

IBM WebSphere Business Events (WBE) helps businesses detect, evaluate, and respond to the impact of business events based on the discovery of actionable event patterns.

OpenSpan software enables an incremental event stream related to user process activity that can be processed by IBM WBE and correlated with other events occurring throughout an enterprise and responded to in real-time.

User Process Monitoring

OpenSpan Events™ can quickly and easily monitor any application or set of applications on a user's desktop - including Windows, Web, Java, mainframe, cloud-based, virtualized or Citrix-hosted applications - without modifying the original applications. All events and associated data can be sent in real-time to IBM WBE, as well as stored in a central database for analysis using OpenSpan Analytics™ or any other BI or reporting tool.



With OpenSpan Events, you can:

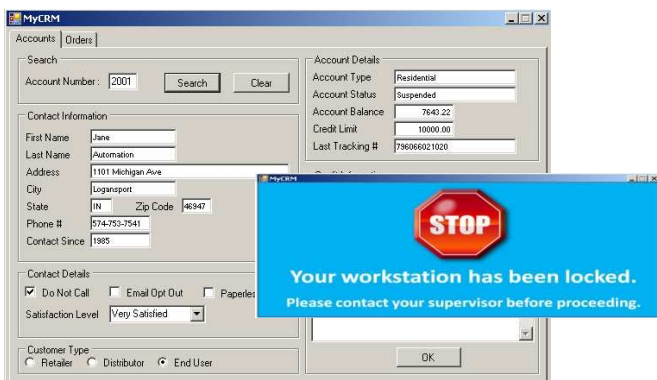
- Create custom triggers such as suspicious patterns in user activity, credit limits exceeded, copy-and-pasting of sensitive data
- Monitor high-level events such as application start/stop/active/idle, application and URL navigation
- Identify changes being made by users to specific data records or fields in real-time
- Look for custom events spanning multiple applications
- Extract contextual data such as application name, userID, machine name, date/time and duration
- Create instant audit trails



IBM WBE Dashboard with User Process Events

User Process Management

In addition to monitoring user activity, OpenSpan Enterprise™ can enable existing applications to be quickly “event-enabled” to subscribe and react to changing business conditions identified by IBM WBE, again without the requirement to modify any of the original applications.



Adding real-time fraud prevention capability to an existing application

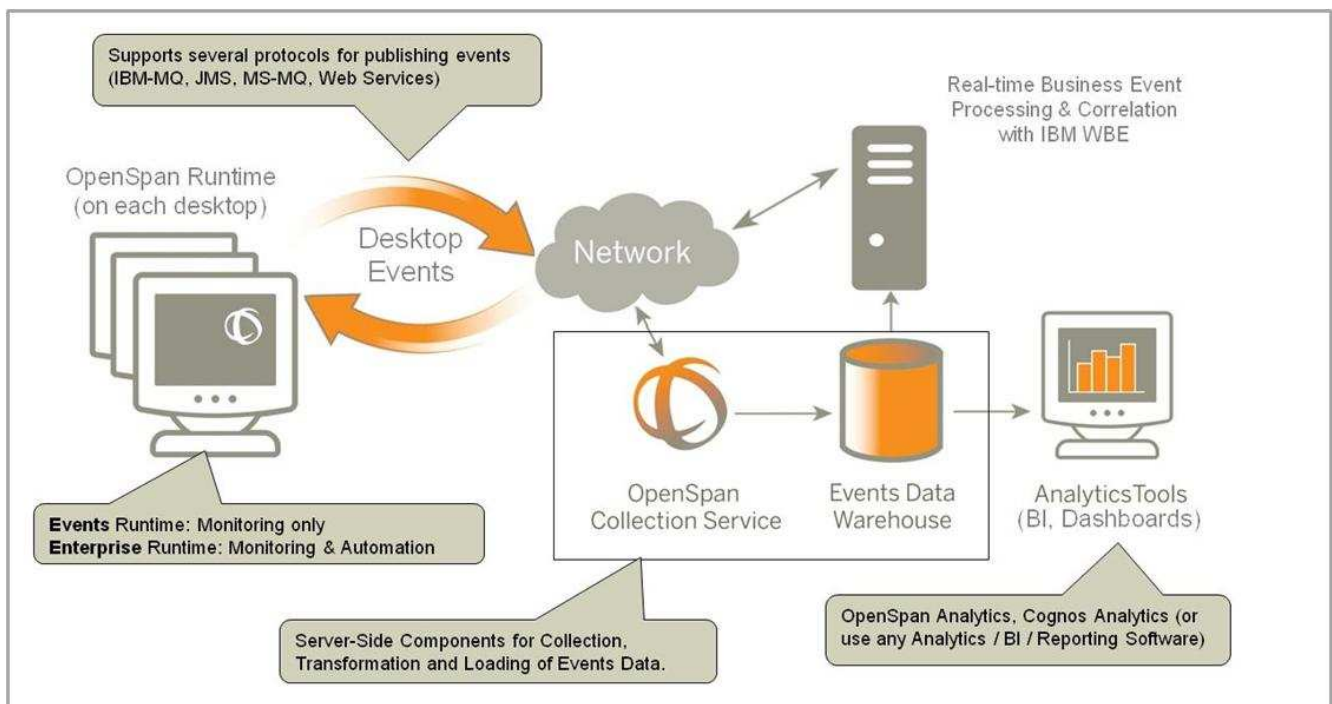
With OpenSpan Enterprise, you can:

- Prevent fraudulent activity by locking applications and/or modifying application behavior
- Enforce regulatory compliance and process adherence
- Deliver customized cross-sell or up-sell offers that can be triggered by notifications from IBM WBE
- Dynamically add and change process guidance and contextual help to assist users navigate through specific process steps

OpenSpan Product Components

- **OpenSpan Events Runtime** - a lightweight desktop runtime that passively and securely collects desktop events. By capturing information about user activity, OpenSpan Events provides unprecedented visibility into how your users interact with individual software applications, and how they perform processes that span multiple applications.
- **OpenSpan Events Server** - complements the OpenSpan Events runtime by collecting events, transforming and storing them in a central database (in a BI-friendly Star Schema), and optionally forwarding events to third party BAM, CEP, WFM and other subscribers.
- **OpenSpan Enterprise Runtime** - a superset of the OpenSpan Events functionality, this is a lightweight desktop runtime that both securely collects desktop events and also enable new automated functionality to be delivered to the desktop.
- **OpenSpan Analytics** - provides authoring and business analysis capabilities as well as out-of-the-box dashboards, visualizations and templates for both generic and custom events. Use OpenSpan Analytics for workflow analysis, process discovery, application usage, alerts and other business metrics reporting
- **OpenSpan Studio** - the visual development used to define and deploy event collection from user desktops in a rapid and secure fashion.

OpenSpan for IBM WebSphere Business Events Configuration



SUPPORTED ENVIRONMENTS

Desktop Environments – Windows 2000, 2003, XP, 2008 Vista, Windows 7, Citrix, VMware

Databases – Oracle, SQL Server; includes a well-documented extensible data model

IBM WebSphere Business Events - v7.0 or greater



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GETTING STARTED

For more information on OpenSpan User Process Management products, please visit www.openspan.com, contact us via phone at 1.678.527.5455, or email sales@openspan.com