

Benefits of Application Management Suite for Oracle E-Business Suite

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Executive Summary

Oracle E-Business Suite is the backbone of business operations for thousands of major corporations around the globe. To ensure high availability and high performance levels of their Oracle E-Business Suite application environments, it is imperative that IT managers deploy advanced management tools such as Oracle Application Management Suite for Oracle E-Business Suite. Oracle Application Management Suite leverages the Oracle Enterprise Manager platform to deliver the functionality required to manage complex Oracle E-Business Suite environments. Oracle Enterprise Manager provides a complete application-to-disk management platform that helps customers to efficiently manage their data center operations including hardware, database, middleware, and applications. Oracle Enterprise Manager helps to standardize best practices across the organization and helps to reduce the total cost of ownership.

There are several companies around the world that have been successfully using Oracle Application Management Suite. The following are few examples of business benefits based on live customers:

- » 60% reduction in help desk issue resolution time
- » 35% increase in DBA productivity
- » 50% time reduced during application tier cloning
- » 90% of developers time and 50% of DBA time reduced during development and deployment of over 1,000 customizations as a result of automation of customization management
- » Reduction in the number of DBAs engaged for cloning from 4 to 1 each week end. This is a significant gain considering the number of clones per week and over a entire year
- » Decrease in time spent by DBAs from 20 hours to 2 hours per week for patching activities
- » Potentially will reduce research time for DBAs by over 95% during researching Oracle patch recommendations. This is based on the new Oracle Application Management Suite patch recommendation feature that shows environment specific and unapplied Oracle patch recommendations.

It is important to note that the beneficiaries of Oracle Application Management Suite are not just the technical users of the product, but all the functional users, business owners, and the overall corporation as a result of increased efficiency, productivity, and reduced risk.

- » **Run efficient business operations**
 - » Reduce or eliminate business disruption by improving availability and performance of Oracle E-Business suite applications
 - » Faster resolution of issues
 - » Reduce help desk tickets as a result of proactive monitoring

- » Ability to stay current on Oracle recommended patch levels
- » Reduce or eliminate performance bottlenecks to improve application user productivity and transaction throughputs. For example, process orders quickly or perform period end reporting on time.
- » **Lower Costs**
 - » Lower costs of application ownership and overall IT operations
 - » Do more with less resources
 - » Use DBA and Developer resources efficiently and eliminate repetitive tasks
 - » Complete understanding of technology assets and allocate resources efficiently and eliminate wastage
 - » Lower cost of compliance by automating configuration and compliance checks
 - » Increase developers productivity
 - » Ability to view and download inventory of customizations for analysis
- » **Reduce Risks**
 - » Lower risks by Controlling and tracking changes to avoid unwanted changes to production and non-production systems
 - » Audit compliance and ability to meet regulatory or industry standards
 - » Ensure standardization of technical configurations including patches and customizations across instances

Note that the above mentioned examples are specific to Oracle Application Management Suite and are in addition to benefits of implementing Oracle Enterprise Manager and other relevant management packs such as cloud control, application testing, and database life cycle management packs.

This paper does not discuss the economic impact of using Oracle Enterprise Manager or Oracle Application Management Suite. There are other white papers available on the Oracle web site which covers topics such as ROI and business impact of Oracle Enterprise Manager.

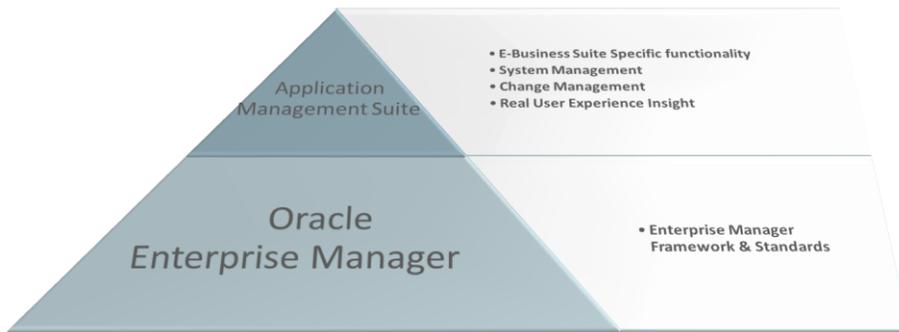
More information on these management packs, business benefits, customer references, and other such information is available on [Oracle Enterprise Manager Cloud Control](#) web pages.

The purpose and scope of this document is to describe the value and benefits of implementing Oracle Application Management Suite for Oracle E-Business Suite.

Introduction

The Oracle Application Management Suite delivers advanced capabilities to manage and monitor Oracle E-Business Suite environments. The main components of Oracle Application Management Suite are the Application Management Pack (AMP) and Real User Experience Insight (RUEI). The

Oracle Application Management Suite leverages capabilities, the framework, and standards of Oracle Enterprise Manager to deliver E-Business Suite specific monitoring and management capabilities.



