

## FIBERLINK®

Fiberlink Communications  
Blue Bell, PA  
www.fiberlink.com

### Industry:

High Technology

### Employees:

220

### Oracle Products & Services:

Oracle Enterprise Manager  
Oracle Business Intelligence  
Management Pack  
Oracle Diagnostics Pack  
Oracle Tuning Pack  
Oracle Fusion Middleware  
Oracle Database  
Oracle Real Application Clusters  
Oracle Business Intelligence  
Enterprise Edition

**“With Oracle Enterprise Manager, we can manage the end-to-end Oracle Business Intelligence Enterprise Edition application environment and diagnose performance problems quickly to ensure our users have the highest level of performance and availability.”**

– Shawn Ruff, Manager, Platform Services, Fiberlink Communications

### Fiberlink Communications Enhances Business Intelligence Performance and Availability

Fiberlink helps global enterprises improve information security and support mobile and remote workers with ease and confidence. Dedicated to making mobile and remote workers secure and productive wherever they go, Fiberlink offers more than a dozen types of end-point security services and an advanced mobility management platform that reduces costs and simplifies compliance with security and connectivity policies.

### Challenges

- Track and maintain configuration changes to reduce operational management costs associated with diagnosing performance problems and complying with regulatory controls
- Gain insight into the end-users’ experience
- Centralize monitoring and management of service level agreements

### Solution

- Implemented Oracle Enterprise Manager Business Intelligence Management Pack as a centralized system to efficiently manage the company’s clustered Oracle Business Intelligence Enterprise Edition application
- Cut time needed to manage Fiberlink’s mission critical Oracle application, used by Fiberlink’s customers to manage endpoint security and wireless services
- Gained the ability to monitor a wide range of performance metrics for all critical business intelligence components to find root causes of problems that could potentially slow performance, extend response times, or create outages
- Automated configuration management to accelerate problem resolution and give IT teams more time for projects that affect the bottom line
- Used synthetic Web transactions to monitor business intelligence dashboard availability and analyze end user response times to improve customer satisfaction
- Used the Dashboard Reports tool to troubleshoot failed queries and view detailed statistics on dashboard usage to gain insight into business trends and user preferences
- Enhanced SLA management with a user-friendly dashboard that makes it easier to improve system performance