

# RADWARE

## AppDirector Validated Integration with Oracle's Siebel Customer Relationship Management Release 8.1.1



575 Corporate Drive  
Mahwah, NJ 07430  
Tel: +1.201.512.9771  
Toll-free: +1.888.234.5763  
Fax: +1.201.512.9774  
[radware.com](http://radware.com)

*Radware's AppDirector solution helps ensure short response time and comprehensive application security for Oracle's Siebel CRM, helping optimize and secure large-scale application server implementations.*

### Company Overview

Radware is an industry leader in integrated application delivery solutions, with more than 10 years' experience in providing application delivery solutions. More than 6,000 companies worldwide use Radware's award-winning APSolute application delivery solutions to ensure the availability, maximum performance, and complete security of networked and IP-based applications. Virtually all major sectors, including education, finance, government, healthcare, insurance, manufacturing, retail, services, transportation, finance, education, manufacturing, retail, insurance, government, healthcare, transportation, services, and wireline and cellular carriers, rely on Radware to reduce costs, drive business productivity, and improve profitability. Let Radware make your datacenter "business smart" so you can get the greatest value from your business and IT investments.

### Integration Overview

Radware AppDirector was thoroughly tested with Oracle's Siebel Customer Relationship Management (Siebel CRM) Release 8.1.1 to help ensure that Siebel CRM customers will benefit from a resilient and efficient solution. Deployed in front of Siebel CRM servers, Radware's AppDirector manages traffic for both the Web server content and application business logic. AppDirector works in conjunction with Siebel CRM applications to offload resource-intensive processing, provide advanced health monitoring and advanced Layer 7 traffic management, and avoid system downtime to deliver a best-of-breed subsystem.

AppDirector key benefits:

- Provides transaction completion through Layer 4-7 traffic redirection policies with a resilient solution that performs real-time identification and bypasses any faulty element
- Delivers a comprehensive set of acceleration tools that include object caching and Web compression

### Integration Details

The AppDirector devices are deployed in front of the Siebel CRM Web servers and the



Siebel Customer  
Relationship  
Management

Through the Oracle PartnerNetwork, partners with validated integrations are able to provide customers with standards-based product integrations, tested and validated by Oracle. Customers benefit from improved risk management and smoother upgrade capability, leading to a lower total cost of ownership and greater overall satisfaction.

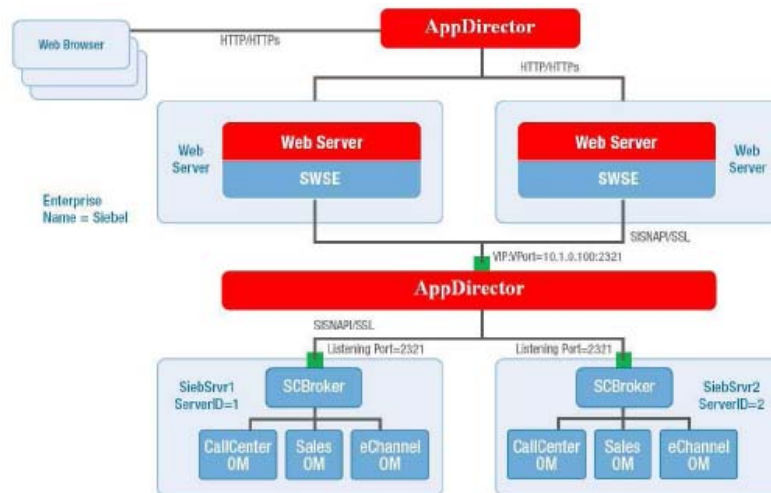
**Availability**  
+1.201.512.9774  
[radware.com](http://radware.com)

Siebel CRM application servers, exposing to the end user only one virtual IP that represents the entire Oracle Siebel CRM service. The AppDirector device distributes users' transactions between the different Siebel CRM Web and application server elements while ensuring that each transaction is always served by a healthy element.

In addition, the AppDirector devices provide the following capabilities:

- Secure Sockets Layer (SSL) offloading capability offloads the SSL encoding/decoding, CPU-intensive tasks from the Oracle application servers to the AppDirector accelerator hardware.
- Caching capabilities ensure that static content is served by the AppDirector device.
- Compression capabilities ensure that each page a user views is compressed before the page is sent to the user.
- AppDirector increases server efficiency by ensuring that end users are always redirected to the same server that served them before, using cookie-based persistence.

**Support**  
+1.877.236.9807  
[radware.com/Customer/GlobalSupport.aspx](http://radware.com/Customer/GlobalSupport.aspx)



**AppDirector is deployed in front of the Web servers and application servers.**

For more information, please refer to the [Radware ADC solution and Siebel CRM integration guide](#).

### **Environment**

#### *Radware Environment*

AppDirector version 2.11 on OnDemand Switch 2 XL

#### *Oracle Environment*

Siebel Customer Relationship Management Release 8.1.1

Oracle Database 11g

For additional information about partnering with Oracle, please contact [oprinfo\\_us@oracle.com](mailto:oprinfo_us@oracle.com) or visit [partners.oracle.com](http://partners.oracle.com).

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.