

Overview and Frequently Asked Questions

Oracle Buys ClearApp:

Adds Leading Composite Application Management Solution to Oracle Enterprise Manager

Oracle has acquired ClearApp, a leading provider of application management solutions for composite applications.

Today, businesses rely heavily on agile SOA applications to automate key business processes. These environments are often developed and managed by different teams, and the high level of abstraction that makes these architectures attractive, also hide key application component relationships creating an “IT visibility gap”.

ClearApp addresses the IT visibility gap by discovering and modeling the functional dependencies inherent in SOA environments. With the ClearApp solution, customers are able to discover and model end-to-end business services and component dependencies in runtime, monitor business service performance, and diagnose performance issues quickly. ClearApp’s capabilities are expected to extend Oracle’s application management solutions to provide visibility of transactions across all application components.

ClearApp products and Oracle Enterprise Manager, combined with recently acquired products from Moniforce and Auptyma are expected to provide customers with a top-down application management solution that provides comprehensive management of their standards-based applications and integrations, delivering greater value to the business. Customers are expected to see enhanced service levels, reduced down time and improved return on their SOA investments.

CUSTOMER BENEFITS

The combination is expected to provide customers with the following benefits.

- Greater ROI on SOA investments
- Faster problem resolution for the end-to-end management of business services
- Improved service levels through enhanced visibility, richer modeling and granular insight
- Enhanced SOA governance and performance management capabilities across composite applications

PARTNER BENEFITS

The combination is expected to provide partners with the following benefits:

- Partners are expected to benefit from working with a single vendor to address their needs for complete SOA governance and composite application management solutions
- ISV partners will gain broader opportunities for development integrations
- System Integrators will be able to expand implementation and service offerings related to Oracle Enterprise Manager
- Value-added resellers will gain expanded opportunities to provide solutions
- All partners will gain access to Oracle’s worldwide resources and enablement through the Oracle PartnerNetwork program

Frequently Asked Questions

BUSINESS RATIONALE

What is the rationale for this acquisition?

Today, businesses rely heavily on agile SOA applications to automate key business processes. This makes the uninterrupted performance and availability of IT applications a critical success factor. For these environments, application performance management is becoming increasingly complex. SOA and applications are made up of shared components, which are often developed, deployed and managed by different teams. In addition, the high level of abstraction that makes middleware technologies such as SOA so attractive from an architecture perspective also hides key application component relationships creating an IT visibility gap. This complexity is making it hard to not only determine the root cause of failures or performance issues, but also to determine the impact of any update or change made to a particular application component.

In order to address the above business demands, IT organizations are seeking application management solutions that can provide complete visibility and enable rapid problem resolution. The acquisition of ClearApp technology is expected to extend Oracle's application management solution to provide visibility of transactions across all application components. The combination is intended to help customers discover end-to-end business services and component dependencies in runtime, monitor business service performance and diagnose performance issues quickly. ClearApp products and Oracle Enterprise Manager, combined with Oracle's recently acquired products from Moniforce and Auptyma, are expected to offer customers a top-down application management solution that provides comprehensive management of their standards-based applications and integrations.

Why did Oracle select ClearApp?

ClearApp's composite application discovery, modeling and performance monitoring capabilities are critical components in the management of SOA applications. As a leader in next generation application management solutions, ClearApp provides automatic discovery of application components and their dependencies and provides real-time detection and monitoring of business services as they change. ClearApp is the only vendor with management capabilities for the Oracle SOA suite and has unique capabilities for the management of SOA and J2EE-based composite applications, as well as for web service dependencies for all major middleware platforms.

How is the acquisition of ClearApp expected to accelerate Oracle's strategy to build out solutions to support application management?

Oracle Enterprise Manager's top-down approach to application management is intended to significantly benefit from ClearApp's ability to automatically discover application component dependencies in runtime, model the associated business services as defined within the application environment, and monitor the performance of transactions across this dependency map. In addition, ClearApp is expected to provide key technology to enhance the management of applications built on Oracle Fusion Middleware, the next generation strategic platform for all Oracle applications.

Product Overview and Strategy

What products does ClearApp currently develop and support?

ClearApp's product, QuickVision, provides model-driven application management of composite applications built on J2EE middleware frameworks. By using a sophisticated application service modeling engine, QuickVision provides IT with contextual performance visibility of critical business services and business processes resulting in simplified root-cause analysis. Additionally, ClearApp QuickVision reduces the time and effort required for application issue resolution, and improves IT's ability to keep up with changes made to application environments, thereby increasing application uptime and service quality while reducing TCO.

