

BLUE COAT SYSTEMS

ProxySG Version 6 Validated Integration with Siebel Customer Relationship Management 8.1



Accelerate Oracle's Siebel Customer Relationship Management operations and tasks for your end users.

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Company Overview

Founded in 1996, Blue Coat provides its Application Delivery Network (ADN) infrastructure to more than 15,000 customers worldwide, including 83 percent of the Fortune Global 500. Our experience, backed by a worldwide support team, means that we can provide the application-level availability, security, and acceleration with comprehensive visibility and user control that our customers need. We maintain support centers in Sunnyvale, California; London, England; Tokyo, Japan; Kuala Lumpur, Malaysia; Waterloo, Ontario, Canada; and Dubai in the United Arab Emirates. Blue Coat has approximately 1,500 employees in locations worldwide.

Integration Overview

Blue Coat ProxySG Acceleration Edition Appliances are deployed in the network at datacenters and remote locations. Oracle software does not need to be modified in any way to receive the benefits of the Blue Coat ProxySG. This is usually a symmetrical deployment with an appropriately sized and configured appliance at each end. Each appliance terminates the inefficient connection between the user and the application server and replaces it with a solid, secure, and accelerated connection between the two ProxySG appliances. This provides a fast implementation at each site and low maintenance of both hardware and software on the ProxySG.

Integration Details

Oracle's Siebel Customer Relationship Management (CRM) applications—with their rich functionality—tend to operate well in local area network (LAN) environments, but may become user-unfriendly when accessed over the wide-area network (WAN) at branch locations. Companies are adding new and heavy applications such as Voice over IP (VoIP) and videoconferencing to existing networks. Frequently, the effects of WAN latency, congestion, and limited bandwidth combine to cause severe performance degradation at remote branch locations, reducing productivity and increasing user frustration. A slow application can stall user adoption of Siebel CRM-enhanced business processes and reduce overall productivity.

Blue Coat ProxySG version 6 Acceleration Edition Appliance is a powerful yet flexible solution for improving application performance across the distributed enterprise. ProxySG improves the end user response time of business-critical applications and content such as Secure Sockets Layer (SSL). Blue Coat's acceleration utilizes a



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

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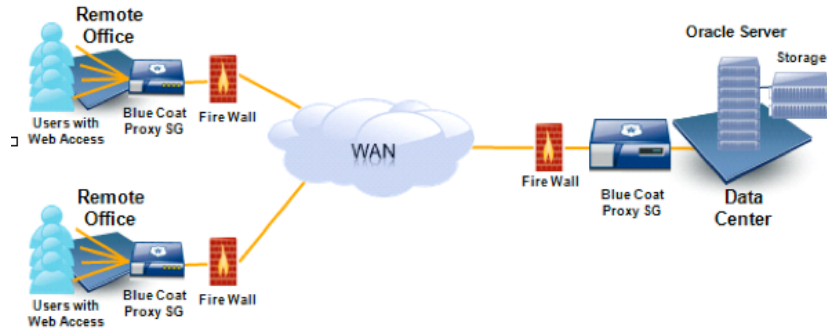
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Support
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combination of technologies to greatly improve application delivery over the WAN. Large file transfers, rich graphical user presentations and complex applications are all key areas that the Proxy SG appliance can improve.

The Blue Coat ProxySG can significantly reduce the bandwidth required for WAN-delivered applications. This translates directly into WAN communication expense savings, which for a large company is substantial for a large company.

Sample Oracle Deployment with Blue Coat Acceleration



Environment

Blue Coat Systems Environment

ProxySG version 6 Acceleration Edition Appliance

Oracle Environment

Oracle's Siebel Customer Relationship Management 8.1.1

Oracle Database 11g

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