



Edmunds Inc.  
Santa Monica, CA  
www.edmunds.com

### Industry:

Professional Services

### Employees:

385

### Oracle Products & Services:

Oracle Enterprise Manager  
Diagnostics Packs  
Configuration Management  
Packs  
System Monitoring Plug-ins  
Oracle Fusion Middleware  
Oracle Database  
Oracle Real Application Clusters

**“With Oracle Enterprise Manager, we have not only improved our grid and SOA management capabilities, but have extended the performance information that we can provide to our internal customers.”**

– Sheng-Te Yang, Director,  
Application Services, Edmunds  
Inc.

## Edmunds Inc. Improves Management and Performance of Grid and Service-Oriented Architecture

Edmunds Inc. was founded in 1966 for the purpose of publishing new and used automotive pricing guides to assist automobile buyers. In 1995, the company launched the first automotive information Web site, Edmunds.com. Today, Edmunds Inc. publishes four Web sites: Edmunds.com, *Inside Line*, CarSpace.com and AutoObserver.com. The company’s mission is to empower automotive consumers.

### Challenges

- Create a centralized, consistent management solution for all systems and platforms.
- Gain the ability to track, maintain, and correlate hardware/software changes to incidents.
- Create a centralized system for monitoring and managing service level agreements (SLAs)
- Deploy a centralized system for managing a distributed service-oriented architecture (SOA) environment and BPEL orchestration

### Solution

- Implemented Oracle Enterprise Manager to improve the efficiency and effectiveness of service level management, application performance management, and configuration management
- Automated change management, reducing Edmunds’ IT maintenance burden
- Enhanced service level management with a user-friendly dashboard that enables IT staff to have greater visibility into and understanding of system performance
- Enabled valuable insight into day-to-day changes in Edmunds’ large IT environment with Oracle Enterprise Manager’s configuration management packs
- Gained the ability to quickly identify and address system bottlenecks
- Automated patching process and gained the ability to run updates across multiple servers, improving grid management effectiveness