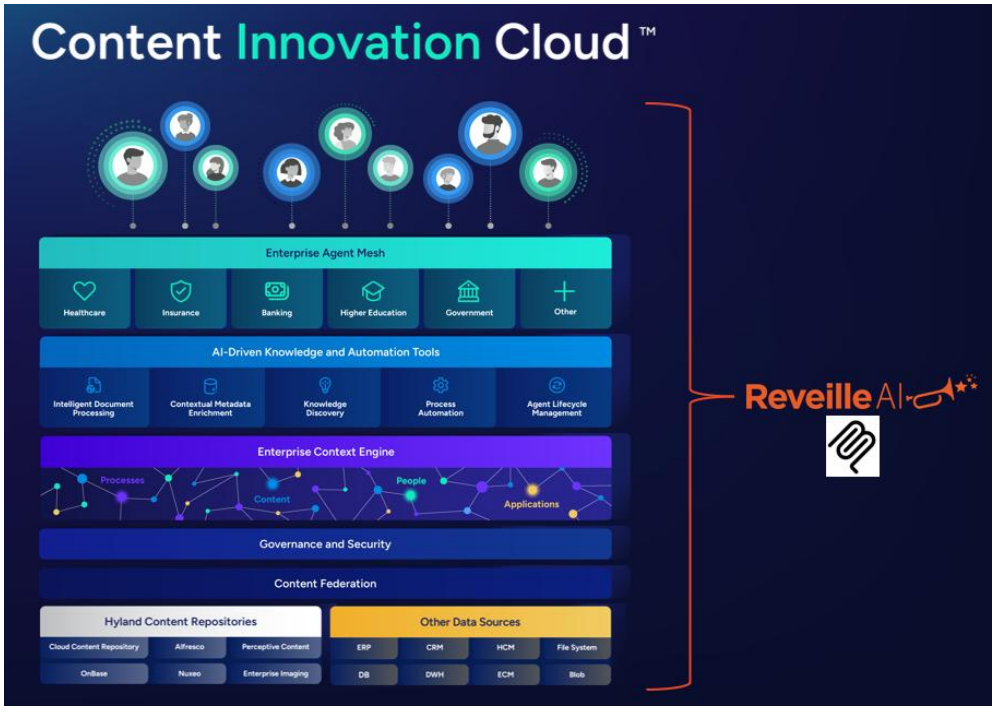

Figure 1: Reveille Coverage for Hyland CIC

The information that follows provides further detail for each these test categories. As with all “tests” in Reveille for Hyland CIC, the tests may be combined with other tests and resources to build comprehensive monitoring schemes for the most demanding CIC implementations.

Reveille for Hyland CIC not only observes the CIC application health, but also can be expanded to manage the extended business application built around the CIC implementation. This includes the ability to monitor CIC REST based applications, custom REST / web service applications, and the ability to monitor business application interfaces. Where CIC is integrated into business applications via Agentic AI, direct database interaction, loosely coupled file movement, or REST services, Reveille provides a complete service level view of the entire business process. Reveille for Hyland CIC also includes a full suite of wizards to rapidly create application monitors for key integration points and application dependencies.

