

Moniforce Customers Frequently Asked Questions

What is Oracle announcing?

Oracle plans to release its next generation product for Web application real-user experience monitoring, Oracle Real User Experience Insight, in the next 12 months. Formerly known as Moniforce UXInsight, this product is built on the same state-of-the-art Network Protocol Analysis and passive monitoring technology used in Moniforce solutions such as webProbe and webSensor, and includes combined functionality and benefits from each. It monitors real user experiences of all Web-based applications without any associated modifications or instrumentation. Like the previous Moniforce products, Oracle Real User Experience Insight will help businesses adapt to changing needs by providing insight into business trends and user preferences. Oracle Real User Experience Insight will integrate performance analysis and usage analysis into a single offering, enabling business and IT stakeholders to develop a shared understanding into application user experiences.

What benefits does Oracle Real User Experience Insight provide to Moniforce customers?

In addition to state-of-the-art real-user Web monitoring, it will provide customers with the benefits of faster customization and access to upgrades, as well as new application monitoring capabilities. In addition, because Oracle Real User Experience Insight will be part of Oracle Enterprise Manager, customers will gain access to a single solution with comprehensive application performance management capabilities, including end-user performance monitoring, business transaction analytics and integrated application diagnostics.

What does this announcement mean for webSensor and webProbe customers?

Moniforce webProbe and webSensor customers can continue to use, renew and purchase additional licenses. Except for webSensor Commerce, these products are planned to be supported via Oracle

Support through at least September 30th, 2009. (Please see the question and answer below on webSensor Commerce for more information.) We encourage Moniforce webProbe and webSensor customers to purchase Oracle Real User Experience Insight prior to September 30th, 2009.

Will there be an upgrade path from Moniforce webProbe and webSensor to Oracle Real User Experience Insight or other products?

Oracle Real User Experience Insight is an appropriate new product option for webProbe and webSensor customers. Your sales representative will work with you to determine the right timing for purchasing this product as a replacement for webProbe or webSensor.

I have a highly customized webProbe or webSensor solution. How will this affect my ability to use Oracle Real User Experience Insight?

Oracle Real User Experience Insight incorporates many of the capabilities created through Moniforce experience with customization. As a result, you may have reduced need for customization. Should you need customization, typical customization time for Oracle Real User Experience Insight implementations is expected to be far less than for webSensor and webProbe. Your account manager will work with you to determine your specific needs associated with the purchase of Oracle Real User Experience Insight.

Will Oracle continue to support the hardware I'm using to run Moniforce webProbe and webSensor? If so, for how long? If not, what are my options?

Oracle will support your existing Moniforce webProbe or webSensor configuration through at least September 30th, 2009. We are currently reviewing appropriate third parties to provide you with hardware support through your contract term. Your sales representative will be in touch with you to discuss details. Once you purchase Oracle Real User Experience Insight, you can continue to use your current

hardware, as long as it meets the product specification, and receive support through the third party. Since Oracle Real User Experience Insight will be certified to run on a range of hardware platforms, however, you will be able to support the application and hardware identically to how you support other hardware in your environment.

What about webAlarm?

Moniforce webAlarm customers can continue to use and renew their licenses. This product is planned to be supported via Oracle On Demand Support through at least January 31st, 2009. With more than 1.7M users, Oracle On Demand manages the infrastructure, software, security, service levels and IT governance to help customers unlock more value from their software. Oracle will provide the option for webAlarm customers to purchase an on-premise solution, Oracle Enterprise Manager 10g Oracle Service Level Management Pack, a comprehensive monitoring solution that ensures high availability, optimal performance and service level compliance of critical business services. Just like webAlarm, Oracle Service Level Management Pack actively monitors and reports on the availability and performance of business services. In addition to Web applications, it can monitor Oracle Forms and Siebel applications. It uses a simple point-and-click approach to recording transactions, without any scripting, making it easy to deploy, use and update. We encourage Moniforce webAlarm customers to purchase Oracle Service Level Management Pack or other solutions that meet their needs prior to January 31st, 2009.

What about webSensor Commerce?

Moniforce webSensor Commerce customers can continue to use and renew their licenses. This product is planned to be supported via Oracle On Demand Support through at least January 31st, 2009. With more than 1.7M users, Oracle On Demand manages the infrastructure, software, security, service levels and IT governance to help customers unlock more value from their software. Oracle recommends webSensor Commerce customers interested in on-premise software licenses purchase Oracle Real User Experience Insight, part of Oracle Enterprise Manager. This solution will combine critical functionality focused on real-user experience monitoring from both Moniforce webSensor and webProbe, and access to the capabilities associated with Oracle Enterprise Manager. We encourage webSensor Commerce customers to purchase Oracle Real User Experience Insight or other solutions that meet their needs prior to January 31st, 2009.

Do I have a new Moniforce account manager and if so, who is it?

Please contact your current account executive. He or she will let you know if there has been a change to your current arrangement.

Who provides implementation services – Oracle, an Oracle partner, or both?

You have a number of choices for implementing current Moniforce products, Oracle Real User Experience Insight or Oracle Service Level Management Pack. Please work with your account executive to understand your options.

I currently use Moniforce products with non-Oracle applications. Will I be able to continue to do so with Oracle Real User Experience Insight?

Yes. Oracle Real User Experience Insight – along with all Oracle Enterprise Manager products – will work with Oracle Applications as well as with Web, SOA or other custom applications.

The above is intended to outline our general product direction. IT IS INTENDED FOR INFORMATION PURPOSES ONLY, AND MAY NOT BE INCORPORATED INTO ANY CONTRACT. IT IS NOT A COMMITMENT TO DELIVER ANY MATERIAL, CODE, OR FUNCTIONALITY, AND SHOULD NOT BE RELIED UPON IN MAKING PURCHASING DECISION. THE DEVELOPMENT, RELEASE, AND TIMING OF ANY FEATURES OR FUNCTIONALITY DESCRIBED FOR ORACLE'S PRODUCTS REMAINS AT THE SOLE DISCRETION OF ORACLE.