

Oracle Complex Event Processing (CEP) is a complete solution for building applications to filter, correlate and process events in real-time so that downstream applications, service oriented architectures and event-driven architectures are driven by true, real-time intelligence. OpenSpan software enables an incremental event stream related to user process activity that can be processed by Oracle CEP and correlated with other events occurring throughout an enterprise and responded to in real-time.

## User Process Monitoring

OpenSpan Events™ can quickly and easily monitor any application or set of applications on a user's desktop – including Windows, Web, Java, mainframe, cloud-based, virtualized or Citrix-hosted applications – without modifying the original applications. All events and associated data can be sent in real-time to Oracle CEP, as well as stored in a central database for analysis using OpenSpan Analytics™ or any other BI or reporting tool.

### With OpenSpan Events, you can:

- Create custom triggers such as suspicious patterns in user activity, credit limits exceeded, copy-and-pasting of sensitive data
- Monitor high-level events such as application start/stop/active/idle, application and URL navigation
- Identify changes being made by users to specific data records or fields in real-time
- Publish complex events spanning multiple applications
- Extract contextual data such as application name, userID, machine name, date/time, duration, orderID or any user-defined data
- Create instant audit trails

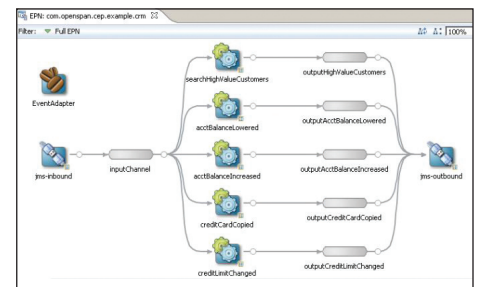


## User Process Improvement

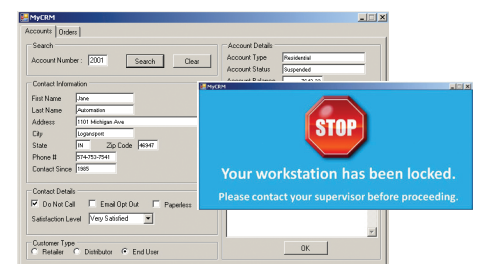
In addition to monitoring user activity, OpenSpan Enterprise™ can enable existing applications to be quickly "event-enabled" to subscribe and react to changing business conditions identified by Oracle CEP, again without the requirement to modify any of the original applications.

### With OpenSpan Enterprise, you can:

- Prevent fraudulent activity by locking applications and/or modifying application behavior
- Enforce regulatory compliance and process adherence
- Deliver customized cross-sell or up-sell offers that can be triggered by notifications from Oracle CEP
- Dynamically add and change process guidance and contextual help to assist users navigate through specific process steps



Correlating User Process Events in Oracle CEP

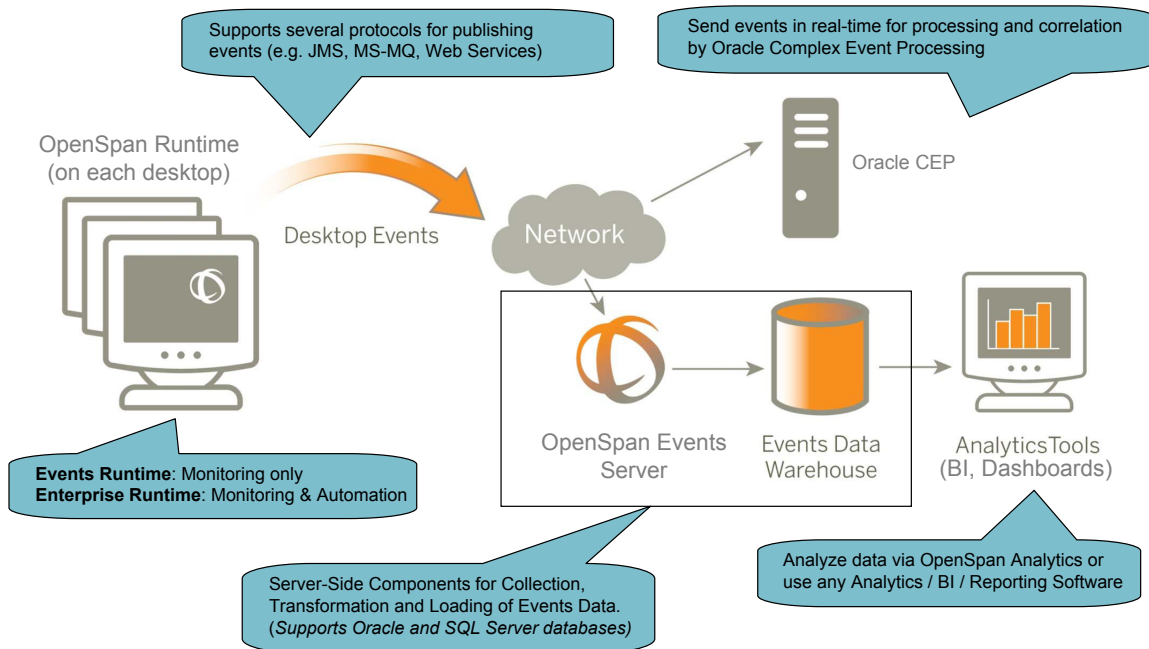


Adding real-time fraud prevention capability to an existing application

## OpenSpan Product Components

- OpenSpan Events Runtime - a lightweight desktop runtime that passively and securely collects desktop events. By capturing information about user activity, OpenSpan Events provides unprecedented visibility into how your users interact with individual software applications, and how they perform processes that span multiple applications.
- OpenSpan Events Server - complements the OpenSpan Events runtime by collecting events, transforming and storing them in a central database (in a BI-friendly Star Schema), and optionally forwarding events to third party BAM, CEP, WFM and other subscribers.
- OpenSpan Enterprise Runtime - a superset of the OpenSpan Events functionality, this is a lightweight desktop runtime that both securely collects desktop events and also enable new automated functionality to be delivered to the desktop.
- OpenSpan Analytics - provides authoring and business analysis capabilities as well as out-of-the-box dashboards, visualizations and templates for both generic and custom events. Use OpenSpan Analytics for workflow analysis, process discovery, application usage, alerts and other business metrics reporting
- OpenSpan Studio - the visual development used to define and deploy event collection from user desktops in a rapid and secure fashion.

## OpenSpan for Oracle CEP Configuration



### SUPPORTED ENVIRONMENTS

Desktop Environments - Windows 2000, 2003, XP, 2008 Vista, Windows 7, Citrix, VMware

Databases - Oracle, SQL Server; includes a well-documented extensible data model

Oracle - Oracle Complex Event Processing 11g R1 or greater; (also included in Oracle SOA Suite 11g or greater and Oracle EDA Suite)



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### GETTING STARTED

For more information on OpenSpan User Process Improvement products, please visit [www.openspan.com](http://www.openspan.com), contact us via phone at 1.678.527.5455, or email [sales@openspan.com](mailto:sales@openspan.com).