



Gain control and oversight of the movement of critical corporate data

## IBM Sterling Control Center

### Benefits

- Improves SLA performance
- Establishes a proactive approach to problem resolution
- Improves customer satisfaction
- Simplifies configuration management
- Delivers effective controls for compliance

### Managed Servers

- IBM® Sterling Connect:Direct® (including File Agent)
- IBM® Sterling Connect:Enterprise®
- IBM® Sterling File Gateway
- IBM® Sterling B2B Integrator
- IBM® Sterling Connect:Direct® for z/OS FTP
- IBM® Sterling Connect:Direct® FTP+
- Most UNIX and Windows FTP servers

*"Sterling Control Center is giving us key insight into management questions like: 'Who is using Sterling Connect:Direct?', 'How many transfers?', 'How much data?' and 'How many failures?'"*

Jeff Buchholz  
Infrastructure Engineer Manager,  
CIGNA

### File transfer demands are growing

You see it daily, expanding file transfer operations with processes that must be monitored and managed across a larger number of servers, applications, business units, time zones, locations, customers, and trading partners. How do you stay in control?

### You need to remove every barrier

Look to IBM® Sterling Control Center to provide better control with a consolidated view of your entire file transfer environment. Sterling Control Center manages file transfer activity across multiple instances of Sterling Connect:Direct, Sterling Connect:Enterprise, Sterling File Gateway, and Sterling B2B Integrator, as well as most third party UNIX and Windows FTP servers. Here's how you benefit:

### Improve SLA performance

Sterling Control Center gives you visibility into a wide range of servers and protocols to deliver higher levels of service. Now you will know when servers are running out of capacity or failing. More crucially, you will know when critical transfers may be late or have passed certain retry thresholds.

### Establish a proactive approach to problem resolution

The Sterling Control Center monitoring service continuously checks for errors or exceptions. Exceptions may be based on activities that must occur within a specific time frame. This accelerates exception resolution and reduces fines and penalties associated with missed deadlines.

### Improve customer satisfaction

Sterling Control Center provides centralized monitoring and consolidated management features that facilitate the management and correction of transfers across multiple platforms, protocols, locations, and time zones. Real-time monitoring, visibility, rule-based alerts, and notifications ensure that critical processing windows are met.

### Simplify configuration management

Sterling Control Center Configuration Manager allows you to gain control of your distributed Sterling Connect:Direct servers through a common and centralized interface. This enables you to manage, administer and audit Sterling Connect:Direct servers to reduce cost while increasing configuration flexibility.

### Deliver effective controls for compliance and regulatory requirements

Sterling Control Center helps you meet compliance and regulatory requirements within your file transfer operations by allowing you to centrally manage roles and responsibilities, automate tracking and logs, and create timely and accurate audit trails and reports.

### Sterling Control Center is mobile enabled

IBM® Sterling Control Center Mobile extends the visibility of the Sterling Control Center service level monitoring console to mobile digital devices, allowing key personnel to have notifications for targeted environment

health without having to sit in front of a computer. This mobile application enables system administrators or application owners to determine immediately if there are any environment, process or transfer issues that could impact a key business process.

Capability	Description
<b>Control Center Console</b>	<ul style="list-style-type: none"> <li>Provides visibility into file transfer processing across all supported file transfer servers within the network</li> <li>Displays properties about all managed servers, including IBM® Sterling Connect® and/or Sterling B2B Integrator version number, license information, and high watermark for servers</li> <li>Retrieves information about active and completed processes</li> <li>Suspends, resumes, and deletes processes</li> <li>Controls individual instances of Sterling Connect:Direct</li> <li>Defines user roles and security</li> <li>Aligns server views with operational logic</li> </ul>
<b>Monitoring Service*</b>	<ul style="list-style-type: none"> <li>Displays alerts and sends notifications about process failures or processes that might not complete on time</li> <li>Provides guided topology discovery</li> <li>Provides SNMP interface to enterprise system management tools</li> <li>Emits events to IBM Business Monitor for more detail dashboards</li> <li>Lets you run system commands and send server commands</li> <li>Single click problem interrogation</li> <li>Monitors file transfer activity: <ul style="list-style-type: none"> <li>Server, daemon, and adapter status (up or down) even in clustered environments</li> <li>File transfer errors, exceptions and even successes, regardless of platform, location, protocol</li> <li>Business processes</li> </ul> </li> </ul>
<b>Rules Engine</b>	<ul style="list-style-type: none"> <li>Simply define rules about events and actions similar to e-mail inbox rules (for example, send a notification when a server license is going to expire, or a transfer is late)</li> <li>Defines match criteria and trigger actions</li> <li>Defines schedules, processes, file names, and other metadata* all through a simplified GUI interface</li> </ul>
<b>Audit and Compliance*</b>	<ul style="list-style-type: none"> <li>Consolidates and normalizes file transfer and process data from all managed servers into a single SQL database</li> <li>License key management and node discovery</li> <li>Manages Sterling Connect:Direct and Sterling Control Center configurations, including providing change control</li> <li>Assess security and configuration compliance</li> <li>Generates over 35 standard reports</li> <li>Reporting for: <ul style="list-style-type: none"> <li>Activity and throughput analysis</li> <li>Operational audit</li> <li>Proof of transactions</li> <li>Error analysis</li> <li>Supports major third-party reporting tools</li> </ul> </li> <li>Control user access to specific data, through criteria based, "data visibility groups"</li> </ul>

\*capabilities vary by managed server type

Sterling Control Center is available worldwide.

### About Sterling Commerce

Sterling Commerce, an IBM® Company, helps organizations worldwide increase business agility in their dynamic business network through innovative solutions for selling and fulfillment and for seamless and secure integration with customers, partners and suppliers. More information can be found at [www.sterlingcommerce.com](http://www.sterlingcommerce.com).

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