

The background of the slide is a photograph of a laptop on a desk. The laptop screen displays a monitoring dashboard with a red line graph showing fluctuating data over time, a green horizontal trend line, and a black console window at the bottom showing white text logs. The laptop is on a light-colored wooden desk, and there are small potted plants in the background.

Managed Services & Open-Source Monitoring tool

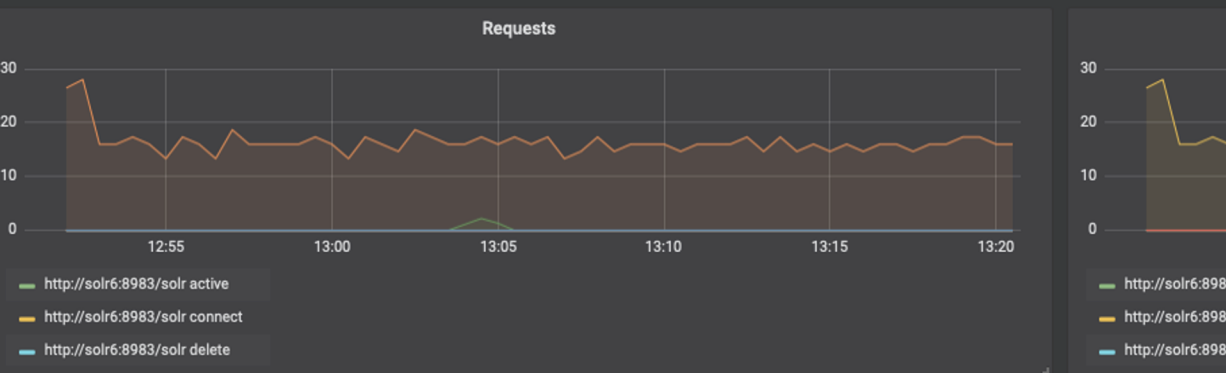
The key to lower the burden of administering and supporting your
Alfresco Solution

Enterprise Content Management (ECM) systems play a central role in business infrastructure. Since the COVID-19 pandemic started, businesses have had to adapt to a whole new way of managing day-to-day processes.

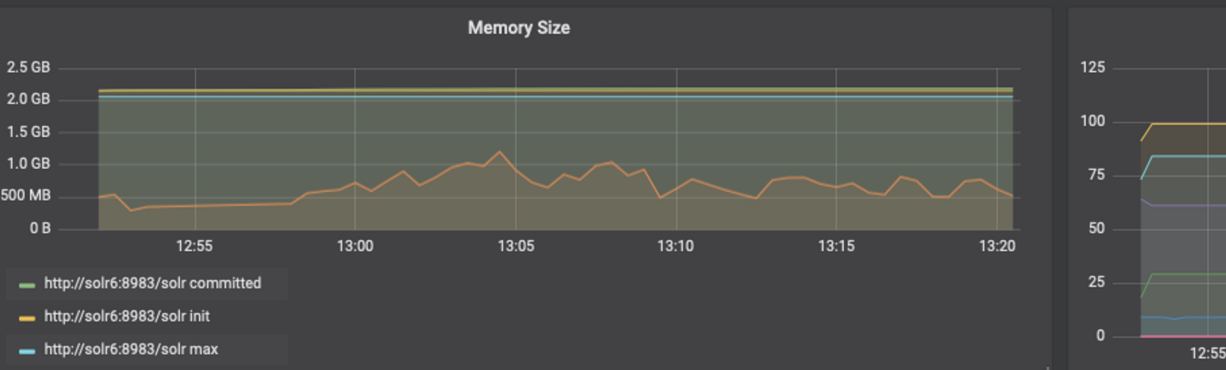
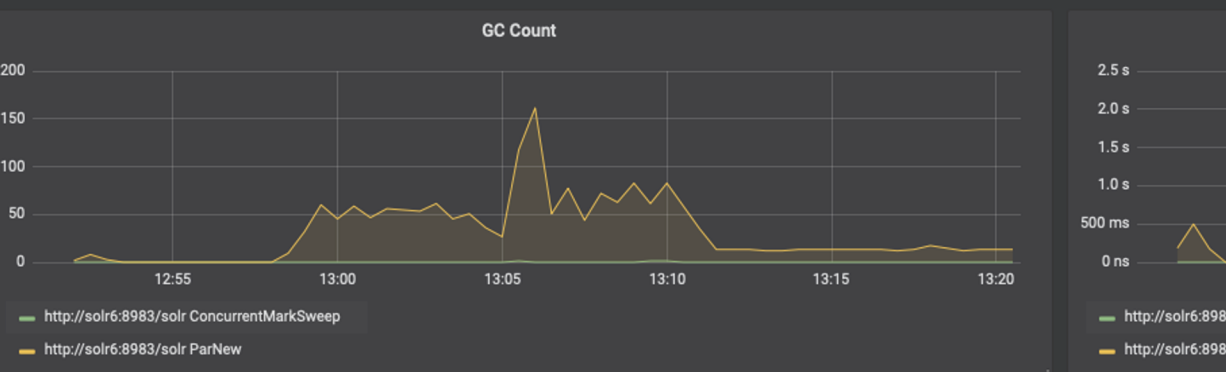
With the acceleration of the digitalization of the processes, ECM software is at the heart of organizational resilience.