The Oracle Application Management Suite delivers the following capabilities:

- » **System Management**
 - » Monitoring Oracle E-Business Suite technology stack
 - » Configuration Management & Comparison
 - » Oracle E-Business Suite specific Compliance Standards
 - » Performance Management including monitoring of users and concurrent processing
 - » Ability to Scale in/ Scale out with simple user interface
- » **Change Management**
 - » Multi level Hierarchical Change Approval process
 - » Patch Management including E-Business Suite and Technology stack patch recommendations and enforcing patch promotion policies
 - » Customization Management including custom code discovery & inventory reporting
 - » Automated Cloning including single interface to facilitate cloning of DB and Apps tiers
 - » Quick Provisioning of E-Business Suite using Assemblies
- » **Real User Experience Insight**
 - » End user transaction tracking through all layers of technology stack including applications, networks and database.
 - » Measure and monitor end user performance issues
 - » Out-of-Box monitoring of Oracle E-Business Suite modules with KPIs
- » **JVM Diagnostics for Oracle E-Business Suite Release 12.2 applications to provide advanced capabilities to diagnose JVM issues**



The following sections describe the business benefits delivered by Oracle Application Management Suite to Oracle E-Business Suite customers by using three generic business benefit categories:

- » **Improving Business Efficiency**
- » **Reducing Cost of Application Ownership**
- » **Lowering Business Risk**

Improving Business Efficiency

Oracle E-Business Suite helps companies around the world to conduct critical day-to-day operations and generates decision support information that helps in managing and growing their businesses. IT operations are held responsible to keep Oracle E-Business Suite applications up and running 24/7, to ensure performance of these applications to meet business needs to reduce or eliminate unplanned outages, and at the same time, operate efficiently in terms of costs and resources. Therefore, IT operations cannot just rely upon expertise of their resources, they need advanced tools such as Oracle Application Management Suite to increase the efficiency of IT operations and enable companies to achieve their overall business goals.

Improve productivity and user experience of application users

On a daily basis, application users process critical, high volume transactions. Any disruption or degradation in application performance can negatively impact their productivity and business process flow. It is not uncommon for application users to encounter such issues as non-responsive forms or self-service applications, slowdown of online transaction processing throughput, slowness in batch processing, intermittent errors causing delays in completing the business transactions.

Here are few common examples of how unplanned outages or performance issues can impact overall business:

- » Loss of employee productivity, loss of revenue or diminished customer retention
- » Slow order processing in E-commerce businesses can result in loss of business and low customer retention
- » Disruption during inventory control, product scheduling, and shipping transactions in manufacturing companies can result in the inability to produce or ship goods or idle employees or trucks and increase of costs of operations
- » Financial services companies may not be able to file regulatory reports if the application performance issues prevents them from closing books on time; Inability to close books also prevents management to have a clear financial view and profitability of the company
- » For companies running cloud operations or managing customer's applications, unplanned application outages may result in breach of service level agreements

Companies experiencing these types of problems will lose confidence in IT department's capability to manage the application infrastructure. Therefore, it is imperative that IT departments strive to ensure high availability and high performance of Oracle E-Business Suite applications and facilitate smooth business flow and prevent business disruption.

With Oracle Application Management Suite, administrators can proactively monitor the all their E-Business Suite systems, services, and technology stack components. They can automate repetitive tasks, eliminate human errors, and monitor environments by managing exceptions based on advanced notifications and warnings. Application Management Suite delivers following monitoring capabilities:

- » Status of concurrent processing components, workflow services, OA Framework, Web Logic services, Forms services
- » User monitoring, JVM usage, Memory and CPU usage, DB session information

- » Receive notifications based on metric thresholds and other system events
- » Set corrective actions or automate corrective actions to rectify problems to minimize impact of application users
- » Drilldowns of all the application user sessions and JVMs to help administrators to manage and diagnose performance issues.

Oracle Application Management Suite is integrated with JVM Diagnostics to allow session-based tracking of end user transactions through all layers of Oracle E-Business Suite technology stack components. Typically, this type of end-to-end tracing and diagnosis will require high level of expertise and many hours of hard work by talented DBAs. JVM Diagnostics delivers unique capabilities that help to diagnose Oracle delivered java applications or custom applications developed in-house.

- » Java Activity Monitoring and Diagnostics with Low Overhead
- » In-depth Visibility of JVM Activity
- » Real Time Transaction Tracing
- » Cross-Tier Correlation with Oracle Databases
- » Memory Leak Detection and Analysis
- » JVM Pooling
- » Real-time and Historical Diagnostics

Real User Experience Insight (RUEI) allows application administrator to diagnose end user performance issues, track the root cause of the errors to precisely identify the system component that might be causing the performance issue. RUEI is an effective tool to measure, monitor and improve end user's experience with Oracle E-Business Suite applications.