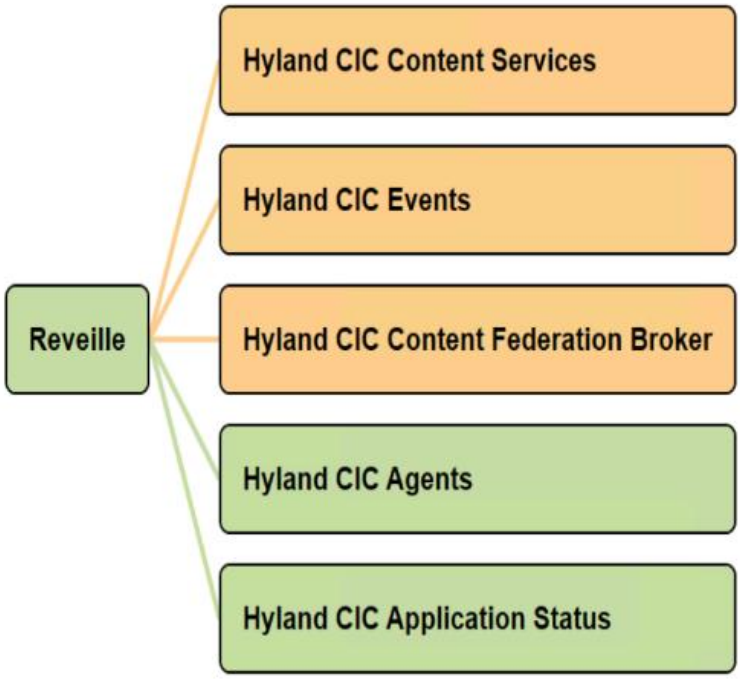

Figure 2: Reveille Monitor for Hyland CIC

2 The Hyland CIC Test Suite

CIC Application Status

- Check Hyland CIC Content Access Token
- Check Hyland CIC Kubernetes Pods Health
- Check Hyland CIC AWS Bridge Status
- Check Hyland CIC Consumer Events Status
- Check Hyland CIC Query Service Status
- Check Hyland CIC Runtime Bundle Status
- Check Hyland CIC Process Storage Status
- Check Hyland CIC Remove Session

CIC Agents

- Check Hyland CIC Agent Access Token
- Check Hyland CIC Agent Builder Health
- Check Hyland CIC Agent Models
- Check Hyland CIC Agent Guardrails
- Check Hyland CIC Agent Types
- Check Hyland CIC Agent Remove Session

CIC Content Federation Broker

- Check Hyland Content Federation Broker Service
- Check Hyland Content Federation Broker Log Errors

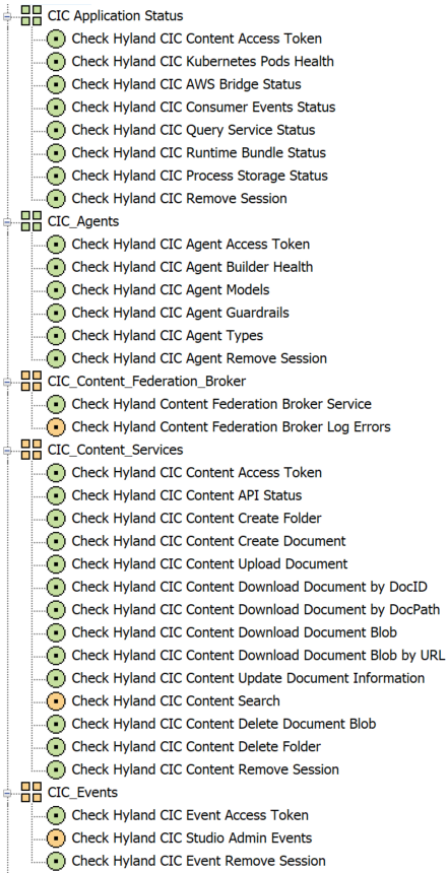

Figure 3: Hyland CIC Monitor Test Snippet

CIC Content Services

- Check Hyland CIC Content Access Token
- Check Hyland CIC Content API Status
- Check Hyland CIC Content Create Folder
- Check Hyland CIC Content Upload Document
- Check Hyland CIC Content Download Document by DocID
- Check Hyland CIC Content Download Document by DocPath
- Check Hyland CIC Content Delete Document Blob
- Check Hyland CIC Content Delete Folder
- Check Hyland CIC Content Create Document
- Check Hyland CIC Content Download Document Blob
- Check Hyland CIC Content Download Document Blob by URL
- Check Hyland CIC Content Update Document Information
- Check Hyland CIC Content Search
- Check Hyland CIC Content Remove Session

CIC Events

- Check Hyland CIC Event Access Token
- Check Hyland CIC Event Remove Session
- Check Hyland CIC Studio Admin Events

2.1 Reveille Collector for Hyland CIC

The Reveille collector is a patented subsystem that offloads the collection and capture of data from the Reveille server. This provides local visibility of CIC user and Agent AI service levels, performance, and access for SaaS hosted content management such Hyland CIC. The data is collected remotely and saved in an xml package that is then used by a Reveille server monitor. The data is collected remotely using the Reveille collector, then sent to the Reveille Server through web services. The data is compressed and encrypted during the transfer to the Reveille server.

