

ORACLE ENTERPRISE MANAGER 11g

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BUSINESS-DRIVEN IT
MANAGEMENT WITH ORACLE
ENTERPRISE MANAGER 11g

BENEFITS

- Better Business Value through Business Driven Application Management
- Maximum Return On Investment through Integrated Application-to-Disk Management
- Higher Satisfaction through Integrated Systems Management and Support Experience

Today, organizations must proactively manage many technologies, ranging from Service-Oriented Architecture (SOA) to Cloud Computing, all while maintaining a consistent standard of service for business users and customers. In this dynamic IT environment, IT organizations need a complete view of the health of business transactions as they traverse business processes across different tiers of technology. With so many enterprises adopting private cloud computing as a preferred mode of business process delivery, IT management processes and procedures are no longer separate and distinct from those of the business. Hence, IT management must be able to work in concert with the cloud-enabled business process.

Oracle Enterprise Manager addresses these challenges with a bold new approach that incorporates key integration points across IT management processes, business processes and the Oracle community. This new and unique approach enables IT organizations to drive IT efficiency and business agility.

Business-driven IT Management Empowering IT to Drive Business Value

Businesses today require integrated IT-business management of processes; specifically IT must be managed from a business perspective. With Oracle Enterprise Manager, we start with monitoring what matters most, the end user experience, and then move through the business process to provide end-to-end visibility into the business transaction. This capability allows us to drill into services and applications and immediately remediate any issues.

Better Business Value through Business Driven Application Management

Currently there is a profound disconnect between what the business wants to know, and the information IT can provide. Business users want to know how many users access my application, or how many orders did I accept, but this kind of information is not typically what IT Operations can provide. Oracle Enterprise Manager is bridging that gap with technologies for Business-Driven Application Management.

Real User Experience Insight

Oracle Real User Experience Insight enables enterprises to maximize the value of

their business-critical applications by delivering comprehensive insight into actual user experience. It integrates web application performance and usage analysis into a single offering, enabling business and IT stakeholders to develop a shared understanding of their application users' experience.

Business Transaction Management

Providing a complete end to end solution, Oracle Enterprise Manager 11g introduces Business Transaction Management (BTM) which provides sophisticated instrumentation for real-time detection, alerting, and remediation of various types of unexpected business or technical conditions. Using BTM, application support personnel can search transactions based on message content and context—such as time of arrival, message type, or client credentials—to narrow-down the root cause. Operators can then examine individual messages or correlated flows to understand the complete technical and business context. These BTM capabilities non-invasively track transactions across a wide range of application interactions, including those facilitated by SOAP and XML services, messaging systems such as JMS and MQ, database calls, RMI and EJB applications, and across various runtime infrastructures such as Oracle Service Bus, application servers, and appliances.

Maximum Return On Investment through Integrated Application to Disk (Cloud) Management

Only Oracle supplies a complete application stack and the management for it in an integrated offering. In this release Enterprise Manager Grid Control provides complete support for Oracle Database 11g Release 2, Oracle WebLogic Server 11g, Oracle Coherence, the latest version of Oracle Applications, and incorporates Sun management through Oracle Ops Center. Oracle Enterprise Manager will be the central management solution for the upcoming Fusion Apps release. Because of this complete application stack offering, Oracle Enterprise Manager offers a complete end to end monitoring and management solution across the entire spectrum of business transactions, with the ability to diagnose *and* remediate any problems at all tiers of the application stack.

End to End Application Performance Management

Integrated IT and business management empowers IT to impact business results. Oracle Enterprise Manager 11g provides a unique end-to-end performance management solution, spanning all tiers, from the end user, through the infrastructure stack down to the Oracle database. This expansion of capabilities allows operations to monitor business requests to a deeper level, tracing transaction requests in WebLogic across multiple tiers in order to allow application administrators and operations to quickly diagnose any performance issues within the actual call path of a particular business transaction type.

Integrated Drilldown Across the Entire Transaction Spectrum

With the latest release of Real User Experience Insight (RUEI) for Enterprise Manager 11g, you can trace a transaction from the end user through the application, through the various components of the Middleware in order to determine the root cause of a performance bottleneck. RUEI can pass the transaction url and timeframe of interest to perform detailed Java VM Diagnostics, Application Dependency and

Performance analysis and to detailed Request Monitoring, providing a contextual drill-down from the user experience down to the application component and JVM level and from there all the way down into the database. This fine-grained tracking allows operations to quickly pinpoint where in the application the problem was encountered. This detailed transaction tracing spans both the vertical and horizontal components of the software stack, providing true end-to-end visibility directly from the source of transactions which are the users themselves. Infrastructure Management

With the addition of the new Oracle Enterprise Manager Ops Center offering, you have a complete application-to-disk systems management approach, with combined management capabilities spanning applications and supporting infrastructure for physical, virtual and private cloud computing environments. Oracle Ops Center helps reduce your costs and simplify operations by centralizing and automating the management of physical and virtual systems.

Integrated Cloud Management

In this release Enterprise Manager provides a seamless view of live business transactions enabling IT to proactively spot issues and drill down to fix them in real time before business is impacted. Only Oracle is able to answer questions like “what is causing the slow performance of the quote-to-cash processes?” Additionally, Enterprise Manager offers seamless integration between physical and virtual systems management. This allows you to manage all your IT components, including your virtual and cloud environments, all from a single console.

Increased Availability through Integrated Systems Management and Support Management

Through integration with My Oracle Support, Oracle Enterprise Manager enables the customer to personalize and simplify their Support experience. This integration provides a unique community experience allowing administrators to share experiences with their peers at other companies and receive proactive fixes for unforeseen IT issues, expedite problem resolution and automate patching workflows expediting maintenance operations such as patching of applications across their IT environment. This integration of Systems Management and personalized Support provides our customers a key differentiator and advantage over their competitors, and can only be delivered by Oracle.

Enables Superior Customer Support Experience and Enhanced Problem Resolution

With Enterprise Manager 11g’s integration into My Oracle Support, from a single console the system administrator can now enable a personalized support experience along with managing their IT environments. This integration provides full access to the features of My Oracle Support, including simplification of service request submission, configuration information view, Knowledge Management articles, Patch Advice, along with the rich suite of System Management features provided by Oracle Enterprise Manager 11g. This integration simplifies and expedites the resolution process by allowing the customer to go from identification of a problem to resolution such as downloading, validating and applying a patch, all from a single

console and workflow. Users also benefit from the social community capabilities allowing customers to validate results with other customers and understand how many other customers have downloaded a specific patch.

Contact Us

For more information about Oracle Enterprise Manager 11g, please visit <http://www.oracle.com/technology/products/oem/index.html> or call +1.800.ORACLE1 to speak to an Oracle representative.



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