

IBM Sterling Control Center Monitor

Highlights

- Improves B2B governance and compliance
 - Empowers shrinking technical teams
 - Enables comprehensive monitoring across environments
 - Increases customer satisfaction
 - Provides central monitoring to meet SLAs
 - Helps optimize environments and reduce overhead
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Monitor anything with reliable visibility and governance in B2B and MFT

Innovation and essential business processes depend on data from the flow of file-based information. This is driving an explosion in collaboration and file transfer utilization. Value comes in aggregating, viewing, and analyzing data across all applications in the B2B and managed file transfer (MFT) environment. This builds on the imperative to monitor these key exchanges with better governance, less risk, and within compliance required by more restrictive security policies.

As many vital business and customer-facing processes depend on data exchange, customer support roles must respond quickly when an issue arises. They need actionable information to proactively address the issue before it impacts a service-level agreement (SLA) or key business process, such as corporate payments in banking. Crucial data movement and exchange requires better governance.

IBM Sterling Control Center Monitor tracks crucial events across all your B2B and MFT software for improved B2B visibility, governance, customer service, and operations. It applies rules to alert key audiences when an issue occurs or is likely to occur with a server, process or transfer that might impact an SLA using customizable dashboards, notifications and reports.

Centralize Management and Visibility for B2B and MFT governance and compliance

Control Center Monitor provides visibility across all IBM and 3rd party B2B applications, enabling teams to monitor their entire environment from one place. Technical teams can continuously monitor, track, and be alerted on server status,

transfer activity and other IT governance, risk and compliance (GRC) items for a view on how well the infrastructure is adhering to defined policy. Dashboards alert them to exceptions and full event tracking tells them exactly what is happening.

IBM Cognos reporting, dashboarding, and analytics is built into Control Center Monitor and simplifies the auditing and documentation required for demonstrating compliance and effective controls. These automated reports save significant manual effort by IT staff for regular audits.

Increase customer satisfaction for all types of users

Control Center Monitor has a robust user experience and additional features to be easy to use and understand for all users. It includes a monitor this function that enables non-technical business users to create a notification based on a current query, such as a specific daily batch file. This level of simplified setup and specific information allows them to better notify or respond to a customer request.

Provide central monitoring and configuration management

Control Center provides centralized event collection, monitoring, and a simplified rules engine that provides actionable visibility into file transfers and B2B processes across the supported B2B infrastructure. These features enable a small staff to optimize operations and help them prioritize which exceptions to address first.

Configuration management enables operations to better monitor and respond to changes in their B2B environment. It allows checking of configurations against policy with identification of any changes that should be investigated.

IBM Control Center Specifications

Capability	Description
Visibility	<ul style="list-style-type: none"> • Provides visibility into file transfers and B2B processes across supported infrastructure • Reports on managed servers and their properties, including operating system, software version number, summary of exception events and high-level usage data • Supports IBM Sterling Connect:Direct (all editions), IBM MQ MFT, IBM Sterling Global Mailbox, IBM Sterling Secure Proxy, IBM Sterling Connect:Express, IBM Sterling B2B Integrator, IBM Sterling Transformation Extender Advanced, and IBM Sterling File Gateway • Leverage the Open Server Architecture to monitor 3rd party applications including Axway, Globalscape, FTP server and more with REST APIs • Deployable in a highly available configuration supporting clustering of multiple event processors for fail-over and disaster recovery • Supports monitoring for enterprise scale deployments and event loads • Retrieves and stores information about active and completed processes • Suspends, resumes, and deletes processes • Supports good security practices with user and group role definitions, strong password policies and external authentication • Aligns server views with operational logic • Includes web browser access with drill-down monitoring dashboards, and local language support in English, French, German, Japanese, Simplified Chinese, Traditional Chinese, Spanish, Italian and Brazilian Portuguese • Provides a customizable workspace for data exploration and analysis
Monitoring service	<ul style="list-style-type: none"> • Displays alerts and sends notifications about process failures or processes that may not complete on time • Provides a simple network management protocol (SNMP) interface to enterprise system management tools • Publishes events to a queue for use by other systems • Enables automated response to events, for example running an operating system command or executing a Connect:Direct command • Includes single-click problem interrogation • Monitors environmental status, including the server (even in a clustered environment), as well as adapters, daemons and configuration components • Tracks file transfers, exceptions and successes, regardless of platform, location or protocol • Monitors the processes that move files and documents • Provides high availability with scalable open server architecture • Supports monitoring and configuration management of Connect:Direct endpoints
Rules engine	<ul style="list-style-type: none"> • Defines rules for events similar to email inbox rules, for example, sends a notification when a server goes down or a transfer is late • Includes monitor this, which provides a streamlined way to create rules based on file transfers or processes and gives you simplified options • Defines match criteria and trigger actions • Monitors events, such as a failed file transfer, as well as expected events that don't happen, such as a file not being sent • Defines schedules, processes, file names and other metadata all through a simplified user interface
Central management and automation	<ul style="list-style-type: none"> • Manages Connect:Direct and Control Center configurations, including providing change control • Uses digital certificates to simplify access control in a distributed environment • Provides application programming interfaces (APIs), including an interactive development console for RESTful • APIs that helps integrate the Control Center into your enterprise architecture

Capability	Description
Governance, audit and compliance (Separate add-on)	<ul style="list-style-type: none">• Consolidates and normalizes file transfer and process data from managed servers into a single structured query language (SQL) database• Continuously controls monitoring with real-time notifications• Assesses security and configuration compliance for Connect:Direct• Provides embedded IBM Cognos reporting for:<ul style="list-style-type: none">- Activity and throughput analysis- Operational audits- Proof of transactions- Error analyses• Controls user access to specific data, through criteria-based data visibility groups

Why IBM?

IBM Sterling Control Center Monitor tracks the critical events across your B2B and managed file transfer (MFT) infrastructure for improved operations, customer service and B2B governance. It applies rules to alert key audiences when there is a problem with a server, process or transfer. Actionable dashboards are customized for various types of users, including operations staff; IT governance, risk and compliance (GRC) professionals; and line-of-business (LOB) customer service representatives.

Improve visibility - monitor file transfers and B2B processes. Align server views with operational logic. Identify schedules, processes, file names, user roles and security capabilities.

Increase customer satisfaction - give LOB proactive visibility into events that impact SLAs, through: browser access, dashboards, notifications of process failures, single-click problem interrogation and more.

Improve governance, compliance - use continuous controls monitoring and audit reporting. Manage IBM Sterling Connect:Direct and IBM Sterling Control Center Monitor configurations and consolidate file transfer and B2B process event data.

For more information

To learn more about **IBM Sterling Control Center Monitor**, please contact your IBM representative or IBM Business Partner, or visit <http://ibm.biz/control-center>

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