The Reveille collector is:

- Cloud friendly (web services communication for push of data to Reveille server, configure from Reveille server, *no inbound port connection* requirement to the Reveille Collector server)
- Small footprint (operates as a single Windows service or UNIX process, no database or application server)
- Reduces network latency and log file size impact (Collector located near or at application users)
- Reduced application processing (maintain application login state)

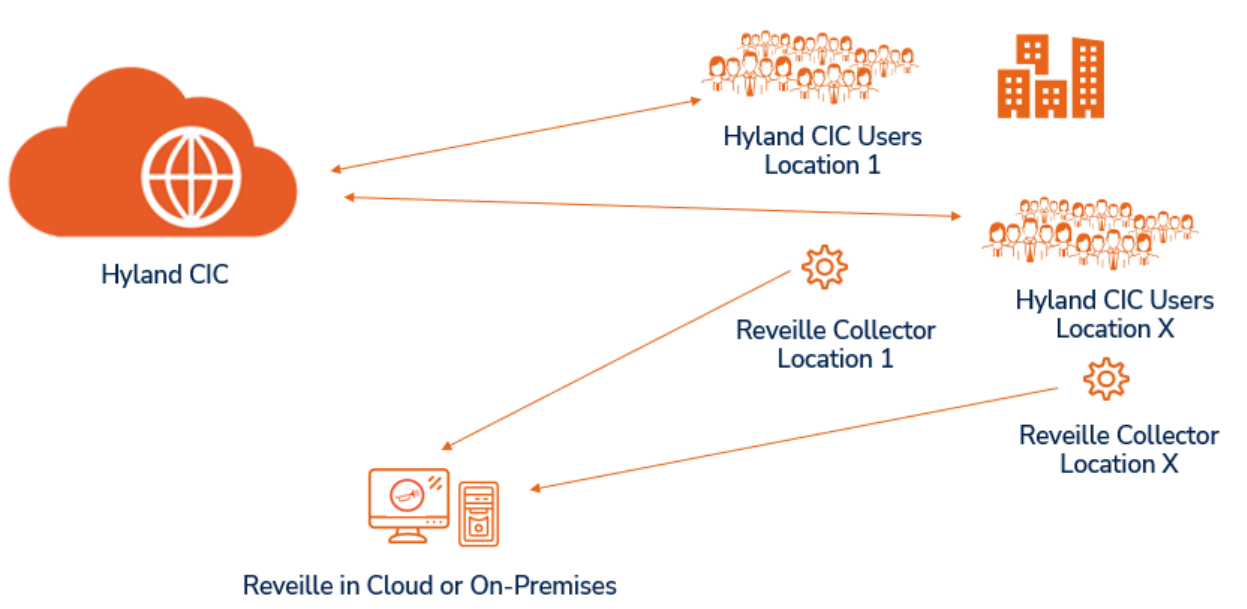

Figure 4: Reveille Collectors for Hyland CIC

The Reveille collector is designed to support multiple Reveille Servers and each server can have multiple data sources. A data source defines how to connect to the Hyland CIC applications and collect data. Several Hyland CIC data source are available.

