



Java SE Advanced Helps Citizens Energy Group Simplify their IT

Increased Security. Decreased Complexity

CUSTOMER CASE STUDY | 2017

Citizens Energy Group (Citizens) is a broad-based utility service company, providing natural gas, thermal energy, water, and wastewater services to about 800,000 people and thousands of businesses in the Indianapolis area. Like other large enterprises, Citizens relies heavily on enterprise software that runs on Java. While Java has given Citizens flexibility in terms of deployment platforms, managing the sheer number and varying versions of Java VMs in their IT environment was a challenge. Worse yet, having older versions of Java deployed within their critical business applications represented a security risk. The Advanced Management Console (AMC)—an invaluable tool that comes with Java SE Advanced—has helped Citizens meet these challenges, mitigate risk, and save costs.

Java SE Advanced Helps Citizens Tackle Challenges

Citizens has always had a critical dependency on Java, as it powers the various applications used to run their business. From Oracle eBusiness Suite, Business Intelligence Publisher, Oracle Primavera, Oracle Discoverer, Hyperion, Utilities WAM, and more, the majority of Citizens' enterprise applications depend on the Java Virtual Machine (JVM) at its foundation. However, the overhead this introduced in terms of Java VM versions, installations, and management was a huge challenge.

Achieving the required application certifications in the businesses Citizens operates was also a challenge. Additionally, security was becoming more of a concern as Java VMs would regularly get out of date in terms of patches, especially for older Java VMs still in use. Java SE Advanced has helped Citizens meet all of these challenges while helping to eliminate a number of security risks and reducing IT complexity across the enterprise.

Reduce Overhead with Advanced Management Console

Before using Java SE Advanced, managing the different Java versions across applications was a growing challenge. While Citizens had insight into their Java usage, they had to keep track of that information manually and find the least common Java version usable across all applications. This required time and effort better spent on other tasks. However, when

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CITIZENS: POWERED BY JAVA

Citizens is in the energy business, but their enterprise is powered by Java. To better manage risks and requirements, Java SE Advanced has helped:


- Reduce risk, complexity, IT overhead, and costs
- Track Java applications running within their organization
- Notify of out-of-date Java versions
- Keep Java applications up to date with security patches
- Manage Java installations company-wide through rule sets



"Java SE Advanced has made such a difference to our enterprise, I can't say enough good things about it. With it, we've simplified our IT and reduced our security and business risks. The entire experience has been nothing but positive. Every organization can benefit from Java SE Advanced."

GREG HOOVER, SR. SOFTWARE
ENGINEER, ORACLE APPLICATIONS
CITIZENS ENERGY GROUP

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Citizens learned about Java SE Advanced, they liked what the Advanced Management Console offered. Almost immediately, Citizens had better management over their sprawling Java install base, more control over Java installations company wide, with reduced security risk. The benefits of AMC have not only helped IT, they've given Citizens business leadership peace of mind.

"AMC has made our software installation easy and simple to maintain," says Greg Hoover, Sr. Software Engineer for enterprise applications at Citizens. "There's a lot less wasted time, and each new release of AMC has been an improvement, making it even easier to use. I can't stress enough how much time and effort Java SE Advanced continues to save us."

A Simple Solution to a Growing Management Problem

According to Hoover, they're no longer tied to using specific versions of Java. AMC has helped them manage the Java VM installations within the enterprise applications across their business, better meeting each application's Java needs while keeping them patched and up to date. As a result, they can now meet certification requirements *per application*—something they couldn't do before Java SE Advanced and AMC.

For Citizens, one of the key AMC features is its Deployment Rule Set capability. With it, you can define the Java needs for individual applications and users, and then automate the installation of Java and its security configuration settings. This automation not only reduces risk as it ensures that only properly patched and configured Java VMs are deployed, it also reduces IT overhead, complexity, and human error.

"The entire experience has been positive," says Hoover on getting AMC installed inside Citizens. "Our DBA got the software up and running with zero issues, and brought production online quickly. It was very easy to implement and the benefits were immediate."

Based on Citizens experiences, Hoover feels more business people need to learn about the benefits of Java SE Advanced. "Almost all enterprise software in use today relies on Java," says Hoover. "From a maintenance perspective, the more enterprise software you deploy or acquire through business growth, the more valuable AMC becomes to your enterprise." From critical business managers to helpdesk staff, everyone at Citizens has benefited from what Java SE Advanced offers.

Call to Action: Get Started with Java SE Advanced Today

Java SE Advanced offers your enterprise the following:

- » The advanced Java monitoring and management tools you need at the enterprise level
- » Ongoing patches and security updates beyond those made publicly available
- » Management and control of Java deployments with the Advanced Management Console
- » 24x7 access to a dedicated Oracle support team.

More information on the Java SE Advanced support and tools can be found at:

www.oracle.com/us/technologies/java/standard-edition/advanced-suite

If you feel that your organization may benefit from a complimentary 'Java Healthcheck', a specialist from Java team can walk you through the steps to understand how Java is being used across your organization and how you can proactively manage it going forward. Contact Oracle at: javacomms_ww@oracle.com.



JAVA SE ADVANCED VALUE PROPOSITION

Achieve control and management of Java across your enterprise.

Reach new levels of performance and reliability through the use of advanced Java tools.

Remain up to date with the latest versions of Java, while maintaining support with updates to older versions as needed.

Improve application development agility and increase productivity.

Gain key insights into application and Java VM operational data.

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