Diagnostics for Smallworld*

Diagnostics is a Performance and Monitoring solution, offering a suite of tools which provide insights into GE Smallworld* Eco systems. Providing proactive Insight into slow downs, system issues, and application performance metrics which can point to exactly what the problem is in a Smallworld* environment.

Diagnostics for Smallworld*

Performance and Monitoring Solution

Monitoring Solutions in general are designed to ensure greater reliability and utilization, improved operations, enhanced security and reduced costs without impacting the performance of the system. This constant overview presents real-time status and inconsistencies in a dashboard that managers can quickly review as to how the system is used and it facilitates improved engagement between administrators and users.

Diagnostics is a vertically-based monitoring tool - not to be confused with monitoring tools that look at systems horizontally. Horizontally-based monitoring tools can tell you that there is a problem with any IT system, but they cannot tell you what the exact problem is in that specific system. Diagnostics on the other hand can intrinsically tell the customer exactly what the problem is inside Smallworld* - relevant to any customer desiring to monitor their GE Smallworld* GIS. For example, when uptime of the server/service becomes an issue, both the vertical and the horizontal solutions can identify the problem – but to get to the root of the issue one needs to dig vertically into the specific system and sometimes pretty deep. The picture below illustrates how only a purpose-built vertical monitoring solution is able to provide actionable insights into a single domain, coexisting with a horizontal monitoring solution that provides basic insights across all systems.

Diagnostics out-of-the-box can facilitate a proactive approach to monitoring. Diagnostics acquires granular information about the performance and use of GE Smallworld* and presents that information in easy to understand dashboards and charts to assist customers by informing and alerting them to compromising activities. Diagnostics provides a real-time constant overview of GE Smallworld* usage and can prevent severe implications if it breaks down, is improperly used or does not perform to expectations.
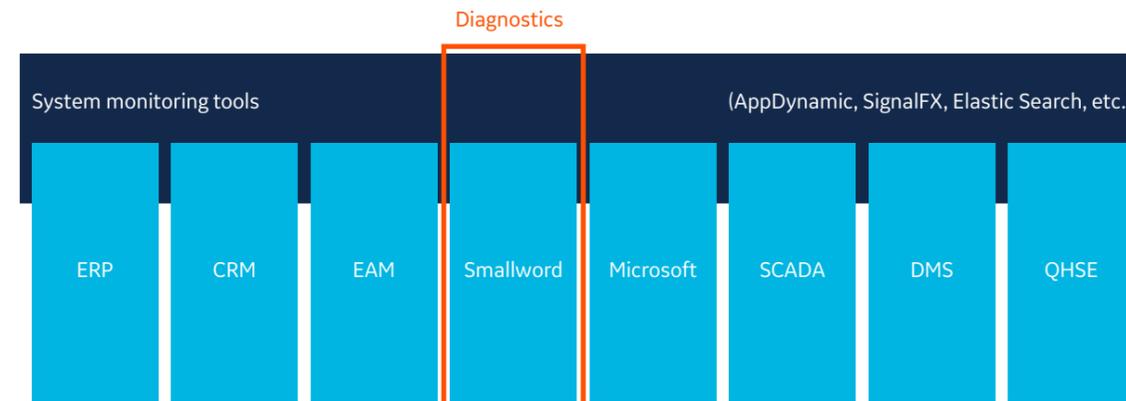
Innovative and Flexible operator environment

Move beyond just guessing how your production environment is performing and know precisely what is happening. Detailed information on performance, networks, downtime, quality, business processes and more – visualized and made easy for you to understand. Getting a holistic, comprehensive view of how your GE Smallworld* environment is performing at any given time is essential in keeping focus on the most critical tasks and not wasting time.

