



AUTOMON® Console is a comprehensive message management system that provides extensive facilities for automatically monitoring message queues on standalone and networked IBM i servers



## IBM i message management

### Strengthen your message management capabilities and safeguard system performance

**AUTOMON® Console is an automated IBM i message management solution that allows system and application messages to be actioned promptly and correctly. Through its browser interface, AUTOMON® Console offers greater levels of flexibility and control, and provides the following additional benefits:**

- Increased batch throughput from faster response times to system and application messages
- Reduced levels of manual intervention and erroneous input
- Heightened awareness of persistent business-critical issues through message escalation
- Complete auditing of all message activity to improve quality control
- Enhanced understanding of system events through the built-in message translation facility
- Better utilization of support staff in-line with core business activities
- Centralized management of all IBM i messages from a responsive browser-based display, designed for desktop, tablet and smartphone

#### **The automated message management solution**

AUTOMON® Console monitors messages for all of the IBM i servers in your network.

Messages can be actioned automatically according to response rules defined by you, allowing you to improve system throughput, save operator time and reduce your running costs.

You can also take automation to the next level by complementing AUTOMON® Console's capabilities with two-way remote alerting for unattended operations.

#### **Centralized control and management**

AUTOMON® Console allows you to control message management for your entire network simply and efficiently.

Using a single, browser-based interface, AUTOMON® Console allows your system operators to keep their finger on the pulse at all times, across your entire IBM i network, through a centralized point of access and control.

Messages can also be routed to any IBM i server in your network.

Free up staff time by responding to your messages automatically

Increase system throughput by reacting quickly to system-critical messages

Improve quality control by auditing all responses to your messages



## Proactively manage your system resources

AUTOMON® Console monitors the resources on your IBM i servers 24/7. If a component on the system isn't in the correct state, appropriate actions and notifications can be carried out automatically. For example:

- Is the critical communications line active, ready to receive customer orders?
- Has an important FTP job completed?
- Are job queues nearly full, threatening bottlenecks on the system?

Key events like these can be monitored and pre-emptive action taken on your IBM i servers.

## Monitor message queues automatically

AUTOMON® Console enables you to monitor all or just some of your message queues automatically. You can use pre-defined message templates that are provided with the solution and, in addition, set up your own rules to determine which messages to monitor and how to action them. Some of the possible automated options allow you to acknowledge, reply and remove messages, or issue a command or call a program.

AUTOMON® Console ensures business-critical messages are always actioned, using message escalations. Messages can be escalated if an action has not been performed within a specified timeframe - for instance, by sending a text message to raise further awareness using the AUTOMON® Messenger alerting system, via e-mail, or by generating an SNMP alert for an enterprise monitoring application.

## More meaningful messages

The Message Translation facility increases user productivity by replacing complex or ambiguous system- and application-generated messages with simplified and more meaningful alternatives.

## Enhanced browser and console displays

AUTOMON® Console's browser interface and enhanced console displays transform standard IBM i message queues into a more meaningful and user-friendly view of message activity.

Multiple queues can be viewed across your network simultaneously, from a single display, allowing faster responses to important messages using simple color coding, filtering and sorting.

Message displays are updated dynamically and can be customized, for example, in job sequence, severity order, or chronologically.

## Review message history

AUTOMON® Console provides a comprehensive audit trail to help you manage your message activity.

You can review how messages were actioned, when and by whom. This helps ensure that quality and service level standards are met, and facilitates the identification of specific operator training requirements that need to be addressed.

## Keep operations running smoothly

Operations personnel can pre-empt problems using AUTOMON® Console's integral Message Wait monitor. Information about jobs in a message wait status is automatically forwarded to the system operator's message queue for action.

Responses can be simplified by grouping messages that require a common action in a single message list.

Keeping users informed takes less time and effort using the AUTOMON® Console notification group feature. At the click of a button, a single message can be sent to multiple users, both on local and remote IBM i servers.

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