

Introduction

Leveraging Business Intelligence platforms for reporting from IBM FileNet Business Process Manager (BPM) is wrought with challenges that increase the complexity and required resources for the initiative. Typically BI staff have little knowledge of ECM systems; therefore, understanding, translating and processing BPM-specific data is time consuming. Although the information generated by BPM is substantial, the information is not easily reportable since meaningful information is difficult to extract. To address these issues, TriTek has created Report Data eXchange, a solution to streamline integration of BPM and BI platforms.

What is Report Data eXchange?

TriTek Solutions' Report Data eXchange (RDX) is a Java background utility that enables IBM FileNet Business Process Manager integration with Business Intelligence platforms by extracting data from BPM for use in BI reports. In order to maximize value from and minimize the impact to the IBM FileNet P8 system, data is pulled from the IBM FileNet Process Engine event log to populate tables relevant to and consumable by BI platforms. To allow comprehensive reporting on this data, TriTek's RDX parses the event log data, calculates information from the recorded events, converts IBM FileNet BPM specific codes to meaningful data, removes errors and redundancies, and creates summary and time series data. RDX organizes and renames the Process Engine event log data, then presents the information in BPM reporting tables which are more readily interpreted by Business Intelligence platforms and understood by BI staff.

Several configuration options are available with RDX, such as processing frequency and blackouts, automated data table pruning, level of time series detail, work item data, and table properties. Due to the highly extensible architecture of Report Data eXchange, IBM FileNet Content Engine data and system performance data can also be processed.

Value Proposition

TriTek's Report Data eXchange provides seamless backend integration of IBM FileNet P8 and Business Intelligence platforms by extracting workflow driven data from FileNet BPM and transforming the data into information easily interpreted by BI engines. In order to minimize system impact, data is extracted from the IBM FileNet BPM event log. Since this integration is provided out-of-the box, no custom coding or complex configuration of ETL tools is necessary to connect these platforms. This significantly reduces the implementation time, allowing clients to immediately realize the benefits of a Business Intelligence solution. In addition, RDX allows IBM ECM customers to extend the value of their software by adding comprehensive business intelligence and performance management tools without investing in expensive and cumbersome data transformational tools.

Supplementary Offering: Pre-Built Reports

To expedite the process of generating reports based on data extracted from Report Data eXchange, TriTek offers pre-built Cognos reports specific to the requirements of BPM users. These reports assist managers in monitoring key performance indicators, assessing productivity of departments and individual employees, identifying areas for improvement and taking corrective action. The package of reports includes summary and time series data for queues, workflows and users. To maximize the value of the reports and drill down on specific information, filters such as date, work type and work class are available.

More Information

Additional information regarding any of TriTek's award winning solutions or services can be found on www.tritekso.com.

Report Data eXchange extracts valuable data from IBM FileNet BPM for use in Business Intelligence platforms.