Keep track of what's most important

What are the used or unused features? Are features being used properly as per training? Managers want to understand whether the investment made was worth it. One of the most important features in Diagnostics is the ability to log the whole range of activity within the GE Smallworld* environment. No need to run complicated queries or wait for other people to run reports for you. Your dashboard is always up to date with real-time data, configure KPI's and insights to match the needs of every user in your company. It is a hyper-flexible environment designed to meet your needs in monitoring.

"Save time by speeding up your Smallworld* environment"

Application monitoring
Immediately see when a release breaks your application

Times started
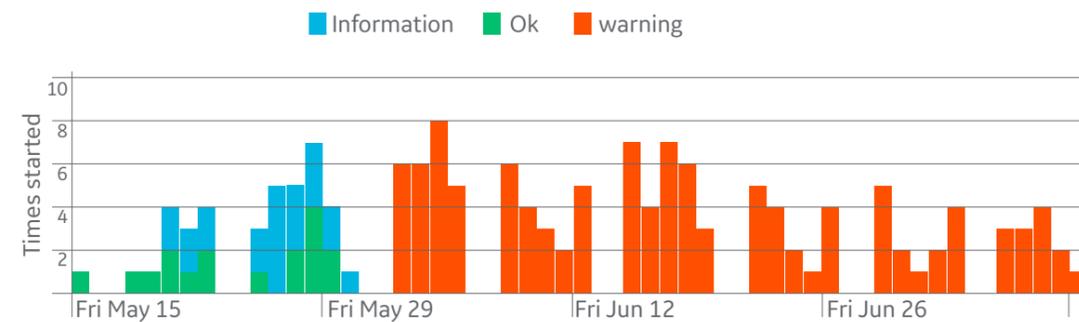
Prevent Data Corruption

Often not following proper business processes can cause data corruption. Real-time data monitoring (RTDM) is a process through which an administrator can review, evaluate, and modify the addition, deletion, modification and use of data on software, a database, or a system. It enables data administrators to review the overall business processes and functions performed on the data in real-time, through graphical charts and bars on a central interface/dashboard.

Alarm Management for faster resolution

Imagine reaching system limits that cause usage disruption and potential system downtime. Diagnostics is the most advanced alarm system in the GE Smallworld* environment where alerts about users, networks, file sizes, super files, checkpoints, versions and latency can preempt problems before they happen. For example, when a Unique Value Allocator (UVA) or dataset Superfile is reaching its limit, and alert is sent to the administrator to take action.

"Increase user satisfaction through increased performance and less downtime"

