

LEAP FORWARD IN MONITORING AND MANAGING IT SERVICES WITH AUREA CX MONITOR ENTERPRISE

Aurea

Don't let good customers get bogged down in bad systems

Your customers are making decisions faster than ever. And, they're doing so across the increasingly complex array of systems and applications that power your business. As innovations in technology raise customer expectations for a seamless user experience, the most frustrating outcome is to be bogged down in broken, unresponsive or limiting systems.

That's why it's more important than ever to detect potential pitfalls and gaps in system operations and performance, and swiftly correct them. CX Monitor Enterprise lets you observe and correct transaction and process performance — improving your customer experience.

Real-time business insight, because anything else is old news

When your business runs in real-time, you can't afford delays in identifying and fixing application issues that affect your customers. That's why we've supercharged issue discovery, simplified analysis and added an all-new capability – real-time analytical insights, powered by our new, cloud-based big data back-end – with Aurea CX Monitor Enterprise.

CX Monitor Enterprise expands your monitoring insight to:

- **Automate and speed system discovery:** Your infrastructure is constantly evolving with new applications, integrations, systems and processes. CX Monitor Enterprise automatically discovers all the systems in your infrastructure involved in a business process, so you have total visibility as changes or additions happen over time.

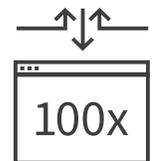
Converges business process, API management, enterprise messaging and system monitoring as part of the Aurea Customer Experience Platform



REDUCES TIME FOR PROBLEM IDENTIFICATION AND ROOT-CAUSE ANALYSIS BY 85%



REAL-TIME ANALYTICS FOR REAL-TIME MONITORING



100X INCREASE IN DATA CAPACITY MEANS YOU NEVER HAVE TO THROW AWAY DATA

- **Deliver analytics at the speed of business:** Day-old data about process break-downs and customer experience failures lead to frustrated customers. That's why we've re-architected CX Monitor Enterprise to apply real-time analytics to rapidly identify issues, and understand root-causes across any system.
- **Take action now:** With CX Monitor Enterprise, you're assured that the most up-to-date processes are being continually monitored and tracked. And with new, real-time performance feedback, you'll have the right tools to actively manage policies, perform root-cause analysis, and move the needle to 100% uptime.
- **Never throw away data:** CX Monitor Enterprise taps into the power of big data to capture, analyze, and understand all of your data, forever. With a 100x increase in data capacity, CX Monitor Enterprise allows for faster drill-through across massive data stores.
- **Effortless scaling:** CX Monitor Enterprise agents can now be embedded directly within the virtual machine images you use to scale your IT services. With embedded agents, simply deploy a new VM, and the agent auto-configures and begins streaming telemetry, immediately.
- **Speed and scale in the Cloud:** CX Monitor Enterprise can now be deployed as a full Managed Service with Aurea Cloud monitoring. Simply configure the new CX Monitor Enterprise agents to point to our cloud service, and eliminate your data center for storage and processing.

Aurea's all-new CX Monitor Enterprise lets you identify and analyze issues faster than ever before, reducing the cost and time of root-cause analysis by 85%.

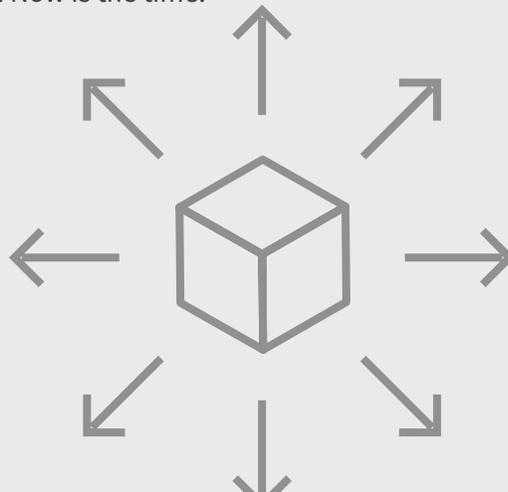
Time for a transformation: Aurea Enterprise Edition

Aurea Enterprise Editions swiftly and strategically modernize the software you already use, while creating a forward-looking business foundation for decades to come. This means you benefit from the best of Aurea's innovation and investment for the lifetime of your Enterprise subscription. That's why we've introduced Enterprise Editions of many of our products, including Aurea CX Monitor.

All of our Enterprise Edition products have been fundamentally re-architected 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 every product is easier and more intuitive to use. And we're committed to delivering a premiere mobility experience for your dynamic workforce, with every Enterprise Edition product designed to deliver a seamless transition between the office, the field and the home. Now is the time.

[CONTACT SALES](#)



Great customer experience is more than the sum of its parts

Aurea Enterprise Editions deliver technology solutions that, when used together, allow you to unleash the best in customer experience. That's why CX Monitor Enterprise is now part of the Aurea Customer Experience Platform.

CX Platform includes our three major Enterprise infrastructure solutions – CX Monitor, CX Messenger and CX Process – and is the most sophisticated solution focused on workflow design, API management, 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.



The combined power of CX Platform:

- World-class enterprise service bus messaging and API management
- Building blocks for multi-channel business process automation
- Real-time system monitoring to find and fix systems issues
- Reduces your design-build-deploy-optimize time by 50%

AUREA CUSTOMER EXPERIENCE PLATFORM

CX Studio – A visual modeling tool that allows you to graphically design, build, test and deploy new business processes, monitoring requirements and integrations across CX Platform. As processes and workflows change, CX Studio allows you to see the ripple effects across your processes and underlying systems.

- Saves development time and cost by instituting a common method for application development
- Creates a collaborative development environment to enable asset sharing across teams and geographies
- Integrates business object and integration modeling

CX Studio

CX Messenger

ENTERPRISE

A sophisticated messaging bus that facilitates plug-and-play integration of mission-critical systems through a series of Aurea-developed adapters.

- Provides robust API management
- Enables seamless association of business process and data
- Delivers a suite of pre-defined integration adapters
- Supports rapid integration modeling

CX Monitor

ENTERPRISE

Enables auto-discovery of all systems across your infrastructure for business-process-focused instrumentation and monitoring.

- 85% reduction in time and cost associated with problem identification
- Real-time dashboards for visibility of business and operational performance
- Auto-monitoring of processes and systems

CX Process

ENTERPRISE

A world-class business process management solution that enables you to model and measure truly multi-channel customer journeys, while reducing design-build-deploy time by half.

- Models and deploys complex, high-velocity processes for every channel
- Speeds mobility by leveraging the same application logic and process models across channels
- Drives continuous improvement through optimized customer interactions and supporting business processes and systems.

CX MONITOR ENTERPRISE	Standard	Enterprise
Automated Discovery of System Services	●	●
Multi-Protocol Support	●	●
Policy Management	●	●
Root Cause Analysis	●	●
Transaction and Business Context Reporting	●	●
Unlimited CX Process Enterprise	Available via Subscription	●
Unlimited CX Messenger Enterprise	Available via Subscription	●
Big Data Repository Access		●
Elastic Cloud Monitoring via Self-Registering Agents		●
Real-Time Telemetry and Dashboard		●
Cloud Deployment Option		●
Platinum Support <ul style="list-style-type: none"> • Yearly Managed Upgrades • Environmental Performance Tuning • Annual Health Check • Annual Architecture Audit • Annual Production Readiness Assurance • 24x7 Support 	Available via Subscription	●

