



Highlights

- Improves B2B governance and compliance
 - Increases customer satisfaction
 - Provides central monitoring and configuration management
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IBM Control Center

Extend governance over critical B2B integration and MFT file exchanges

Critical data movement and exchange requires better governance

Today's innovation and key business processes are fueled by the flow of file based information. The new imperative is to facilitate these key exchanges with better governance, less risk and within compliance required by tougher security policies.

IBM® Control Center tracks the critical events across your B2B and managed file transfer (MFT) software for improved B2B governance, customer service and operations. It applies rules to alert key audiences when there is a problem with a server, process or transfer that could impact a Service Level Agreement (SLA) via customizable dashboards, notifications, and reports.

Improve B2B governance and compliance

IBM Control Center's continuous controls monitoring enables IT GRC staff to keep a constant view on how the B2B infrastructure is staying within defined polity. Dashboards can alert them to exceptions and full event tracking lets them know exactly what is happening.

Inbuilt IBM Cognos reporting simplifies the auditing and documentation required for demonstrating compliance and effective controls. These automated reports can save significant manual effort by IT resources for regular audits.



Increase customer satisfaction

Since many key customer-facing process depend on data exchange, like corporate payments in banking, customer support roles have to be able to respond quickly when there is a problem. They need actionable information to proactively address the problem before it impacts an SLA or key business process.

IBM Control Center includes a “monitor this” function that enables non-technical business users to create a notification based on a current query, like a particular daily batch file. This level of simplified setup and specific information allows them to better notify or respond to a customer request.

Provides central monitoring and configuration management

IBM 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. This enables 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.

Why IBM?

IBM Control Center offers you the actionable visibility that you need to manage your file transfers and key business processes. This visibility is more than just the health of the systems that support file transfer and B2B processes: It can make the difference between success and failure of key business

processes or critical SLAs. With its customizable views based on roles and responsibilities it means that operations staff; IT governance, risk and compliance (GRC) professionals; and line-of-business (LOB) customer service representatives can do their jobs more effectively.

Capability	Description
Control Center Visibility	<ul style="list-style-type: none"> • Provides visibility into file transfers and B2B processes across supported infrastructure within the network • Supports inventory management by displaying and reporting on managed servers and their properties, including operating system, software version number, summary of exception events, and high level usage information • Supports IBM Sterling Connect:Direct, IBM MQ MFT, IBM Connect:Direct Advanced, IBM Sterling Secure Proxy, IBM Sterling B2B integrator, IBM Sterling File Gateway, and many third party FTP servers • Retrieves and stores information about active and completed processes • Allows you to suspend, resume, and delete 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 • 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 SNMP interface to enterprise system management tools • Publishes events to a queue that another system can use, such as IBM Business Monitor • Enables automated response to events, for example running an operating system command or executing a Connect:Direct command • Single click problem interrogation • Monitors environment status for components in your infrastructure, 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
Rules Engine	<ul style="list-style-type: none"> • Simply define rules about events and actions similar to e-mail inbox rules (for example, send a notification when a server goes down, or a transfer is late) • “Monitor this” provides a streamlined way to create rules based on file transfers or processes and gives you simplified options and defaulted data • Define match criteria and trigger actions • Monitor when things happen, like a file transfer failed, but also when expected things don’t happen, like a file didn’t even get sent • Define schedules, processes, file names, and other metadata all through a simplified GUI interface
Central Management and Automation	<ul style="list-style-type: none"> • Manages Sterling Connect:Direct and Sterling Control Center configurations, including providing change control • APIs, including an interactive development console for RESTful APIs, that help you automate and integrate Control Center into your enterprise architecture.
Governance, Audit and Compliance	<ul style="list-style-type: none"> • Consolidates and normalizes file transfer and process data from managed servers into a single SQL database • Continuous controls monitoring with real time notifications • Assess security and configuration compliance for Connect:Direct • Embedded IBM Cognos® reporting for: <ul style="list-style-type: none"> – Activity and throughput analysis – Operational audit – Proof of transactions – Error analysis • Control user access to specific data, through criteria based, “data visibility groups”



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