ORACLE RIGHTNOW VIRTUAL CIO CLOUD SERVICE

Oracle RightNow Virtual CIO Cloud Service provides near-real-time visibility into important operational metrics such as performance, availability, reliability, and scalability. This up-to-the-minute information provides CIOs and IT managers with the specific, actionable insight and trend analysis they need in order to make important business decisions, react quickly to changing business conditions, and plan more effectively.

Greater Visibility Equals Better Control
CIOs require solutions that monitor business transactions from beginning to end across layers of technology and that provide greater visibility through transparency. The cloud is no exception. Rapid business decisions involving scaling, capacity, and utilization can be made only when applicable information is provided in a timely fashion. Thus, organizations must constantly monitor the performance and delivery of cloud services if they are to provide the rapid re-evaluation and realignment required by the ever-changing customer landscape.

Information, Not Data
Oracle RightNow Virtual CIO Cloud Service gives IT organizations transparency into

- **Service status.** Oracle RightNow Virtual CIO Cloud Service provides full insight into the current and historical status of all deployed Oracle RightNow CX Cloud Service applications—by geography and channel, including cross-channel impacts.

- **Service statistics.** With Oracle RightNow Virtual CIO Cloud Service, you get real-time visibility into bandwidth and usage statistics for every deployed channel.

- **Operations.** Oracle RightNow Virtual CIO Cloud Service delivers a single view of historical and planned operational activities, scheduled solution updates, sandbox locations and access, service-level attainment, and root cause analysis for all incidents.

- **Business.** Oracle RightNow Virtual CIO Cloud Service provides an inventory of all purchased items as well as direct usage mapping, enabling organizations to easily perform usage-based monitoring and ensure license compliance.
Use Oracle RightNow Virtual CIO Cloud Service for IT-friendly cloud management.

Get More from Your Cloud

With greater visibility into their cloud solutions, organizations can monitor and verify scaling, capacity, and utilization. In this way, they ensure continued alignment with organizational objectives—thereby reducing costs, increasing efficiency, and realizing a greater return on investment. Oracle RightNow Virtual CIO Cloud Service facilitates the following:

• **Proactive predictive planning.** Historical success tracking facilitates predictive trend analysis across the entire business delivery process, enabling organizations to predictably plan for future expansion.

• **Rapid reactive incident handling.** Real-time status tracking enables faster action through in-depth verification across all usage, systems, and channels.

• **Full-disclosure collaboration.** Operational visibility into inventory, incidents, and scheduled and unplanned activities across the entire service delivery process makes it easy for organizations to perform usage-based monitoring in a systematic and auditable manner.

Contact Us

For more information about Oracle RightNow Virtual CIO Cloud Service, visit oracle.com/rightnowcx or call +1.800.ORACLE1 to speak to an Oracle representative.