

AUREA CX PLATFORM ENTERPRISE EDITION FREQUENTLY ASKED QUESTIONS



Aurea Enterprise Editions deliver technology solutions that, when used together, allow you to unleash the best in customer experience. To that end, we've created the new Aurea CX Platform by combining our three major Enterprise infrastructure solutions – CX Monitor, CX Messenger and CX Process. Together, they deliver comprehensive capabilities for enterprise service bus messaging, business process management, and automated system monitoring, and offer the best in workflow design, orchestration, execution, and monitoring. We've even wrapped them with a new design environment called CX Studio that allows you to design and build transformational customer experience applications.

What is the value of an Enterprise Edition?

Aurea Enterprise Editions swiftly and strategically modernize the software our customers already use, while creating a forward-looking business foundation for decades to come. This means that you benefit from the best of Aurea's innovation and investment for the lifetime of your Enterprise subscription. All of our Enterprise Edition products have been fundamentally redesigned to drive up to 10x performance improvements, completely changing the pace and scale at which you are able to interact with our technology.

We are making sweeping and simplifying updates to user experience, so that every product is easier and more intuitive to use. And, we are invested in delivering a premiere mobility experience for today's dynamic workforce, with every Enterprise Edition product aimed at creating a seamless transition between the office, the field and the home.

What is CX Messenger Enterprise Edition?

CX Messenger combines the best of Sonic messaging with Data Extend integration modeling and Actional transaction monitoring to create a high performance, self-monitoring, integration and messaging technology. CX Messenger can handle 4x the connection load of Sonic at broker nodes, thereby increasing scalability and reducing hardware footprint. Further differentiating the product is the addition of API security and management for cross-organizational integration and API publication.

What is happening to Sonic? Is it at end of life?

Do I have to upgrade to CX Messenger Enterprise Edition?

Sonic MQ and ESB will continue to be maintained and supported by Aurea. The product is not at end of life. The Sonic name will be replaced by CX Messenger Standard Edition. An upgrade to CX Messenger Enterprise is not required, however, Aurea's strategy is to innovate continually within CX Messenger Enterprise to meet the current and future needs of our customers.

What is CX Process Enterprise Edition?

CX Process Enterprise Edition combines the best of Savvion intelligent business process management with Data Extend integration modeling and Actional transaction and process monitoring to create a multi-channel, self-tuning workflow and process automation technology. CX Process Enterprise monitors both executing processes and their business impact through analysis of process and environment data points, unlike traditional BPM tools which monitor process execution only. CX Process Enterprise enables workflow exposure to any device screen via HTML5 rendering and natively to iOS through an application widget.

What is happening to Savvion? Is it at end of life? Do I have to upgrade to CX Process?

Savvion will continue to be maintained and supported by Aurea. The product is not at end of life. The Savvion name will be replaced by CX Process Standard Edition. An upgrade to CX Process is not required, however, Aurea's strategy is to innovate continually within CX Process to meet the current and future needs of our customers.

What is CX Monitor Enterprise Edition?

CX Monitor Enterprise Edition combines the best of Actional transaction monitoring with innovations in both scalability and analysis. CX Monitor Enterprise now supports instrumentation of elastic cloud deployed applications enabling dynamic addition (and subtraction) of monitoring agents. With the added monitoring capability, the CX Monitor Enterprise back-end now supports NOSQL (big data) storage strategies, increasing audit data retention scale by 100 times. CX Monitor now also supports both in network and Aurea cloud based deployment modes.

What is happening to Actional and Actional Intermediary? Is it at end of life? Do I have to upgrade to CX Monitor?

Both Actional and Actional Intermediary will continue to be maintained and supported by Aurea. The products are not at end of life. An upgrade to CX Monitor Enterprise is not required, however, Aurea's strategy is to innovate continually within CX Monitor Enterprise to meet the current and future needs of our customers.

What is the Customer Experience (CX) Platform?

The Customer Experience Platform (CXP) is a set of integrated middleware products designed to accelerate the construction of large, cross-organizational applications while lowering both development and operational costs. The CXP comprises the enterprise versions of: CX Messenger for integration and high volume messaging; CX Process for process automation and multi-channel user workflow; and CX Monitor for operational monitoring and real-time analytics.

If I upgrade my product to an Enterprise Edition product, do I get all the Enterprise Editions of CX Messenger, CX Process, and CX Monitor?

Yes! Together we call the combination of products our Customer Experience Platform. An upgrade of any of standard edition products will entitle you to all three Enterprise Editions (the CXP).

When are the Customer Experience (CX) products available?

Now.

Are the CX product editions new products, or new versions of the product/s I already have?

The "CX Enterprise" line of products are new products. They are not new versions of existing products.

Do I get the CX product editions as part of my current maintenance agreement?

Existing maintenance agreements for Sonic, Savvion, and Actional remain intact. New agreements are required to upgrade to the “CX Enterprise” line of products. Contact your account manager to determine your specific considerations and pricing for upgrades.

Do I need to take all the CX Enterprise products when I upgrade?

No, you do not need to upgrade or install all the “CX Enterprise” products. You can upgrade individual products.

I am upgrading to Aurea 2015, should I wait for the CX edition of my product?

No, do not delay your upgrade to an Aurea 2015 product. The “CX” line of products are designed to overlay Aurea 2015, replacing specific components to install the upgrade. Previous versions of Aurea products may require additional effort. Contact your account manager to engage Aurea Services to determine your best path for upgrade.

We use Actional Intermediary and Actional Server – we don’t use Sonic – how does this change for us with CX?

If you do not upgrade to CX Monitor Enterprise Edition, then the only change you will see is an eventual name change of Actional to CX Monitor in a future update. If you upgrade your Actional license to CX Monitor Enterprise Edition, you will receive all the advancements of CX Monitor Enterprise Edition and CX Process and CX Messenger (Sonic).

Does Gartner or Forrester include CX Monitor in a specific segment, and why?

The analyst categories that CX Monitor intersects are Business Transaction Monitoring and Application Performance Management. CX Monitor enables tracking and tracing of transactions across an integrated system of application services.

Additionally, business context may be configured for transaction types as well surfaced from transactions to enable KPI views of system health. CX Monitor Enterprise extends these capabilities further by enabling historical analysis and trending as well as real-time KPI dashboards.

What IaaS provider does Aurea Cloud use?

Aurea Cloud is based upon the combination of Amazon Web Services and an internally developed set of technologies for management and operations of our Managed Services.

We have both Actional and Sonic CA but not DXSI. If we upgrade to CX Messenger and Monitor, do we get Enterprise and DXSI?

Yes! If you upgrade to Enterprise, you will receive license to all of the Products.

How fluently can we do updates and migrations from Sonic to CX Messenger?

The effort involved to upgrade to CX Messenger depends upon the age of your current version of Sonic. If you are on 2013 or 2015, the effort to upgrade is rather minimal and mainly involves regression testing. If your current version is older, the effort may be greater. It is best to contact your Aurea representative to discuss your options. A new addition to our Platinum Program is a service called Managed Upgrade which entails Aurea handling the upgrade for you at no additional cost. Platinum is included with our Enterprise Edition products. An added benefit of a license upgrade is an ability to invoke this service to reduce or eliminate the cost of your deployment upgrade.