However, while most companies have digitized their document management, those systems are becoming critical, mainly because they're not keeping up with technology or with the increasingly rapid changes happening in the workplace. As digital use cases are growing, document numbers and types are exponentially generated. This increases pressure on ECM systems leading to non-acceptable service or performance levels which become the biggest challenges for ECM delivery teams.

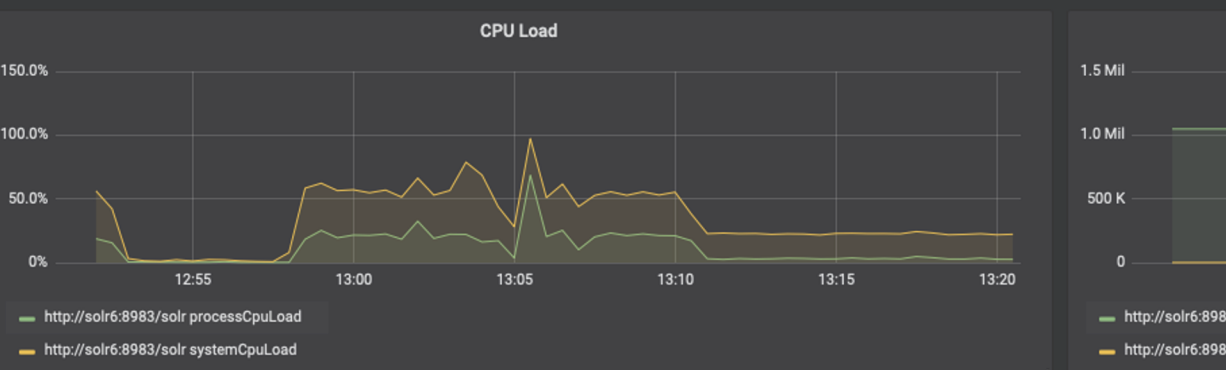




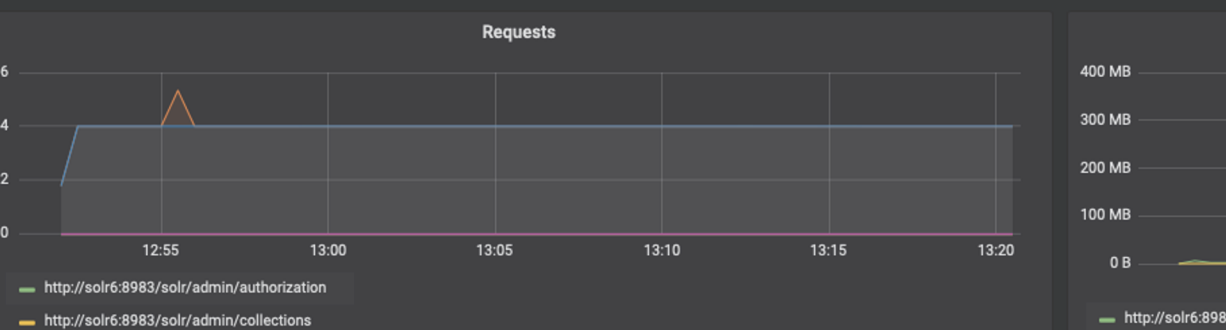
JVM Metrics



OS Metrics



Node Metrics (0 panels)



THE BIGGEST CHALLENGES FOR KEEPING UP TO DATE YOUR SYSTEM

Do you experience slow response time? Are your UI pages taking forever to load? Are you running an old, unsupported Alfresco version? Do you experience version control issues?

