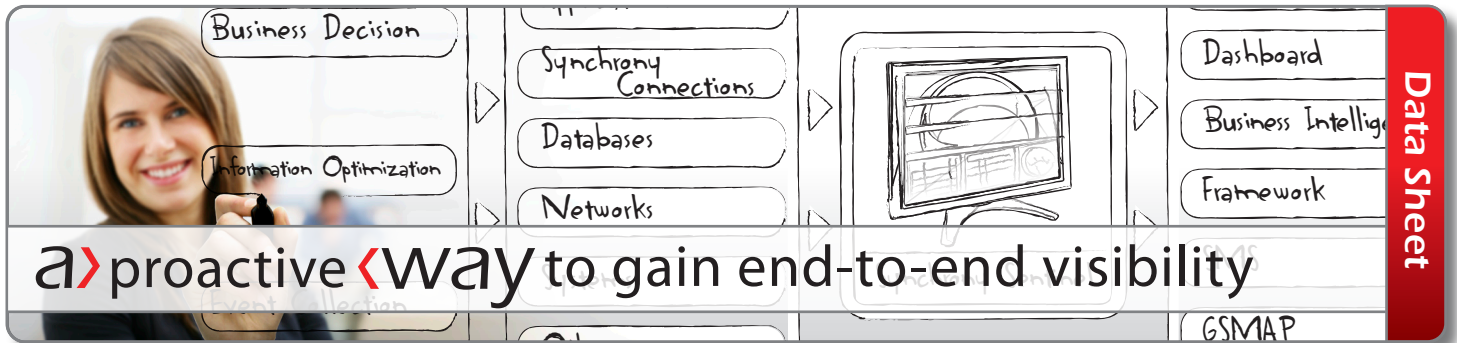




Axway Sentinel

Once connections are established internally and with your trading partners, you can start managing and acting on the business information flowing through the network. Whether you have a single connection or thousands of trading partners, the value of the information you are transacting is mission critical to your business. Axway Sentinel provides a clear view of the business activities that matter to you.



- Monitor transactions and events in real time
- Manage service-level objectives
- Drive regulatory compliance
- Identify trends and opportunities faster
- Provide enhanced services

Axway is the leading global provider of collaborative business solutions.

Defying boundaries, Axway accelerates and optimizes cross-business processes within and among enterprises. We establish the connections that make companies easier to do business with — improving value-chain efficiency, regulatory compliance, and quality of service.

That's business in motion. That's Axway.

Challenges

If you're not keeping an eye on your business activity, who is?

Conventional problem detection and problem-solving typically require a combination of home-grown, transaction-tracking applications and significant human effort from highly skilled IT staff.

Problem-solving in this environment is both time-consuming and expensive, and the volume of business-to-business (B2B) transactions just keeps rising. Today, executives and managers are faced with challenges such as the following:

- Have you ever been notified that critical stock items were approaching their reorder levels after you had already run out of them?
- How many of your sales people picked up the revised price list and discount schedule this week?
- How many of them didn't?
- How much time-sensitive stock did you have to write off last month?
- How many times is the client the one who lets you know that a shipment did not arrive on time?
- Are you losing sales revenue and/or profits due to customer-service-level-agreement (SLA) violation penalties and charge-backs?

Timely problem resolution with suppliers and partners ensures the continuous flow of vital information and products required to operate a highly efficient value chain. Improving service levels without increasing costs and complexity has been difficult ... until now.



Solutions

With Axway Sentinel, you can monitor transactions and events in real-time to ensure what you expected to occur actually has. Sentinel greatly improves customer and partner responsiveness by providing self-diagnostic tools for support teams and trading partners. These tools help eliminate technical research and analysis, thereby greatly improving customer and partner responsiveness.

Axway Sentinel provides a global IT surveillance solution that tracks processing chains at both technical and business levels. These dual competencies help enterprises gain control of their data flows through detailed views of inter-application data transformation.

The ability to view transactions in the context of the lifecycle of a business process, such as purchase order to invoice to payment, gives you proactive visibility into the health of your business.

Whatever your business, you can't run it effectively without business activity monitoring (BAM). Axway Sentinel features comprehensive supervision and monitoring for real-time visibility into collaborative commerce operations performance, so you can operate a more predictable, proactive business.

Axway Sentinel allows your business to effectively:

- Identify trends and opportunities more quickly
- Lower trading partner support costs and improve customer satisfaction by increasing trading partner responsiveness, as issues are identified and resolved before customers are impacted
- Provide end-to-end visibility and tracking and proactive notification of processing disruptions to decrease the need for problem resolution by as much as 80%
- Allow help desks to do more troubleshooting without impacting IT resources, resulting in a 20-40% improvement
- Provide enhanced trading partner services
- Ensure on-time delivery and fulfillment, so shipments are there when customers need them

Enhanced monitoring allows Axway 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. Sentinel also helps anticipate failures before they impact clients, suppliers, or internal departments, via:

- Real-time tracking of all components in the Synchrony platform
- The Universal Agent Script Facility, which collects end-to-end tracking information from any application in the enterprise
- Built-in agents, which collect a wide range of technical performance information that complements BAM
- A user-friendly interface offering personalized views, created using Java technology, which can be deployed

immediately and viewed using a simple Web browser. From the Axway Sentinel interface, users can construct an entirely personalized dashboard that integrates intuitive graphic objects to monitor your business processes

- Intelligent monitoring: A correlation rules engine processes monitoring data in order to define and instantiate alerts automatically. You can manage alerts, manage non-events, and manage at a distance

Real-time information acquisition is basic to good decisions. Using judiciously placed agents, BAM transmits the following types of indicator information:

- Technical: Provides the status of each application activity using "heartbeat" functionality
- Functional: Checks on reception of files according to a time delay
- Business: Allows correspondence between deliveries and purchase orders

BAM also performs these key tasks:

- Interfaces with exchange infrastructures (internal and external transit points for information)
- Collects information easily from different applications

Powerful correlation functions trigger business rules in response to events or even non-events, adding business "intelligence" to supervision.