RUEI helps customers to answer questions such as:

- » Are my customers happy with their web page response times?
- » Why is my Order entry form not responsive?
- » Why is there a delay in shipments?
- » What is the root cause of the intermittent performance problems in our London office?

RUEI simplifies the entire process of application performance monitoring. RUEI is an extremely useful tool for administrators, security officers, business users, IT users and service desk personnel. RUEI is capable of recording every user session, and translating complex web data into meaningful and understandable statistics which can then be the basis of effective business and operational decisions. RUEI enables the administrators to view server and network times based on the real-user experience, monitor Key Performance Indicators (KPIs), monitor Service Level Agreements (SLAs), and trigger alert notifications. Session diagnostics feature allows Application Managers and IT technical staff to perform root-cause analysis.

Customizable dashboards provide key information to all levels of users such as DBAs, IT managers, Security, IT Auditors and functional owners

- » Enables out-of-the-box monitoring of Oracle E-Business Suite modules
- » User level session tracking to correlate end user problems to system issues
- » Delivers the ability to proactively discover of end-user performance issues
- » Measure and monitor real-user transactions
- » Individual user actions are automatically matched to the correct module, form, or form block within Oracle E-Business Suite
- » Extensive KPI and SLA monitoring – specific to Oracle E-Business Suite
- » Geo-location reporting to track performance issues from any location in the world



Diagnostics capability of RUEI and JVM Diagnostics assist in quickly resolving complex issues and increase the response times and effectiveness of service desk personnel during issue resolution process. Proactive monitoring will reduce the help desk calls and reduce the overall cost of supporting applications. Faster resolution of issues will also enhance applications user satisfaction.

Improve operational efficiency & IT infrastructure management

Oracle Enterprise Manager delivers a comprehensive management platform to centrally manage the complete IT infrastructure including all the databases, applications and middleware components using single management tool. Topology viewer shows the complete architecture and how the components interact with each other. This eliminates the need for procuring or maintaining third party tools or other manual methods to keep track of all of technology assets managed by the IT department.

IT executives expect their data centers to be highly efficient, cost effective and highly automated while delivering the required services to run smooth business operations. Oracle Application Management Suite for Oracle E-Business Suite helps IT organizations to increase operational efficiency by automating routine operations and enforcing standardizations across the company. Following is a sample list of functionality delivered by Oracle Application Management Suite for Oracle E-Business Suite to improve the operational efficiency:

- » Central repository of E-Business Suite technology stack information that supports reporting and analysis
- » Quick Provisioning of Oracle E-Business Suite instances using Oracle VM Assemblies for E-Business Suite
- » Automation of routine IT processes
- » Instance Administrator to scale in/scale out managed application servers
- » Standardization of monitoring and maintaining configurations
- » Configuration comparison to aid in troubleshooting application issues
- » Compliance standards that can automatically check for security or regulatory or industry standards
- » Extended Target Modeling to include additional targets in E-Business Suite system availability definitions
- » Cross vendor support/integration using the Oracle Enterprise Manager Platform
- » Topology viewer

Oracle Application Management Suite for Oracle E-Business Suite allows various IT departments within an enterprise to achieve standardization by using templates such as monitoring templates or configuration templates. As a result of this standardization, any drift in configuration can be easily detected and administrators can be notified. Configuration changes can occur due to patches, customizations or human error. E-Business Suite instances can behave differently when the underlying technology components have different versions or releases. All these differences can be detected proactively by comparing multiple environments and comparing snapshot of differences over different time period. This saves valuable time for administrators during troubleshooting. Identifying technical configuration changes and difference in configurations can be 90% to 95% faster using Application Management Suite compared to any other manual methods. Ability to quickly identify configuration drift can result in faster issue resolution.

Improve productivity of IT staff

Database and application administrators typically use command line operations or write their own scripts to manage daily routine operations. These scripts often lack the robustness and completeness required to automate the complete operation such as cloning or patching or managing customizations. These scripts also have to be maintained to keep up with Oracle E-Business Suite upgrades and new resources have to be trained as they come onboard. Oracle Application Management Suite reduces or eliminates the need for such customized methods and automates majority of routine operations to improve the productivity of IT staff.



While these scripts can identify exceptions, usually it is after the problem has occurred and administrators will have to manage the crisis to restore the business operations. Oracle Application Management Suite for Oracle E-Business Suite allows them to be proactive, get in front of the problem and resolve it with the help of features like automated corrective actions, or by identifying the problems using metric thresholds.