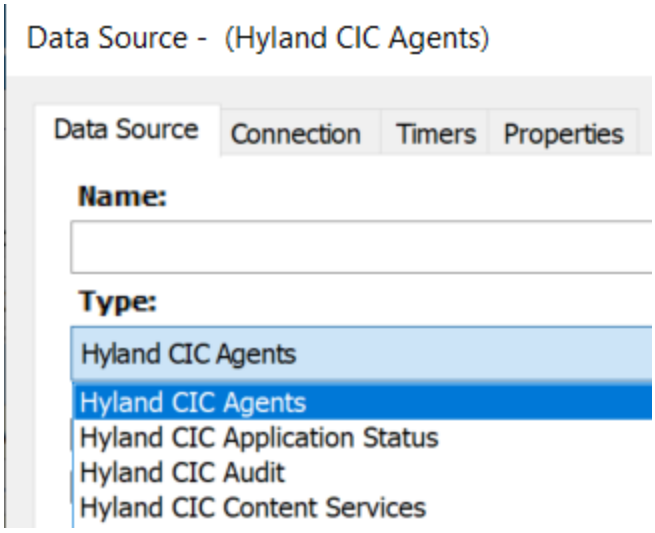

Figure 4: Reveille Collector Hyland CIC Data Sources

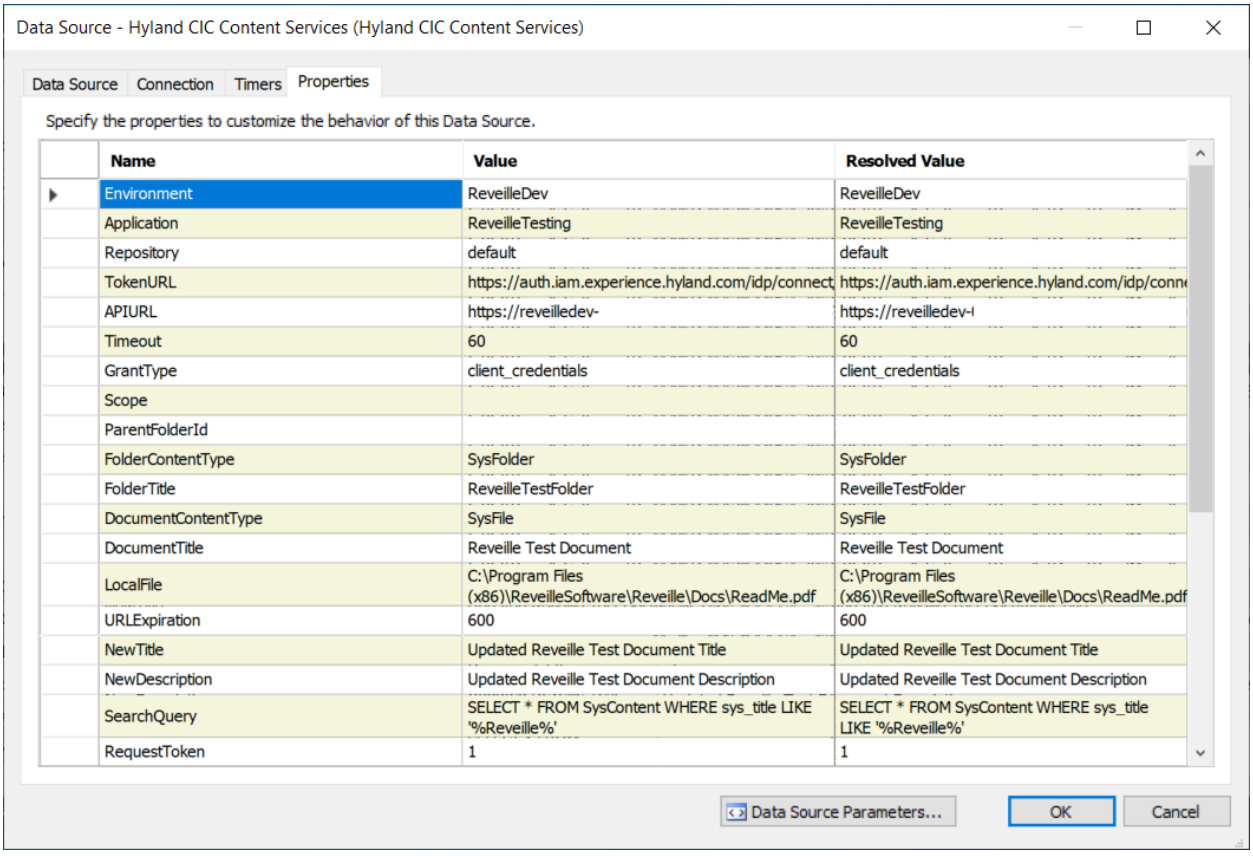

Figure 4: Hyland CIC Content Services Data Source Definition

2.2 Hyland CIC Metrics

The dashboard metric capabilities expand Reveille's agentless application monitoring into measurement of CIC operational key performance indicators (KPI's). Reveille monitors can gather CIC KPI's for display and reporting in CIC dashboards. The dashboard functionality includes the ability to track site and server exception thresholds exposing high risk areas such as service delivery attainment, operational efficiency, and compliance issues with CIC. Additional metrics can be defined and added based on customer requirements. For companies with business-critical content management applications, example dashboard metric capabilities include:

- Tracking of CIC Content Services Performance
- Tracking of CIC Subsystem Health
- Tracking of CIC Agent Models
- Tracking of CIC Studio Admin Events
- Tracking of CIC API Performance
- Tracking of CIC Web Client Workspace Performance