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Use case: tracebacks

Can be used to help troubleshoot issues during upgrades and in day-to-day operations. Can provide logs and assist GE Support with resolving the issue up to 50% faster.
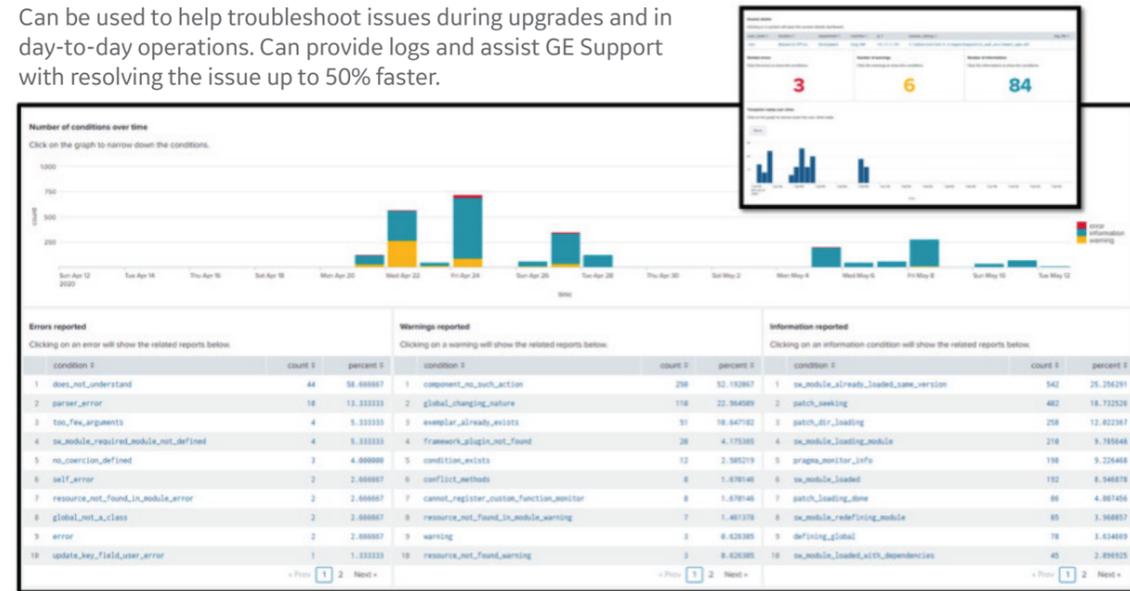
Use case: conflict investigation
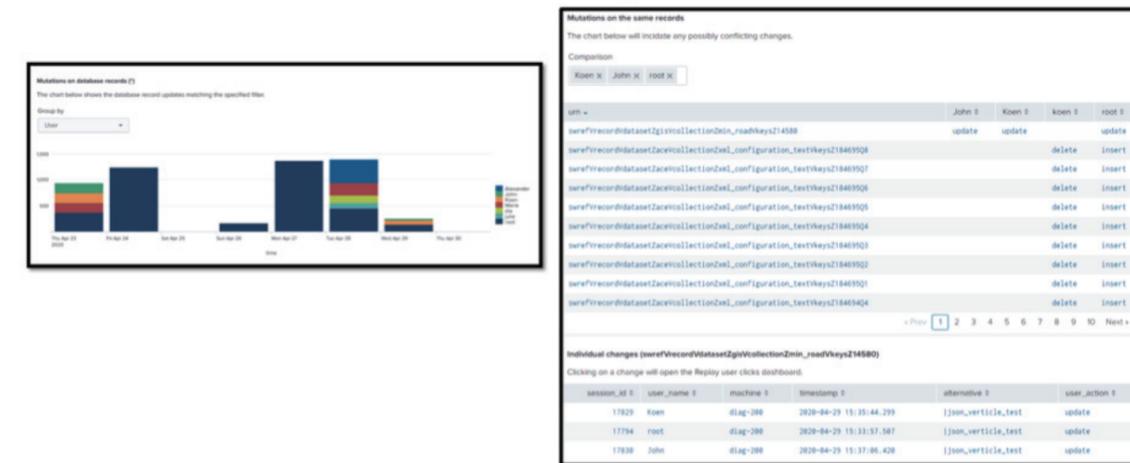
Improved User Engagement

When assessing various alerts or improper software use, advance notice of potentially compromising situations is appreciated by users. Preventing users from making mistakes, increasing efficiency, and completing tasks on time are the keys to successful software usage. Bad user behavior or potential lost work can be pre-empted resulting in a positive impact on both productivity and user satisfaction due to this interaction.

Data logging to keep the history

Keeping historical data allows the utility to investigate past activities. Raw data is stored in a "Big Data" database where it is easy to create dashboards to visualize trends. This is used to determine the baseline for databases, application usage, performance and software configuration. Compare this baseline and subsequent baselines to visualize the improvements and changes made to every released GE Smallworld* environment; gradually make incremental improvements. Make migrations easier and reduce expensive customizations by excluding non-used functions in the upgrade process.

Intuitive Reporting

Managers always wish to see an overview of the system whether it be dashboards or reporting, which is why these are critical functions in Diagnostics. Easily keep track of all your production data and discover opportunities for improvements with daily, weekly or monthly reports on usage, downtime, quantities and cycle times. Diagnostics keeps track of all errors, including errors not seen by the user.

"Save money by becoming more efficient"

About GE

Contact Us
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Diagnostics is provided by our partner Realworld-Systems