Automation of repetitive tasks like automated patch deployments, simplified packaging and promoting customizations, checking status of Oracle E-Business instances using automated service tests, scheduling cloning activities, checking compliance and security standards have proven to increase productivity of IT staff.

Reduce cost of application ownership

Oracle Application Management Suite for Oracle E-Business Suite helps to minimize the cost of application management, cost of application support, and cost of compliance and costs incurred due to loss of productivity. Many companies are not aware of their actual cost of downtime. If they were to calculate the cost of downtime, then they will realize that any reduction in cost of downtime is well worth and offset the costs of deploying advanced tools such as Oracle Application Management Suite for Oracle E-Business Suite.

Oracle Application Management Suite for Oracle E-Business Suite can help to lower the internal help desk costs by reducing issue resolution time and reducing overall number of help desk tickets. DBAs can quickly provision multiple Oracle E-Business Suite instances within hours, if not minutes, by using Oracle VM assemblies instead of several days using traditional methods. These Oracle E-Business Suite instances can be used for training, development or testing purposes. This will reduce the costs of provisioning multiple instances.

Oracle E-Business Suite maintenance involves several resource intensive activities such as patching, customization management, cloning, and troubleshooting application technology stack issues. Oracle Application Management Suite for Oracle E-Business Suite delivers capabilities to automate these critical functions which reduces enormous amount of time DBAs spend on these activities resulting in overall reduction in cost of change management and cost of running internal help desks. The cost savings are much higher for those companies who may have outsourced these operations or paying contractors by the hour.

Patch Management

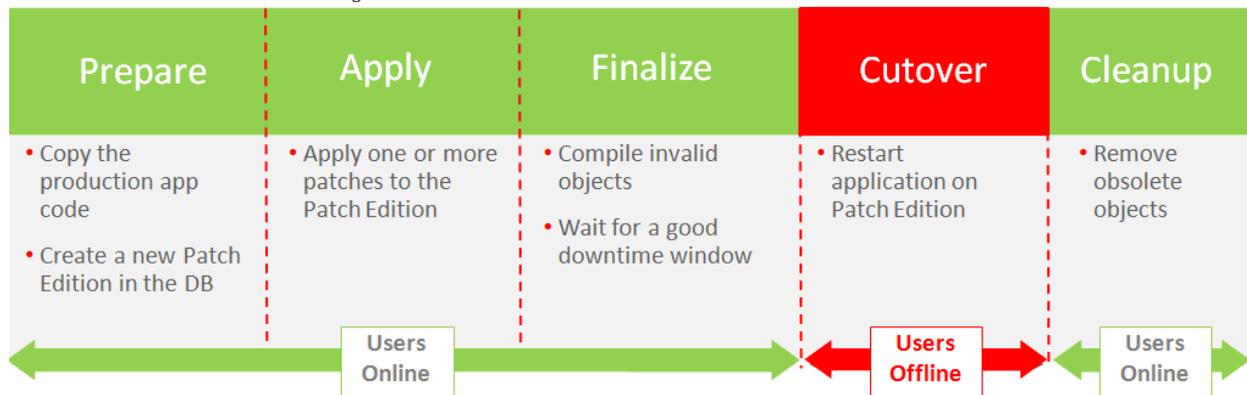
The following are some of the benefits of using Patch Management capabilities of Oracle Application Management Suite for Oracle E-Business Suite:

- » DBAs spend enormous amount of time in researching Oracle recommended patches, pre-requisite patches and to ensure all the E-Business Suite instances are at the same code level. Oracle Application Management Suite for Oracle E-Business Suite eliminates or reduces 95% this research time. Patch Recommendation functionality shows only those recommended patches that are specific to given Oracle E-Business Suite and not applied. This list includes patches for E-Business Suite products, web-tier components and database technology. This functionality is specifically valuable to E-Business Suite 12.2 customers because of importance of applying technology stack interoperability patches. By keeping the E-Business Suite instances updated and current customers will increase the supportability of E-Business Suite instances, improve security and performance of environments and reduce the support and help desk usage costs.
- » DBAs can save over 50% of time spent for deploying patches
- » Automatic checking of pre-requisites can save 100% of research time
- » Ability to view / search applied patches can save hundreds of hours of manual tracking
- » Ability to schedule patches can reduce DBA idle time by more than 50%. DBAs can focus on other important tasks instead of baby-sitting patching process.
- » DBAs can save many hours while promoting patches from pre-production to production instances. Promotion policy can be enforced to ensure patches are tested properly before they are applied to production

environment. Unapplied patches can be viewed and promoted from a simple user interface that shows all the patch promotion policy environments and unapplied patches.

