

# ORACLE BUSINESS ACTIVITY MONITORING

## KEY FEATURES AND BENEFITS

REAL-TIME OPERATIONAL MONITORING SOLUTION™

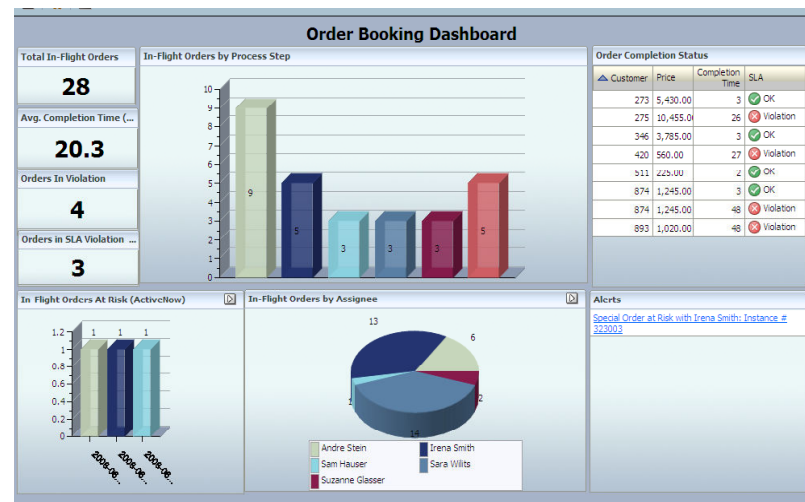
### KEY PRODUCT FEATURES

- No-coding required, real-time dashboard creation
- Ability to close the loop with corrective actions
- Over 35 different event visualizations
- Tight integration with Oracle SOA suite
- Native JMS data sourcing
- Integrated historical event correlation

### BENEFITS

- Streamline Operations with unobtrusive, continuous monitoring of critical business processes
- Ensure real-time awareness of SLA and KPI performance
- Enhance Productivity by placing custom dashboard creation in the hands of operational managers
- Gain higher ROI by eliminating system monitoring silos and obtain true business to system end to end process monitoring

*Oracle Business Activity Monitoring (Oracle BAM) is a complete solution for building interactive, real-time dashboards and proactive alerts for monitoring business processes and services. Oracle BAM gives both business executives and operational managers timely information to make better decisions. Real-time event updates allow users to gauge within seconds the impact on Key Performance Indicators affecting their business, and take immediate corrective action to improve business operations.*



## Introduction

Oracle BAM is a key technology component of Oracle’s Fusion Middleware Suite, Event-Driven Architecture and Service-Oriented Architecture platforms. Business Activity Monitoring satisfies a growing need to enable businesses to improve their decision-making processes by efficiently collating real-time information across disparate business processes and systems. For instance, organizations with distributed just-in-time global supply chains need to monitor inventory levels and connect inventory with supplier replenishment requests to ensure smooth operations. This requires various organizations, people and applications to work together. A BAM solution provides a collective interface to monitor all sources of information and to enable operational managers to identify “abnormal” execution scenarios in real-time. In addition, a BAM solution’s proactive alerts promote quick resolution to the problem at hand while a long-term strategic fixes are initiated

Oracle BAM gives business executives the ability to monitor business processes across the distributed enterprise, correlate KPIs to the actual business process steps and most importantly, take corrective action within defined boundaries.

The Oracle BAM applications provide the non-developer with the capability to create custom dashboards without having to write a single line of code. Through a step-by-step wizard, business users create a process-monitoring SLAs and KPIs to correlate real-time events and alarms from multiple sources. Event correlation is supported by root cause analysis to allow for informed and intelligent corrective actions taken directly from the Oracle BAM dashboard.

A BAM dashboard can provide a view across all the process stages and underlying systems to allow the user visual cues to the broken process. Corrective actions can be as simple as sending an alert via e-mail or automating a dynamic change in the business process via Oracle BPEL or a third party web service.