- Drilldown to the source of a problem for analysis and correction
- Combine events from different enterprise domains
- Trigger mechanisms, automatically re-launch failed exchanges, or generate new alerts as voice messages

Axway Sentinel's architecture was designed for:

- Easy integration
- High load and high availability
- Distributed architectures
- Use with DMZ (Demilitarized Zones)

Plus, the latest version of Axway Sentinel features a host of new technical and administrative advantages, including:

- Asynchronous deployment via packages. You can securely configure all Axway products in different environments (e.g., test, qualification, production, etc.)
- A unique user-management tool for all Axway products
- Prepackaged dashboards customized for each solution, including Axway B2Bi Gateway, Axway MFT, etc.
- New graphical libraries for dashboards



Axway Sentinel



Powered by: Synchrony

Benefits

Some examples of Sentinel in action include:

- KPI dashboards provide visual representations that measure key performance indicators utilizing real-time data. For example: Daily order from trading partner is 20% less than same time last week/month/year.
- Technical monitoring dashboards provide visual representation of system and component health. For example: B2B Gateway or EAI system is not responding.
- Event identification and action/alerting provides computer-level identification of an alert state and begins the appropriate resolution process. For example: Trading Partner did not send typical daily order. Have assigned sales representative acknowledge and determine why.
- Transaction lifecycle tracking provides business and technical process visibility, so you know when inventory is sitting in the warehouse longer than necessary. For example: Are my seasonal goods still in the warehouse, or have they already been shipped?
- Operational support tracking provides faster answers and enhanced customer support. For example: *What happened to purchase order number 195783?*

Over 8,400 customers worldwide use our solutions to enable collaboration and compliance across numerous industries, including financial services and healthcare/life sciences.

We partner with our customers to provide superior solutions for their immediate requirements and offer a superb platform for strategic collaborative business initiatives.

Axway's solution platform leverages a service-oriented architecture (SOA) to deliver a wide variety of IT and business solutions, including:

- Enterprise Application Integration (EAI)
- Business-to-Business Gateway (B2B)
- Managed File Transfer (MFT)
- Business Process Management Systems (BPMS)
- Business Activity Monitoring (BAM)
- Financial Services Solutions
 - » Accounting and financial integration
 - » Banking and finance exchange platform
 - » Transparency and auditing
- Healthcare/Life Sciences Solutions
 - » Drug pedigree
 - » Controlled Substance Ordering (CSOS)
 - » Trade Activity Management (TAM)
 - » Electronic submissions

Many of our solutions are available in a hosted and Software as a Service (SaaS) model, either by Axway or our partners.

Numerous companies that purchase our technology use it to provide B2B and value-added services to others. This business model is proven across many industries, and our technology is ideally suited to support this type of offering.

Over 20 years of successful enterprise-class software solution delivery has resulted in deep domain expertise, including industry best practices, repeatable project management processes, and highly scalable architectures. Getting the job done right, on time, and within budget are the hallmarks of Axway service delivery. It takes a fervent dedication to make collaborative business solutions simple. You can see it in our products and you can feel it in our approach. You'll even hear it when you talk with our customers. It's a commitment to provide the right services to break down difficult challenges and help you win.



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It also takes experience. We've been trusted to help create some of the largest Internet-based trading communities in the world. We're privileged to power our customers' most important global initiatives, like UCCNet and EMEA, the European Agency for the Evaluation of Medicinal Products.

Along the way, we've developed the insight, the experience, and the understanding of what creates value for each customer. The result is a depth and range of services unmatched in the industry, all available to ensure your organization's success.

With 2007 revenues of €145.1M (\$220.5M US), and 2007 growth of 24.1% overall, 12% organic, Axway is well-positioned to continue providing our customers with dependable solutions, services, and support today—and into the future.

Find Out More

Gain the flexibility and power you need to improve connectivity with your customers. Contact your Axway sales representative today to discover the difference Axway can make in your business. Visit our Web site at www.axway.com

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About Axway

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Axway is a leading global provider of collaborative business solutions. Axway establishes the dynamic connections—within and among enterprises—that make companies easier to do business with. Spanning all industries, over 8,400 organizations in more than 100 countries depend on Axway to manage and control their business-critical information in motion—improving value chain efficiency, regulatory compliance, and quality of service. Built on a service-oriented architecture (SOA), Axway's Synchrony™ solutions feature a highly flexible integration and B2B framework, business and technical analytics, and professional services. Axway also offers customized solutions for the financial services, life sciences, and automotive industries. Many of Axway's solutions are available in a software-as-a-service (SaaS) model. A subsidiary of Sopra Group, SA, Axway is headquartered in Scottsdale, Arizona.

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