- » Oracle E-Business Suite 12.2 online patching allows customers to apply patches without bringing down the environment with the exception of a small window during cutover phase. This allows customers to use E-Business Suite instances continuously for transaction processing without loss of productivity. While this advanced technology helps E-Business Suite customers, it poses many challenges to DBAs. DBAs have to learn and practice advanced skills of dealing with complexity of online patching and underlying technology. E-Business Suite online patching have multiple phases as shown in the diagram below. However, Application Management Suite masks the complexity by providing ability to complete online patching using simple interview process and completing all the phases of online patching in the background.

Oracle E-Business Suite Online Patching Process – Manual Process



Oracle Application Management Suite for Oracle E-Business Suite Simplified Online Patching Process



For more information on online patching concepts, refer to Oracle [E-Business Suite Documentation](#).

DBAs can apply Oracle delivered patches and custom patches to all releases of Oracle E-Business Suite by using simplified user interface and automated patch deployment procedures. DBAs can schedule the patches to be applied during off peak hours to reduce any inconvenience to application users. Patch Manager automatically puts the Oracle E-Business Suite instance into maintenance mode and brings back the services after patches are successfully applied. DBAs will be notified automatically when the patch applications are completed, or if there are any failures. DBAs do not have to monitor the process or sit in front of terminal waiting for the deployment processes to complete.

Administrators can also view the patching details, search patches, view and download the patch logs using patch manager without using manual process, thus saving valuable time.

Customization Management

Customization Management capabilities in Application Management Suite allow packaging and deploying of customizations. Customization management offers following business benefits:

- » Developers can save over 90% of time spent while deploying and promoting customizations
- » DBAs can save over 50% of time by scheduling customization deployments
- » Management can view all customizations from a single UI and download the inventory of customizations for further analysis. Customization inventory report eliminates the need for any other manual methods or third party tools saving additional maintenance costs.
- » Integration with source control can save 5-10 minutes of additional work for each file, resulting in hours of time savings for large number of customizations

Customers currently running Oracle E-Business Suite Release 12.2 or planning to upgrade, can validate if their customizations follow Oracle mandated standards for online patching. Customization Manager delivers option to run these readiness reports directly from user interface as opposed to command line options. By using this interface DBAs can save extra manual steps that might take them additional 15-20 minutes each time they run this report. This readiness validation is an iterative process, so time saved during iterations can accumulate into multiple hours of overall time savings.

It is not uncommon for Oracle E-Business Suite customers to create hundreds of customizations to extend the E-Business Suite functionality to meet their specific needs. Most of them employ large teams of developers or contractors to create these customizations. Customization Manager's features saves hundreds of hours and effort for these developers and contractors resulting in cost savings for the company. Developers or contractors can accomplish following critical tasks using customization manager:

- » Discover, view and keep track of inventory of Customizations
- » Checkout the code from any third party source version control system
- » Validate the customizations to ensure Oracle standards or Company defined standards are met
- » Package and deploy the custom packages easily to multiple E-Business Suite systems

Accomplishing above tasks without an automated tool such as Oracle Application Management Suite for Oracle E-Business Suite can be very time consuming, error prone and might result in excess spending for the company.

Automated Cloning

Oracle E-Business Suite customers frequently clone the production instance or other non-production or gold image instance multiple times for functional testing, development, user acceptance testing or training purposes. E-Business Suite implementation often involves complicated architecture with multiple nodes, Real Application Clusters, or Shared File systems among other variations. Cloning process can be time consuming and labor intensive depending upon the customer specific configurations, size of the application tier, and size of database, per-clone and post clone custom steps. Manual process of cloning or other home grown scripts often are not efficient methods. Cloning takes longer time and requires DBAs to focus more time for each cloning process and they have to repeat the process each time they perform cloning. Often companies clone instances multiple times in a week or a month and DBA time and resources spent on monitoring these cloning processing can be expensive. Oracle Application Management Suite for Oracle E-Business Suite delivers automated cloning process called "Smart Cloning" that can run without manual intervention. Automated cloning process allows customers to clone E-Business Suite database and application tier using a single interview process creating a combined procedure that can be scheduled during off peak hours. Customers can customize these cloning deployment procedures and add custom steps to tailor the procedure to meet specific deployment needs.



A large global conglomerate has been able to reduce application tier cloning time by 50% and reduce 80% DBA time using Automated Cloning functionality. Another life sciences customer was able to reduce the week end resource requirements from 4 DBAs to 1 DBA to parallel run multiple cloning processes without the need for close monitoring or intervention. These use cases demonstrate automated cloning process reduces DBA resource usage and result in quantifiable cost savings for the companies.