Why do customers hardly intervene on the digital platform?

1. First, because it has become critical to many of the business processes, across multiple departments. Meaning that making changes or upgrades might impact other areas of business .
2. Operational budgets are lacking or not correctly anticipated.
3. Most don't know there's an issue until a support ticket is created, an internal developer contacts the ECM team, or business management escalates an incident to the ECM application owner.

**Nowadays, ECM
performances become
the bottleneck to the
continuous digital
transformation journey**

A PROVEN MODEL FOR SUCCESSFUL OUTCOMES

A two-step approach to sustain your business every day

1. Auditing

An audit helps to identify patterns that keep Alfresco up and running to sustain your business every day. It is also the starting point for safely upgrading Alfresco, particularly if you are lagging behind on supported versions. Auditing plays an important role in smooth Alfresco administration, especially when it comes to meeting regulatory compliance and forensic requirements. To avoid data breaches, it's imperative to stay aware of who from which group accessed what document, and who created or deleted a site or site collection.

2. Managing

Monitoring is the key to a healthy Alfresco Platform installation. Metrics give insight into how the application is behaving and make it possible to react quickly when something is not right. It applies a strategy of logging, metrics and tracing to support high availability, performance and security. Our managing and monitoring system has a set of service routines to correct data and configuration errors, gain additional insight into Alfresco operations.

A COST EFFECTIVE WAY TO GAIN CONTROL OF YOUR ALFRESCO AND ACCELERATE ROI

Experts knowledge leads to anticipation of problems and faster intervention. Pro-active monitoring leads to incident prevention.

Assess and gain Performance



One of the main reasons people ask us to conduct an audit is for solving performance issues and drive user adoption. Our team focuses on finding why and where performance is lacking. We identify quick wins that gain time while solving bigger issues along the path.

Reducing operational and Maintenance costs



Many Alfresco administrators struggle with upgrading Alfresco systems because they are tightly coupled with different integrations and third-party systems. Partnering with our Managed Services team enables your organization to lower the costs of administering and supporting your Alfresco solution.

Improve governance and Security



The right information at the right moment to the right people. We package best practices in document model and automation to enforce good governance in Alfresco.

ALFRED OPS | OPEN-SOURCE ALFRESCO MONITORING TOOLING

The availability of proper monitoring is crucial to keeping systems up and running and performant. Our preconfigured open-source monitoring tooling allows you to keep a close eye on how your Alfresco solution is running. It bundles tools like Prometheus, Alert Manager and Grafana all pre-configured.

You can start right away and, if you wish, add your own metrics or alerts for your Alfresco customizations. Or, you can use Alfred Ops that delivers solutions and applications for running and optimizing the Alfresco Enterprise Content Management platform.



FLEXIBLE LEVELS OF SERVICE TO MEET YOUR RESOURCE NEEDS AND OPERATIONAL BUDGET

	STARTER	BUSINESS	ENTERPRISE
SERVICES			
Help Desk	✓	✓	✓
Incident Management	✓	✓	✓
Third-Party Support Request		✓	✓
Preventive Maintenance		✓	✓
Customer Portal	✓	✓	✓
Monitoring		✓	✓
Change Management		✓	✓
Knowledge Assurance		✓	✓
Quality Assurance		✓	✓
Backup – Restore Test		✓	✓
Architectural Review		✓	✓
Capacity Management			✓
Performance Tuning			✓
METRICS			
Incident Response Time	8 HOURS	4 HOURS	2 HOURS
Resolution Time			8 HOURS
Incidents		Unlimited	Unlimited
Availability		98%	99.5%
High Performance			✓



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ALFRESCO SERVICES EXPERTISE FOR YOUR INDUSTRY-SPECIFIC NEEDS



Unique Global Services customers annually trust our services

It no longer makes sense to rely solely on in-house IT teams for content services strategy, solution delivery and optimization.

Every day, our Managed Services teams simplify this for our customers.



Learn more at www.xenit.eu