



# Clarity™ System Monitor

Award-winning complete system application monitoring tool providing vital diagnostics for your critical processes



Eliminate the guesswork and burdens associated with monitoring your data capture system by optimizing it with PaperFree's award-winning Clarity – the industry's number one proactive monitoring solution.

Clarity monitors the health of your existing capture solution and supporting vital processes throughout the entire system. Interacting with OpenText's Captiva and Documentum, and also Microsoft SharePoint, Clarity provides valuable insight into your entire workflow by identifying application processing concerns in both attended and unattended server connectivity modules. Clarity maintains an efficient workflow by identifying processes that are running smoothly, which ones are running slowly, and which ones have been down for an extended period of time. In addition, Clarity runs from an intuitive browser-based "dashboard" that affords users the ability to customize their displays – they can easily place important information exactly where they want it and close infrequently used reports.

In unattended modules, Clarity isolates and corrects diagnostic errors such as hung tasks or disconnected servers. Certain system issues can be automatically resolved and managers notified of the action via email alerts. Or, if configured to do so, Clarity can also simply notify managers of issues such as bottlenecks, task levels, and priority concerns so that they may address it manually. Your system is monitored and attended 24/7.

Within attended modules, Clarity displays real-time statuses, and names of operators currently in the system as well as other information vital to the workflow.

## Features | Benefits

- Real-time system monitoring
- Compatible with attended and unattended environments
- Easy to use interface
- Remotely manage and restart processes
- Customizable alerts

# Clarity System Monitoring



## Effective and Insightful System Monitoring

Clarity provides a complete and invaluable insight into your technical systems processes. It offers real-time status and incident reports, including historical data, so that managers can determine service and performance levels.

## A Proactive Solution

Clarity boasts a tiered alert feature enabling managers to configure which employees should receive certain notifications, and to what degree of error they should receive them. This makes Clarity ideal for IT departments that monitor large systems and have multiple levels of support. It can be configured to notify on-call support groups based on timeframe or date, or based on the statistic thresholds - for example, if a module is down for one hour Clarity will alert Group A; if down for two hours it will alert Group B. By quickly remedying issues and alerting appropriate personnel of the need for action, Clarity can also optimize your overall workflow and processing system.

## Intelligent Configuration Settings

Clarity's configuration tab allows individuals with appropriate permissions to set components such as:

- Add/Delete attended and unattended modules to monitor
- Modify threshold for unattended module connectivity (ie: operators can modify the threshold for when an unattended module turns 'Yellow' or 'Red')
- Modify threshold for "Batches older than 'x'"
- Modify threshold, by module, for "Modules that exceed a task threshold"
- Modify low drive space threshold on Captiva Capture server
- Modify how many days of Captiva Capture server logs to display
- Modify Hung Task time threshold
- Modify Data Collector ping time
- Modify the restart unattended module automatically flag
- Modify the reset hung task automatically flag

## Clarity Key Features

- Monitors both attended and unattended server connectivity modules
- Uses a single dashboard interface to monitor and configure all Clarity features
- Real-time monitoring results with dynamic web presentation technology
- Secure admin login with Active Directory Integration
- Seamless integration with OpenText|Captiva, OpenText|Documentum, and Microsoft SharePoint
- Configuration capabilities to automatically restart unattended modules, or email notifications to alert desk officials to restart
- Exports tab and table level data to PDF and CSV
- Zero impact on OpenText|Captiva capture systems performance
- On-Call group configurations
- Set alert levels to desired tiers of support
- SLA reports and Clarity activity reports with custom parameter settings
- Flexible Configuration Settings