Quick Provisioning of Oracle E-Business Suite Instances

E-Business Suite implementation requires companies to provide hands on training to their employees on how to use applications to perform day to day transactions. In order to perform these hands on training sessions DBAs will have to commission large number of application instances quickly. Traditional methods of provisioning E-Business Suite instances will take days, if not, weeks and involve many hours of DBA time. This impacts the overall project schedules during E-Business Suite rollouts. By using Oracle VM assemblies for E-Business Suite, DBAs can provision large number of instances within few hours. This will save many days of work for DBAs and also allow training programs to happen within short period of notice. These Oracle VMs can be used for training, testing or development purposes.

Reduce Cost of Compliance

Companies spend enormous resources and time to comply with Regulatory, Industry or Market standards. Oracle Enterprise Manager and Oracle Application Management Suite for Oracle E-Business Suite deliver capabilities to ensure companies to remain compliant with standards. These capabilities include seeded security compliance standards, compliance dashboards, configuration metrics, real-time and historical information, trends based on compliance and violations. By Proactively managing compliance violations IT departments can comply with internal or external audit requirements.

Centralized configuration management capabilities and Compliance standard checks can be automated to send proactive notifications to DBAs in cases of real time violations. DBAs also can automate corrective actions to ensure when violations occur a corrective action is performed. This proactive approach helps to reduce costs of reactive crisis management and minimize consequences of audit or security violations.

It is not practical for any IT team to check to ensure if the data is compliant with HIPAA or PCC standards across multiple instances (often 100s of databases). Automating such compliant standard checking and ability to automate corrective actions can eliminate human errors and save time and money.

In short, Oracle Application Management Suite for Oracle E-Business Suite helps reducing the cost of compliance by enforcing compliance standards and standardization of the configurations across the company.

Lowering Risk

24/7 Application availability is a requirement for many companies across the world to remain competitive and to meet customer and market needs. Business disruption as a result of unreliable or poorly managed application system poses a huge risk. Business disruption due to unplanned outages of applications, delay in transaction processing due to slow performance of any technology stack component or intermittent errors in applications can negatively impact company's bottom line. Oracle Application Management Suite for Oracle E-Business Suite delivers capabilities to minimize, mitigate or manage these business risks effectively.

Reduce Compliance & Audit risks



Businesses across the globe are under pressure to meet the needs of data security, privacy standards, regulatory requirements or other industry specific standards. Many of these companies manage hundreds of databases and often struggle to identify when one or more of the environments become out of compliance. They run the risk of non-compliance with Auditors or other regulatory agencies if they cannot keep track changes or violations. Enterprise Manager and Oracle Application Management Suite for Oracle E-Business Suite deliver out of box security compliance standards that are Oracle E-Business Suite specific to ensure all the systems across the enterprise remain compliant. Here is a sample list of compliance standards delivered out of box:

- » Check if all the Key Profile options are set correctly
- » Default Passwords for Databases should not remain in any DB, they should be changed.
- » Check Security Settings
- » Credit Card Data is Encrypted or not?
- » Database Configuration Settings (Mandatory init.ora parameters required for E-Business Suite)

DBAs are alerted when any configuration changes occur or compliance standards are violated in any of the E-Business Suite systems. Risk can be managed by either automating corrective action or by manually correcting the erroneous conditions.

Reduce Operations Risks

Both in-house and outsourced IT departments are responsible for meeting the service level agreements with the end user organizations. Oracle Application Management Suite for Oracle E-Business Suite delivers multiple capabilities that enables IT operations to meet these service levels. Some of these capabilities are service level dashboards; metric threshold based monitoring, dashboards that show trends of availability, resource usage, trends in concurrent processing, RUEI dashboards, User or DB session monitoring and many others.

Improve Manageability of E-Business Suite

Oracle's goal is to provide tools that help customers to manage E-Business Suite efficiently. In addition to Oracle Application Management Suite for Oracle E-Business Suite, we deliver other tools that are native to E-Business Suite functionality such as Oracle Applications Manager (OAM) and iSetup. Oracle Application Management Suite for Oracle E-Business Suite includes drill down links to OAM, which allows DBAs to navigate between Oracle Application Management Suite for Oracle E-Business Suite and OAM. iSetup allows customers to migrate certain functional setups from one E-Business Suite instance to another. OAM, allows customers to manage concurrent processing, perform patch impact analysis and other basic administrative tasks. It is important to note that OAM can manage the E-Business Suite instance where it is installed and can go down along with the E-Business Suite instance. However, Oracle Application Management Suite for Oracle E-Business Suite is external to E-Business Suite, therefore, can help to manage multiple E-Business Suite environments from a single dashboard, enforce standardization across the enterprise, streamline change management processes thus improving the manageability of Oracle E-Business Suite. Application Management Suite also delivers administrative capabilities to stop and start E-Business Suite services eliminating the need for DBAs to perform these tasks using command line.

Increased Supportability

Oracle Enterprise Manager and Oracle Application Management Suite for Oracle E-Business Suite are fully integrated with My Oracle Support (MOS). MOS integration helps customers to keep track of service requests, search knowledge base, search and download patches, check for patch pre-requisites, and co-relate incidents to problems or service requests.