### **Features and Functionality**

Oracle BAM is a J2EE application built on an innovative, message-based, event-driven, and memory-resident architecture. It is specifically designed for real-time monitoring, analytics, and reporting. Oracle BAM is the first, and only, solution that provides real-time visibility into enterprise operations with a holistic view of the business situation in an obtrusive yet timely manner. Business users have access not only to SLAs and KPIs but can drill down through correlated events all the way to the most granular transaction level.. This multi-tier visibility contributes significantly to issue resolution across teams and results in increased organizational effectiveness.

Oracle BAM architecture utilizes the latest in messaging, data integration, advanced data caching, analytic monitoring, predictive monitoring, alerting and reporting technologies to deliver business information within seconds of events taking place. The BAM solution can accept thousands of updates per second into the memory-based persistent cache to allow updates to the reports and generate alerts that traditional architectures simply cannot match.

**Data and Event Collection Infrastructure** – The solution practices an open integration policy that allows the use of variety of mechanisms to capture real time business events. Source data can include: databases, messaging systems based on JMS, Oracle AQ, MQ, extract transform and load solutions like Oracle Data Integrator (ODI), and web services.

Integration with Oracle SOA Suite data sources is supported natively through the JCA standards compliant Oracle BAM Adapter in Oracle SOA Suite 11g and the Oracle BPEL Process Manager Sensor Framework available in both Oracle SOA Suite 11g and 10g. .

**Event Analysis and Computation Infrastructure** - The Oracle BAM solution filters, correlates and analyzes data events in seconds across any business processes. Using an in-memory caching architecture that provides answers in a few seconds, Oracle BAM can gauge the impact of new events on critical Business KPIs and SLAs. Users can extend the computational logic to facilitate varying complexity of event analysis.

**RELATED PRODUCTS AND SERVICES**

RELATED PRODUCTS

- Oracle BAM is tightly integrated with
- Oracle SOA
- Oracle EDA
- Oracle BPEL PM
- Oracle Service Bus
- Oracle B2B
- Oracle Integration Adapters

RELATED SERVICES

The following services are available from Oracle Support Services:

- Update Subscription Services
- Product Support Services
- OnlineDBA

**Real-time Actionable Alerts** - The solution allows business users to define real-time alerts based on expected business conditions. The Oracle BAM Event Engine leverages Oracle BAM’s internal event processor to provide end users with actionable alerts on positive correlations as well as identification of expected but not occurring events in real-time. Using event-processing techniques like time window management, Oracle BAM can evaluate simple patterns of behavior for business response. Alerts can be delivered on a variety of devices. Alerts are fully actionable including invoking external programs or web services to alter the business flows

**Visualization, Intuitive Dashboards** - The solution allows users to create personalized dashboards. The Oracle BAM solution provides a highly interactive user experience in which real-time information is updated to the end user via a standard web browser. Dashboards can be accessed through Oracle BAM Web Applications, the Oracle Application Development Framework, or through a unique url assigned during dashboard creation. Business users can use over 35 graphical views available to display events, model processes and KPIs that update in real-time.

**Summary**

Oracle BAM provides operational managers a versatile monitoring tool that analyzes business situations to allow for timely intervention in unusual circumstances. This powerful insight translates into business process optimization that can be a competitive edge within your industry. Based on customer feedback and analyst validation Oracle BAM solution is clearly ahead of its major competitors including SAP, Microsoft, and IBM.

Software Requirements for Oracle BAM	
Operating system	<ul style="list-style-type: none"> <li>• Linux, Windows, Unix</li> </ul> For a complete list of supported platforms, refer to the Oracle Fusion Middleware Certification Document:
Internet Browser	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer 7.0 or 8.0</li> </ul>
Database	<ul style="list-style-type: none"> <li>• Oracle Database 10g (10.2.0.4 or later for non-XE database) using the AL32UTF8 character set.</li> <li>• Oracle Database 11g (11.1.0.7 or later for non-XE database).</li> </ul>

**Contact Us**

For more information about Business Activity Monitoring, please visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.



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