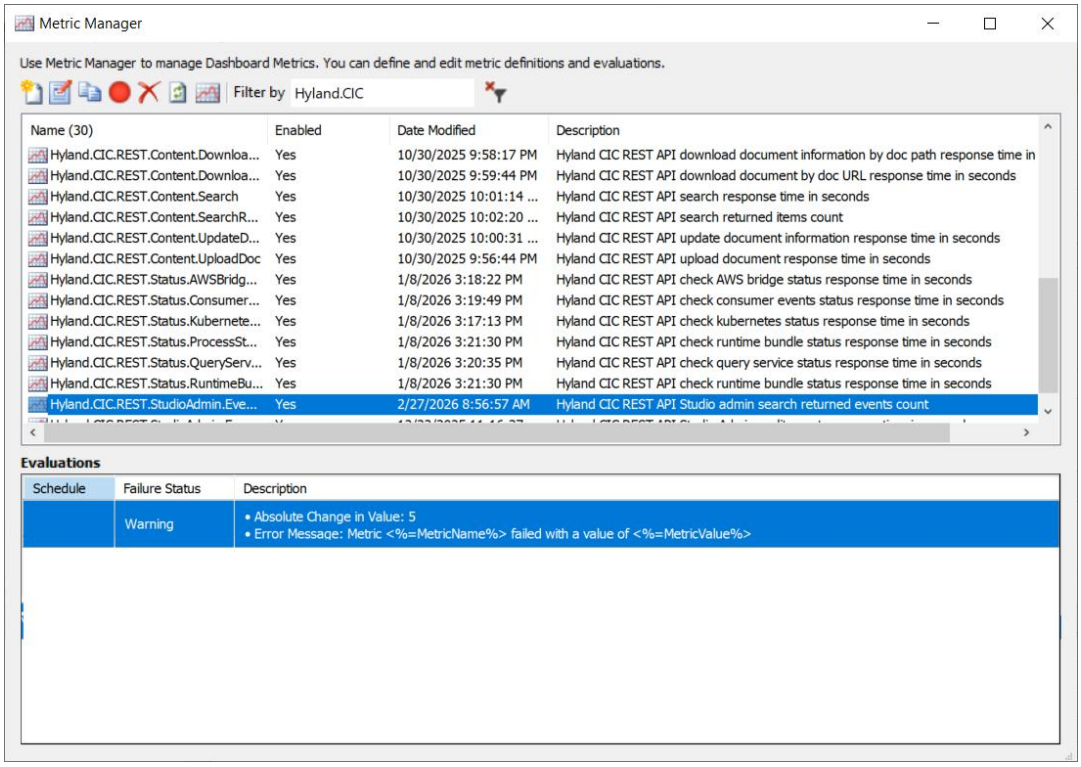

Figure 5: Hyland CIC Dashboard Metric Manager

The pre-packaged CIC metrics enable the quick configuration of robust metric definitions using a wizard-based approach. By using the metric manager, metrics are easy to create saving time and money. The out-of-the-box metrics comparisons include:

- Maximum or Minimum
- Numeric Range
- Percentage Change
- Average
- Dynamic Thresholds from Machine Learning Forecast
- Number of Occurrences
- Last N Times
- Visual Basic (VB) .NET expressions

Once defined and initiated, the CIC monitors will evaluate metric thresholds and send a notification if a threshold violation occurs. The evaluation results are stored in a metrics database and presented to users via online web reporting.