Automation of routine activities, proactive incident management by automated corrective actions, ability to isolate the root cause of problems and other capabilities can potentially reduce the volume of help desk tickets, time to resolve issues and overall internal support costs.

Use Cases

Several hundred customers including Oracle have been successfully using and benefitting from advanced capabilities of Oracle Application Management Suite for Oracle E-Business Suite. Here are two compelling use cases from within Oracle:

Oracle Managed Cloud Services

Oracle Managed Cloud Service (OMCS) is based on a very complex business model. OMCS teams manage thousands of E-Business Suite customers across half dozen data centers across the globe using Oracle Enterprise Manager and Oracle Application Management Suite for Oracle E-Business Suite. OMCS has been able to monitor thousands of targets effectively and set up monitoring templates and thresholds for key processes that can alert DBAs with proactive notifications. OMCS has been able to eliminate many custom scripts, proprietary tools, refocus DBAs towards servicing new customers, and increase operations efficiency as a result of this Application Management Suite implementation.

Oracle Internal - Global Single instance of E-Business Suite

Oracle internal IT department runs E-Business Suite to manage financial, manufacturing processes and self service human resource management to service 120,000+ employees. Oracle GSI, as the name suggests is a single global instance that caters to the business needs of Oracle offices globally. Oracle GSI team has implemented Enterprise Manager and Oracle Application Management Suite for Oracle E-Business Suite to monitor the GSI environment. They are effectively using monitoring capabilities, incident management and notifications, metric extensions and other capabilities to increase DBA productivity by 35% and reduce issues resolution time by over 65%.

Distinctive benefits to Oracle E-Business Suite 12.2 customers

Oracle E-Business Suite 12.2 delivers advanced features such as online patching and leverages new technology stack including Web Logic server. Hundreds of customers have upgraded to Oracle E-Business Suite 12.2 and thousands have downloaded the applications as part of their upgrade planning process. Application management suite offers unique capabilities to monitor and manager E-Business Suite 12.2 during pre-upgrade and post-upgrade phases. During pre-upgrade, customers can use features such as cloning, validation of customization readiness, becoming current with recommended patches and performance testing to ensure the environments are ready to upgrade. During post-upgrade, customers can use monitoring, online patch management, patch promotions, customization code promotions, automated cloning, configuration comparisons, compliance management, scale in/scale out features to efficiently monitor and manage E-Business 12.2 systems. Following is the summary of benefits of using Application Management Suite to monitor and manage Oracle E-Business suite release 12.2:

- » Monitoring of E-Business Suite 12.2 technology components including Web Logic server
- » Configuration comparison capabilities:
 - » Configurations, technology stack component versions, patches and customizations
 - » Run and Patch editions before, during and after patching
- » Run readiness reports to check if the customizations are ready for online patching
- » Ability to validate customizations for E-Business Suite 12.2 development standards
- » Ability to create, deploy and promote custom patches for online patching

- » Discover, view and download inventory of customizations for further analysis
- » Simplified online patching process to eliminate manual process
- » Automated cloning process
- » User interface to simplify instance administration of adding or removing managed apps servers
- » Ability to create service tests to automatically check the application availability or performance

These features reduce the complexity of managing E-Business Suite 12.2, reduce human errors and increase DBA productivity. Many of these features are unique to Application Management Suite for Oracle E-Business Suite.

Summary

Oracle Application Management Suite for Oracle E-Business Suite leverages Oracle Enterprise Manager Framework to deliver E-Business Suite specific advanced management capabilities that will increase efficiency of IT operations, reduce cost of application ownership and lower risks. Oracle continues to invest in improving E-Business Suite functionality which is evident from Oracle E-Business Suite 12.2 releases. As a result, Oracle Application Management Suite for Oracle E-Business Suite also has a strong roadmap to ensure advanced management tools are available to E-Business Suite 12.2 customers to monitor and manage their mission critical E-Business Suite environments. As evident from some of the use cases and quantifiable benefits realized by other live customers, Oracle Application Management Suite has proven to provide the return of investment to customers within a short period of time. Following is a summary of benefits at a glance that can be used as a guidance to determine specific quantifiable business benefits for individual customers.

