

ORACLE RIGHTNOW VIRTUAL CIO CLOUD SERVICE

NEAR-REAL-TIME VISIBILITY INTO KEY OPERATIONAL METRICS

KEY FEATURES

- Service status visibility
- Service statistics visibility (including bandwidth and usage) across all channels
- Operational visibility
- Business visibility

KEY BENEFITS

- Make business decisions faster with better insight
- Provide rapid re-evaluation and realignment in response to changes in customer landscape
- Reduce costs, increase efficiency, and realize greater ROI through continual alignment with organizational objectives

Oracle RightNow Virtual CIO Cloud Service provides near-real-time visibility into important operational metrics such as performance, availability, reliability, and scalability. This up-to-the-minute information provides CIOs and IT managers with the specific, actionable insight and trend analysis they need in order to make important business decisions, react quickly to changing business conditions, and plan more effectively.

Greater Visibility Equals Better Control

CIOs require solutions that monitor business transactions from beginning to end across layers of technology and that provide greater visibility through transparency. The cloud is no exception. Rapid business decisions involving scaling, capacity, and utilization can be made only when applicable information is provided in a timely fashion. Thus, organizations must constantly monitor the performance and delivery of cloud services if they are to provide the rapid re-evaluation and realignment required by the ever-changing customer landscape.

Information, Not Data

Oracle RightNow Virtual CIO Cloud Service gives IT organizations transparency into

- **Service status.** Oracle RightNow Virtual CIO Cloud Service provides full insight into the current and historical status of all deployed Oracle RightNow CX Cloud Service applications—by geography and channel, including cross-channel impacts.
- **Service statistics.** With Oracle RightNow Virtual CIO Cloud Service, you get real-time visibility into bandwidth and usage statistics for every deployed channel.
- **Operations.** Oracle RightNow Virtual CIO Cloud Service delivers a single view of historical and planned operational activities, scheduled solution updates, sandbox locations and access, service-level attainment, and root cause analysis for all incidents.
- **Business.** Oracle RightNow Virtual CIO Cloud Service provides an inventory of all purchased items as well as direct usage mapping, enabling organizations to easily perform usage-based monitoring and ensure license compliance.

ORACLE RIGHTNOW PLATFORM

Oracle RightNow Platform is part of the market-leading Oracle RightNow CX Cloud Service, which offers an integrated approach to customer experience. With Oracle RightNow CX Cloud Service, you can provide a seamless customer experience in 33 languages across multiple touchpoints—from your knowledge foundation and contact center to your corporate Website and social communities. Deliver exceptional customer experiences that put you head and shoulders above your competitors.

RELATED PRODUCTS

Oracle RightNow Platform includes Oracle RightNow Virtual CIO Cloud Service and these other products:

- Oracle RightNow App Builder Connect PHP API Cloud Service
- Oracle RightNow App Builder Custom Objects Cloud Service
- Oracle RightNow App Builder Experience Designer Cloud Service
- Oracle RightNow Service Experience Platform

Contact Us

For more information about Oracle RightNow Virtual CIO Cloud Service, visit oracle.com/rightnowcx or call +1.800.ORACLE1 to speak to an Oracle representative.



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Hardware and Software, Engineered to Work Together



Use Oracle RightNow Virtual CIO Cloud Service for IT-friendly cloud management.

Get More from Your Cloud

With greater visibility into their cloud solutions, organizations can monitor and verify scaling, capacity, and utilization. In this way, they ensure continued alignment with organizational objectives—thereby reducing costs, increasing efficiency, and realizing a greater return on investment. Oracle RightNow Virtual CIO Cloud Service facilitates the following:

- **Proactive predictive planning.** Historical success tracking facilitates predictive trend analysis across the entire business delivery process, enabling organizations to predictably plan for future expansion.
- **Rapid reactive incident handling.** Real-time status tracking enables faster action through in-depth verification across all usage, systems, and channels.
- **Full-disclosure collaboration.** Operational visibility into inventory, incidents, and scheduled and unplanned activities across the entire service delivery process makes it easy for organizations to perform usage-based monitoring in a systematic and auditable manner.