

Axway Sentinel

End-to-end visibility and business analytics



Axway Sentinel is a 24-hour watchdog for your business activity — including IT and business processes. Axway Sentinel helps you more accurately spot, anticipate, manage and resolve issues before they negatively impact the business. Agnostic to the software tools that support your business process, Axway Sentinel is event-driven, with a powerful correlation engine and intuitive dashboards that enable you to monitor and capture events from both Axway and third-party applications and systems. Your business managers and IT staff gain clear visibility into all data flows — including managed file transfer and B2B transactions throughout the extended supply chain — in one central location.

Axway Sentinel delivers a global view of IT and business processes, enabling timely problem resolution with suppliers and partners, and ensuring the smooth data flow necessary for a highly efficient value chain. Based on a service-oriented architecture, Axway Sentinel is a scalable, versatile, collaborative solution for end-to-end visibility and business analytics.

Key Features & Benefits

End-to-end, real-time visibility

Monitor transactions and events throughout your community in real time

- Identify trends and opportunities more quickly with real-time visibility of transactions and events
- Reduce problem resolution time and costs by up to 80 percent with event monitoring, non-event detection and proactive notification of process disruptions
- Improve governance with a centralized, global view of your IT operations and business processes
- Decrease inventory and shipping issues such as stock-outs, late shipments and mis-shipments

Enterprise intelligence

Gain the data needed to define and initiate immediate action — automatically

- Aggregate business metrics with a correlation rules engine that defines business and technical key performance indicators (KPIs)
- Process monitored data to define and initiate actions automatically
- Lower trading partner support costs and improve customer satisfaction with automatic, faster responses to requests
- Use analytics to optimize order-to-cash and other processes
- Ensure on-time product delivery and fulfillment of SLAs



Key Features & Benefits	
Flexibility, interoperability, usability Open, service-oriented architecture provides true interoperability within your infrastructure and with your trading partners	<ul style="list-style-type: none"> ▪ Monitor any application script or application in your environment ▪ View real-time visual representations of system and business process health through customized KPI dashboards ▪ Extend capabilities to business managers and partners with minimal training, using a user-friendly interface
Extensibility and governance A single, global view of your IT and business processes, including single sign-on capability	<ul style="list-style-type: none"> ▪ Improve responsiveness to customer and partner requests with configurable business processes and KPIs ▪ Support internal teams and external trading partners with self-diagnostic tools ▪ Extend visibility and analytics capabilities to customers and partners with single sign-on via Axway PassPort ▪ Drive regulatory compliance through increased control of data flow and the ability to capture system changes as audit events

Core Functionality

Axway Sentinel is designed to monitor and report on transactions and events in real time, eliminating the burden and expense of conventional problem detection and problem-solving techniques. The ability to view transactions in the context of the business process lifecycle — such as purchase order to invoice to payment — delivers proactive visibility that enables you to streamline processes for maximum efficiencies and an improved bottom line.

- Self-diagnostic tools for support teams and trading partners help eliminate technical research and analysis, greatly improving customer and partner responsiveness.
- Axway Sentinel tracks processing chains at both the technical and business levels, enabling enterprises to gain control of data flows through detailed views of inter-application data transformation.

Proactive Monitoring

Axway Sentinel's powerful correlation functions trigger business rules in response to events or non-events, adding critical business intelligence. With proactive monitoring, you can:

- Drill down to the source of a problem for analysis and correction
- Combine events from different enterprise domains
- Create trigger mechanisms that can automatically re-launch failed exchanges and generate new alerts as voice messages



High-Availability Architecture

Axway Sentinel's architecture is designed for easy integration, high load and high availability across distributed architectures, and for use within the demilitarized zone (DMZ).