Benefits Category	Benefits to customers	AMS4EBS enablers	Understanding and Quantifying benefits
Improve Business Efficiency	<i>Improve:</i> <ul style="list-style-type: none"> » Operations efficiency » Productivity of IT staff » Productivity of application users » Application user experience » Performance of business process throughput 	<ul style="list-style-type: none"> » Standardization » Centralized Monitoring » Automation of repetitive tasks » Efficient resource usage » Ensure high availability by reducing unplanned outages » Eliminate performance bottlenecks 	<ul style="list-style-type: none"> » By understanding trend of number of unplanned outages, errors that prevent application users from performing business transactions, or performance bottlenecks that delay key transaction processing » Use the routine, repetitive DBA tasks to figure out how many tasks they do often over a time period » Oracle Application Management Suite for Oracle E-Business Suite provides a clear understanding of performance metrics, run time of concurrent processes, CPU and Memory usage, user and user session information
Reduce costs of application ownership	<i>Reduce:</i> <ul style="list-style-type: none"> » IT costs » Operations costs » Costs of compliance » Internal help desk costs 	<ul style="list-style-type: none"> » Use standard common platform from single vendor to manage "apps to disk" technology stack » Eliminate proprietary/custom tools » Reduce DBA hours used by automating change management processes such as Patch research 	<ul style="list-style-type: none"> » Save over 90% time DBA time spent on researching recommended patches or patch pre-requisites » Savings from being able eliminate or reduce the number of custom scripts or proprietary tools » Almost 50% DBA hours can be reduced while



Benefits Category	Benefits to customers	AMS4EBS enablers	Understanding and Quantifying benefits
		<p>time, Patch Management, Change Management & Cloning</p> <ul style="list-style-type: none"> » Reduce Developer's hours spent in creating and deploying custom packages across E-Business Suite instances » Reduce DBA hours spent on provisioning E-Business Suite instances for testing, training or development purposes by using Oracle VM assemblies » Reduce DBA hours in ensuring instances are compliant with regulatory, audit and industry standards by using Compliance Standards, proactive notifications, and automated corrective actions » Reduce volume of help desk tickets by proactive monitoring, metric thresholds and configuration change control , and advanced capabilities » Reduce number of hours spent by DBAs or Help desk personnel in diagnosing root cause of performance issues by using RUEI, JVMD and other advanced capabilities 	<p>deploying patches</p> <ul style="list-style-type: none"> » DBAs do not have to baby sit the patching process. This frees up 80% of the DBA hours to focus on other tasks » 50-60% of developers hours spent on deploying custom applications can be saved by custom deployment automation. » 50-60% of DBA hours spent of deploying customizations can be reduced. » If used effectively, Oracle VM for E-Business Suite can bring down the provisioning time from days to hours. This will save valuable time for project teams rolling out E-Business Suite. » Quantify benefits by gathering data such as number of patches applied, number of custom packages deployed, number of clones per month, number of service requests opened, help desk ticket volume, average time taken to resolve user performance related issues and time spent by various resources in dealing with such activities. Total effect of amount of time saved can be part of overall ROI calculations.
<p>Lower Risks</p>	<p>Lower</p> <ul style="list-style-type: none"> » Overall business risk » IT operations risk » Compliance risk » Audit risk 	<ul style="list-style-type: none"> » Lower business risk by reducing business disruption caused by unplanned outages, performance bottlenecks, extended downtime due to application errors » Proactively detect issues and take corrective actions » Proactively manage end user service levels » Centralized inventory of all technology assets » Reduce risk of being non-compliant by enforcing security, regulatory and other compliance standards » Easily avoid or detect 	<ul style="list-style-type: none"> » Data such as number of times E-Business Suite environment not available due to outages, performance issues or errors over past year or two and cost of such downtime can help to determine the value of lowering such risks to businesses. » Compliance standards can automatically check and alert if credit card data is not encrypted, security standards are not followed in any of the environments, any changes in mandatory database settings and so



Benefits Category	Benefits to customers	AMS4EBS enablers	Understanding and Quantifying benefits
		<p><i>drifts in standard configuration y standardizations across the environments and across the company</i></p> <ul style="list-style-type: none"> » <i>Track and control changes due to patches, customizations</i> » <i>Ensure roles and privileges are segregated based on targets monitored to lower risks to production environments</i> » <i>Auditors can easily view the configuration information and compliance dashboards to check for audit compliance</i> 	<p><i>on. Any data about past violations and consequences can help to determine the benefits of implementing compliance standards.</i></p> <ul style="list-style-type: none"> » <i>Data such as number of times unwanted changes occurred to the system due to patches, customizations or human errors and the amount of time DBAs or Developers spent on correcting such issues can help to determine the value of lowering such risks by using AMS4EBS.</i>

Business benefits and ROI depends upon several factors that are specific to individual customers. To learn more about Oracle Enterprise Manager, Oracle Application Management Suite for Oracle E-Business Suite, and RUEI refer to the following documentation:

[Application Management Suite for E-Business Suite User Guide, Data Sheet](#)

[Oracle Enterprise Manager Documentation, Other related Collateral](#)

[Real User Experience Insight Documentation](#)



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Hardware and Software, Engineered to Work Together

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