How will ClearApp technology fit into Oracle's overall application management strategy?

Oracle Enterprise Manager and ClearApp are expected to be the only model-driven application management solution available for applications built on SOA technologies like Oracle BPEL and Enterprise Service Bus, WebLogic Integration, and WebLogic Portal applications. Along with the Real User Experience Insight and Application Diagnostics for Java applications, Oracle intends to have the most complete offering for top-down management of business services.

How is ClearApp's technology expected to enhance Oracle SOA Runtime Governance?

Oracle Enterprise Manager provides SOA governance capabilities, helping customers make it easier to monitor and manage services in SOA environments. ClearApp is expected to strengthen Oracle SOA Runtime Governance, part of the Oracle SOA Governance solution, by providing contextual performance visibility for SOA-enabled business services. This is expected to result in faster problem resolution and improved application performance management. The combination is intended to help businesses attain end-to-end visibility of business services, better manage the impact of change, and increase the ROI on their SOA investments.

How is the acquisition expected to impact on-going development of ClearApp products?

Oracle will evaluate the ClearApp product roadmap and will be providing guidance to customers in accordance with Oracle's standard product communications policies. Research and development investments in the ClearApp product set are expected to increase as they will then be able to share in Oracle's \$2.7 billion R&D budget.

Will Oracle continue to support customers that use ClearApp solutions for non-Oracle applications and technologies?

Oracle plans to continue to support existing ClearApp product capabilities.

How compatible are ClearApp's products with Oracle's products?

ClearApp's products are complementary to Oracle technology and adhere to open industry standards.

How does Oracle plan to maintain ClearApp's domain expertise?

The goal of the combination is to complement Oracle's existing solutions. ClearApp brings significant domain expertise in the area of model-driven application management for composite applications. ClearApp employees are expected to join Oracle.

Customers and Partners

How is the proposed transaction between Oracle and ClearApp expected to benefit ClearApp customers?

The highly complementary combination of Oracle Enterprise Manager and ClearApp's technology is expected to deliver a comprehensive enterprise application management solution. ClearApp customers are expected to benefit from the increased investments in R&D and are expected to receive improved customer support through access to Oracle's 24x7 global support and services organization.

How is the proposed transaction expected to benefit partners?

Partners are expected to benefit from working with a single vendor to address their needs for complete SOA governance and composite application management solutions.

How will Oracle continue to support and broaden relationships with ClearApp partners?

We expect business to continue as usual for ClearApp partners. To provide for a smooth transition, existing ClearApp partner contracts for support, professional services, and sales are expected to remain in effect until they expire or until further notice. As contact information changes, we will communicate these changes through normal channels. ClearApp management will be reaching out to ClearApp partners to answer any questions. Partners may also use their existing Oracle channels for support to answer any questions.

Partners are essential to Oracle's economic and growth strategy. In addition to increased product support and investment, ClearApp partners are expected to benefit from the Oracle PartnerNetwork, our global world-class partner program, which provides access to a broader portfolio of solutions, comprehensive resources to support partner business and opportunities for growth with Oracle.

Business Continuity

Can I still purchase ClearApp products?

Yes. Please contact your existing ClearApp sales representative to assist you, or visit www.ClearApp.com for contact information.

Should ClearApp customers continue to call ClearApp customer support?

Yes. ClearApp customers should continue to use existing ClearApp contacts for support, professional services and sales to address immediate and ongoing needs. We will communicate all changes and transitions occurring well in advance through these familiar channels.

Should ClearApp customers continue to contact their ClearApp sales representative?

Yes. Until further advised, customers should continue to rely on existing relationships.

Will training on ClearApp products continue?

Yes. We plan to combine the ClearApp training services with Oracle University. We want to ensure that our customers' software provides the best possible service for their organizations, and we know excellent training is critical to reach that goal.

Will the ClearApp leadership and employees be retained?

The goal of this combination is to complement the offerings of Oracle with ClearApp's management and employees, who have significant domain expertise in application management. They are expected to become an integral part of the applications and systems management business within Oracle. The acquisition of ClearApp demonstrates Oracle's commitment to providing leading application management solutions.

Where can I find out more information about the proposed Oracle and ClearApp combination?

For more information, please visit oracle.com/ClearApp.

The above is for informational purposes and may not be incorporated into a contract.

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