Oracle Monitoring and Advisory Service for Applications Unlimited

Oracle Monitoring and Advisory Service for Applications Unlimited is an autonomous applications checking service designed to quickly report faults, proactively detect issues that might impact availability, and improve your visibility and operational oversight of your Oracle Applications environment. Let your IT team take advantage of operational assistance and Oracle's powerful monitoring Intellectual Property. Improve overall applications availability while allowing your IT resources to focus on high-value technology projects.

MAXIMIZE AVAILABILITY AND INCREASE EFFICIENCY

Disruptions in applications availability can seriously impact business. With Oracle Monitoring and Advisory Service for Applications Unlimited, customers experience higher availability, improved operational efficiency, optimized workflow processing, and increased productivity of existing IT staff. The service includes:

- Monitoring and event reporting

- Priority Service Request routing, rapid response, and advanced resolution services

- Root cause analysis, and event-related advisory services

- Personalized governance from a named Technical Account Manager

- Service delivery management and progress reporting

AUTOMATED INCIDENT AND FAULT IDENTIFICATION

Oracle Advanced Customer Services' engineered monitoring capability leverages decades of experience supporting Applications Unlimited customers. The autonomous monitoring capability scans hundreds of key indicators, workflow metrics, and health-check markers. An automated Service Request is generated whenever the monitoring detects any event that might result in a potential application fault or workflow incident. All pertinent diagnostic data is captured without the need for any customer involvement, and that information gets attached to these auto-generated Service Requests. Oracle can be working on an incident on your behalf before you even know a potential incident existed. Oracle collaborates with your IT team to review the event, the proposed resolution, and to provide follow-up advice and guidance for eliminating or mitigating any similar event in the future.

Key Features

- 24/7 Oracle Applications remote monitoring and automatic creation of Service Requests

- Proactive monitoring of key data elements and business workflows

- Accelerated Service Request routing and 20-minute response to Severity 1 issues

- Root cause analysis, guidance, and advice by Oracle Engineers with unmatched expertise in Oracle Applications Unlimited

- Personalized governance from a named Technical Account Manager

Key Business Benefits

- Maximize availability

- Reduce risk

- Prevent critical issues and enable faster resolution

- Increase operational efficiency

- Reduce administration tasks while enabling higher business productivity

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PROACTIVE ADVISORY AND GUIDANCE FROM SKILLED ENGINEERS

In addition to automatically detecting, reporting, and remediating incidents before they impact your business, the service provides you with direct access to skilled Oracle engineers with advanced knowledge of your Applications Unlimited products. These engineers possess broad experience obtained from supporting tens of thousands of Oracle Applications customers, and collaborate closely with you to provide joint management recommendations for applicable services. Oracle Advanced Customer Services' goal is to help you make better, more-informed decisions about how to improve your applications configuration settings to prevent future issues or recurring incidents. Oracle will partner with you to jointly identify the solution or approach that is best for your business. Through this lifetime support for Applications Unlimited you can decide when and how to leverage the cloud, and do it at your own pace.

SERVICE ARCHITECTURE AND EASY ACTIVATION

Oracle Monitoring and Advisory Service for Applications Unlimited is enabled via the Oracle Advanced Support Platform, a secure remote-connected platform backed by patented technology, located in your data center, or available as an Oracle Cloud service. This advanced technology is provided to you as part of the service, at no extra charge. The Advanced Support Platform is provisioned as part of the service activation, and it is designed to automate the discovery of agents and targets utilizing a growing library of hundreds of smart sensors and data collectors.

Telemetry from monitored Oracle Database systems is collected, consolidated, and transmitted using a secure (one-way) outbound connection between you and Oracle.

Supported products

- Oracle Applications Unlimited

Related Services

- Oracle Managed Application Cloud
- Oracle Solution Support Center
- Oracle Advanced Monitoring and Resolution
- Oracle Advanced Database Support
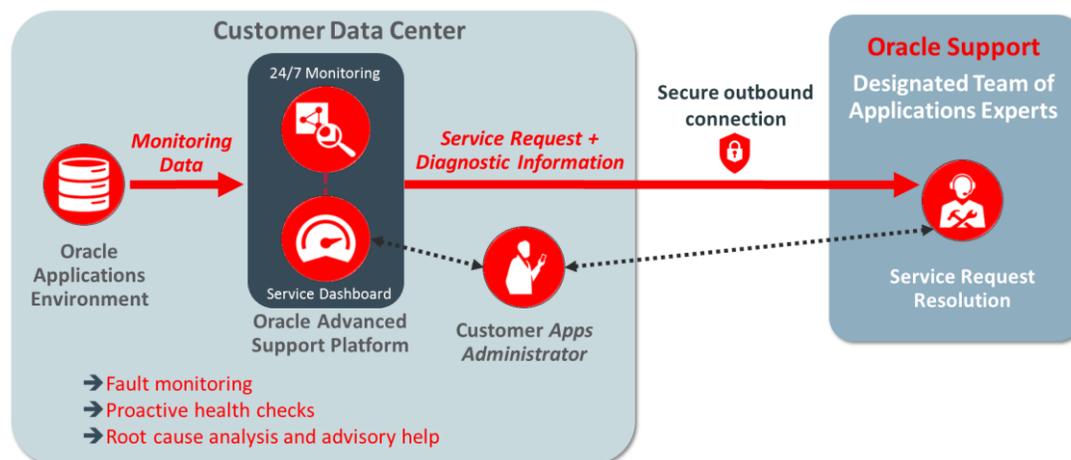
MANAGE IT TOGETHER

The Advanced Customer Services Monitoring and Advisory Service for Applications Unlimited is well-suited for you if you prefer assistance with managing your Oracle Applications instead of a fully managed service option. This "joint management" approach is an ideal option for you if you need to free up time and resources of your IT team so they can concentrate on high-value / business-focused technology initiatives, rather than checking, maintaining, and fine-tuning your back-office applications.

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Outside North America, find your local office at oracle.com/contact.

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Integrated Cloud Applications & Platform Services

Oracle is committed to developing practices and products that help protect the environment

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