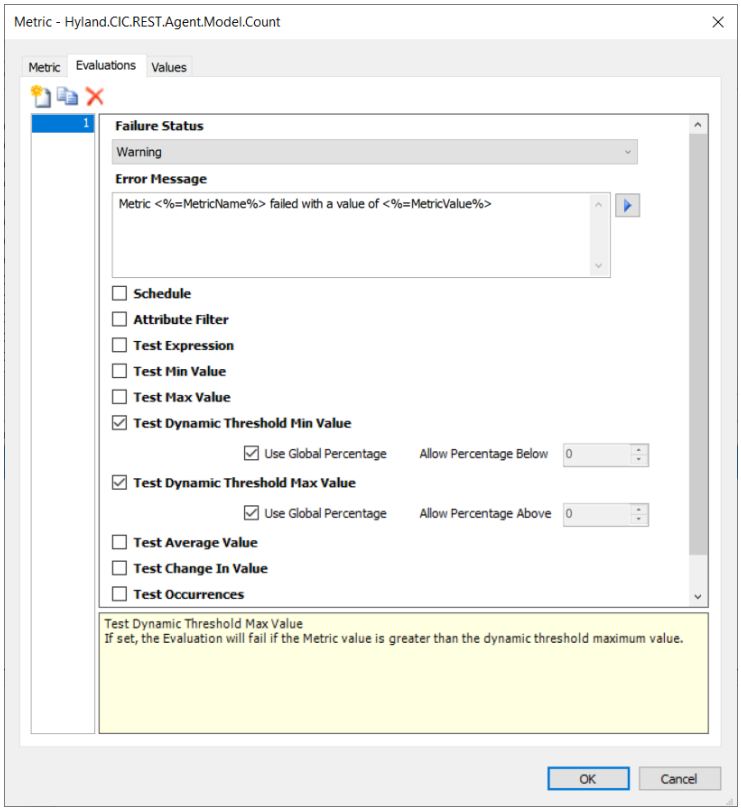

Figure 6: Hyland CIC Metric Evaluation Definition

2.3 Hyland CIC Dashboards

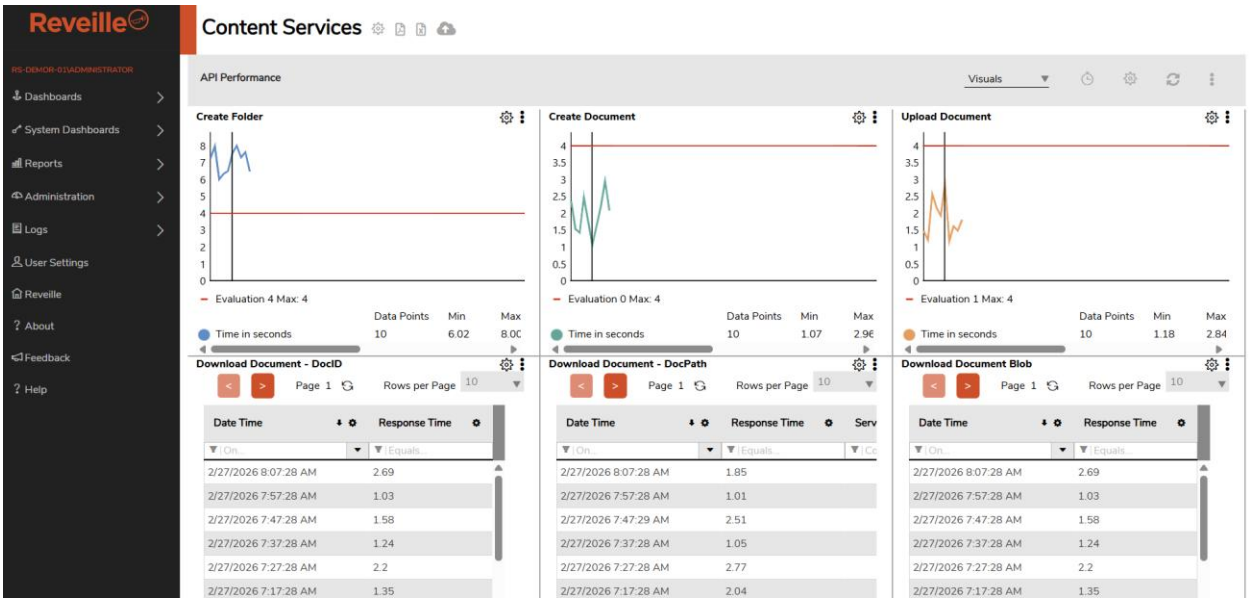

Figure 4: Hyland CIC API Performance Dashboard

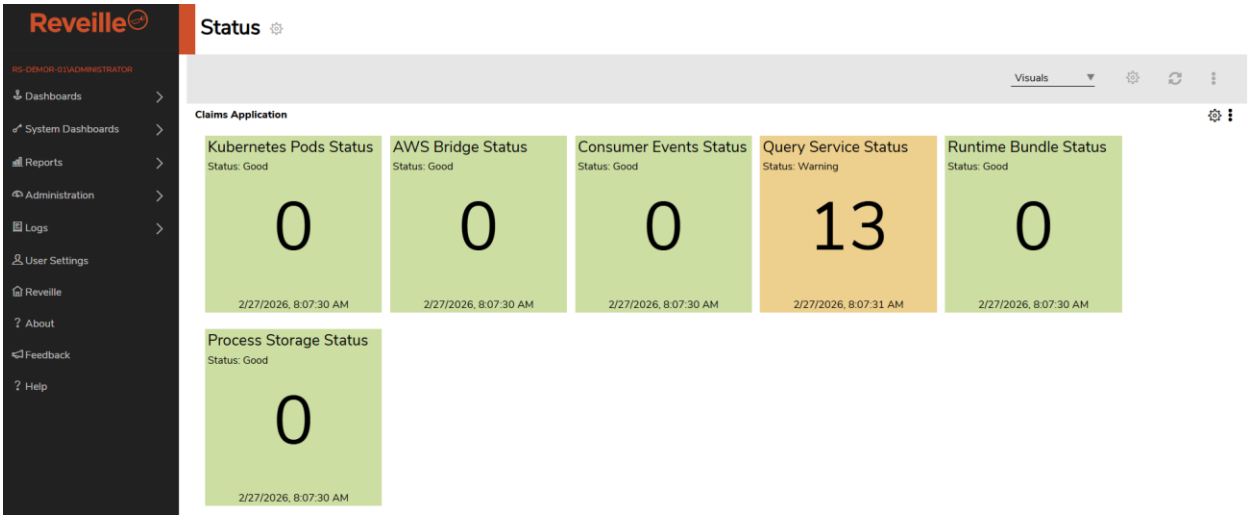

Figure 5: Hyland CIC Application Tenant Health

Dashboard metrics view can be created for multiple metric combinations. The above example dashboard view shows CIC content services service trends and CI client access for different CIC tenants. This management and administration level information is helpful for actively understanding the health and performance of CIC applications.

3 Common Reveille for Hyland CIC Use Cases

How can we reduce the amount for manual observation / execution of manual checklists for monitoring Hyland CIC?

- Eliminate CIC application 'babysitting' – observing/tracking/communicating.
- Reduce time for opening incidents with help desk after the fact so incidents are historically tracked.

How can we know our use of CIC Agent models ?

- Reveille captures the Agent activity as Agents are used by CIC applications.

How can we reduce the TTR (Time To Resolution) and 'after the fact' group problem determination meetings/conference calls?

- Reveille proactively communicates degrading conditions when they happen, reducing surprise impacts causing bridge calls that extend manual recovery workflows.

We need to collect key troubleshooting data during the critical moments after a CIC event is detected.

- Reveille collects information that is necessary for troubleshooting issues that is often challenging to obtain manually after the fact by different IT teams.

How can we objectively measure how the CIC application environment is performing? How can we have a baseline?

- Reveille is check the CIC tenant application health to track:
    - Process Storage Status
    - AWS Status
    - Query Service Status
    - Kubernetes Pods Status

How can we implement quickly and leverage best practice monitoring?

- Reveille has “out of the box” components for CIC
- Reveille’s CIC monitor wizard jumpstarts monitor creation
- The Reveille implementation team has deep content services experience