Easy Integration, Increased System Knowledge and Alerts

Axway Sentinel interfaces with exchange infrastructures (internal and external transit points for information) and easily collects information from different applications. Using agents, Axway Sentinel transmits the following types of indicator information:

- **Technical** — Provides the status of each active process and its memory usage
- **Functional** — Checks on status of file exchanges
- **Business** — Allows correspondence between deliveries and purchase orders

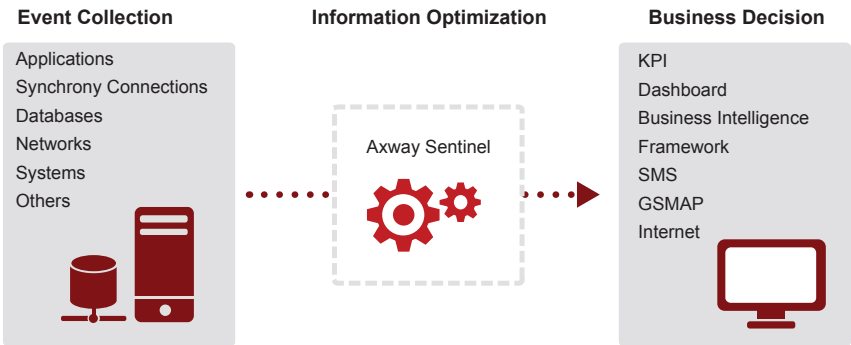
Real-Time Visibility into Your Business

Axway Sentinel provides comprehensive supervision and monitoring for real-time visibility into your organization's operations performance, so you can run a more predictable and proactive business.

Enhanced monitoring enables Sentinel to recover monitoring information from any application script or application in your IT environment. Sentinel provides complete, end-to-end monitoring of business processes, even when they involve multiple applications. And Sentinel can help you anticipate failures before they impact clients, suppliers or internal departments, via:

- Real-time tracking of all components in the Axway Synchrony Platform.
- The Universal Agent Script Facility, which collects end-to-end tracking information from any application in the enterprise.

Synchrony Business Activity Monitoring



- Built-in agents that collect a wide range of technical performance information as a complement to business activity monitoring.
- A Java-based, user-friendly interface that lets you create custom views that can be deployed and viewed immediately using a Web browser. Users can construct an entirely personalized dashboard that integrates intuitive graphic objects to monitor business processes.
- A correlation rules engine that processes monitoring data and defines and instantiate alerts automatically.

Axway Sentinel in Action	
Capability	What it can tell you
Key Performance Indicator Dashboards provide visual representations that measure KPIs utilizing real-time data	<i>Daily order from a trading partner is 20% less than same time last week/month/year</i>
Technical Monitoring Dashboards provide visual representations of system and component health	<i>B2B gateway or integration system is not responding</i>
Event Identification and Action/Alerting provides computer-level identification of an alert state and begins the appropriate resolution process	<i>Trading partner did not send typical daily order — a sales representative has been assigned to determine why</i>
Transaction Lifecycle Tracking provides business and technical process visibility	<i>Are my seasonal goods still in the warehouse, or have they already been shipped?</i>
Operational Support Tracking provides faster resolutions and enhanced customer support	<i>What happened to Purchase Order number 195783?</i>

Delivery Options

Licensed Software

Managed Service

Axway can provide highly trained service experts — working onsite or remotely, full or part time — with the exact knowledge you need to keep your solution running smoothly.



Functionality with Other Axway Solutions

Working in concert with other Axway solutions, Axway Sentinel provides high-level monitoring and analytics for your business functions.

Axway Managed File Transfer

For Axway MFT, Axway Sentinel monitors data exchanges throughout the supply chain, and provides information and audit trails for regulatory compliance and business metrics.

Axway B2Bi

Axway B2Bi integrates your business with your trading and customer community. Axway Sentinel adds extended visibility and data tracking functionality.

System Specifications

Platforms

Windows x86 32/64
Linux Intel 32/64
Linux z/series 64AIX 32/64
HP-UX PaRisc 32/64
HP-UX IA64
Solaris 32/64
Solaris Intel 32/64

Databases

Oracle 10/11
Oracle RAC 10/11
DB2 9.2/9.7
MS Server 2005/2008
MySQL 5.1
Synchrony database

For More Information, visit www.axway.com

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