

# Mobile administration for IBM Sterling Order Management

## IBM Sterling Order Management Administrator Mobile

### Benefits

- Improved responsiveness to order management process exceptions or disruptions
- Improved system administrator productivity and efficiency
- Increased protection of brand image and revenue streams

### Required solution

- IBM® Sterling Order Management

Sterling Order Management  
Administrator Mobile Agent List View



### IBM® Sterling Order Management Administrator Mobile

For users of Sterling Order Management, this mobile application provides more choice in how system administrators access and respond to order management system information, including monitoring key ordering processes and interfaces.

### Monitor order management processes anywhere, anytime

Increased competitive pressures and growing customer expectations drive the need for you to have a highly responsive and reliable order management system that orchestrates product and service fulfillment across your extended enterprise. Any exceptions or disruptions in your order management processes can create customer dissatisfaction that damages your brand and revenue potential. Mobile monitoring solutions provide a significant opportunity for a business to enable anywhere, anytime

order management process monitoring to ensure a highly responsive and reliable order management process.

### Remotely monitor and manage the Sterling Order Management system

The Sterling Order Management Administrator Mobile application enables system administrators to monitor and manage the Sterling Order Management system remotely via their mobile digital device. This mobile application provides system administrators with the capability and flexibility to monitor if the system is running properly and efficiently from any location at any time. For example, a system administrator can monitor the performance of an order scheduling process. This "anytime-anywhere" access to critical system indicators and status provides administrators with 'round-the-clock visibility to key ordering processes and interfaces. As a result, system exceptions or disruptions can be quickly handled, to prevent any negative customer impacts.

Sterling Order Management  
Administrator Mobile Inventory View



Capability	Description
Status monitoring	<ul style="list-style-type: none"> <li>Provides administrators with the ability to check the general performance indicators of the system including usage statistics of server response times, interface response times and batch processing agent response times and threads</li> </ul>
Performance trending	<ul style="list-style-type: none"> <li>Graphs optimized for a mobile device indicate application performance over time and clearly present when application performance is not at acceptable levels</li> </ul>
Search and configuration	<ul style="list-style-type: none"> <li>Search capabilities are provided for administrators to find desired servers, APIs, and agents. User configurable logging levels and thresholds can be configured by application server, interface, or agent</li> </ul>

Sterling Order Management Administrator Mobile supports the following mobile digital devices: Apple® iPhone® (OS Version 3.1 or later) or iPod touch®  
*The solution is available in the U.S., U.K., France and Germany.*

**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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