How can we understand CIC REST based applications are performing and app adoption?

- Reveille dashboard metrics gather baselines of CIC REST API operating performance
- Reveille User Analytics objectively understands CIC REST based applications user transaction volumes, search hit counts, ‘hot’ content, query activity, and response times

How can we plan capacity needs to manage user growth?

- Reveille dashboard metrics gather baselines of CIC operating performance

We need to spend more time on new application delivery and less time on production support in a constrained resource environment.

- Reveille decreases the amount of time spent supporting the CIC as:
    - Customers typically see a reduced number of support tickets for CIC
    - Customers typically see shortened TTR for remaining, legitimate application issues
    - Coordination with Hyland’s support resources is enhanced

We need a CIC specific application monitoring tool that does not require relearning of CIC interfaces, custom ‘integration’ and maintenance, and keeps pace with CIC platform advances.

- Reveille also works ‘out of the box’ with Microsoft 365 applications, operates in Amazon Web Services Environments, and maintains currency with supported Hyland products
- Reveille Software primary focus is content services platform (CSP) or ECM observability and service level management for business critical processes dependent on unstructured content.

4 Summary

Reveille for Hyland CIC, in conjunction with other Reveille capabilities, delivers unmatched, comprehensive monitors to track, diagnose, and report on CIC-application specific operational exceptions – with CIC specific metrics and Agent behavior visibility. Reveille's zero foot print approach provides complete monitoring of the CIC local user experience of the CIC platform. Reveille for CIC integrates with existing ITOM platforms (such as Splunk) and incident management systems (such as ServiceNow) to extend your existing system and application management process investments.

Hyland Marketplace Partner

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