

Symantec i³™ for Oracle® Applications

Formerly Veritas™ i³ for Oracle Applications

Motivation

Optimizing interactions, managing real-time business processes, analyzing your business to anticipate opportunities, increasing revenue, and reducing costs—they all contribute to gaining strategic advantage. They're what you can expect from Oracle's E-Business Suite. But with your investment comes complexity and the risk of failure if the availability and performance of your applications don't meet the needs of the business. Ensuring that your applications meet or exceed business objectives is what you can expect from Symantec i³ for Oracle Applications.

Business User

Performance is relative. Business users are familiar with a certain level of service, and when it deviates from expectations it is considered unacceptable.

IT Manager

Without visibility into the quality of service being delivered, IT Managers often become referees for conflicts between internal organizations trying to defend their reputation. IT Managers need a way of assigning priority and accountability to the response time and service interruptions that occur. They also need to help deliver a consistent methodology across domains of expertise to ensure a seamless management approach.

IT Staff

It's difficult to address business users' complaints about response time without supporting data. IT staff can point "blamestorming" fingers at each other to deflect responsibility if there is no information to substantiate or refute claims of poor performance.

CIO

Application response time and availability dashboards provide senior executives with a view into the service they are providing. Without this information, the CIO's service indicator is the Business Unit Manager who complains about response time or outages.

Questions

IT and business managers wonder how to answer the following questions:

- What assurance do I have that Oracle's E-Business Suite will perform well in my organization?
- Is there a way to reduce the impact patches/upgrades will have on my applications?
- When I apply my modifications and customizations, will they provide the expected response time and service levels?
- How do I ensure that complexity (e.g., Web, multi-tier, self-service, concurrent manager) won't impact my application response time?
- How will I accurately measure the performance and availability of my applications?

- How will I gather the information I need to make strategic decisions about how my applications support my business goals?
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The Challenge

Oracle's E-Business Suite boosts business profitability by automating and improving key business processes such as financial services, supply chain efficiency, and marketing campaigns. It makes better interactions possible by delivering the relationship and analytic data needed by both your internal staff and business partners to keep your business running smoothly.

The performance of your packaged applications is a function of how well the infrastructure components—the multi-tier of servers, Web, forms, J2EE, databases, network, and storage—work in concert with each other to deliver service. To meet business objectives, any Application Performance Management methodology must provide a common language across the technology stack to track user requests through the architecture and accurately assess the service provided.

Oracle automates complex business processes where high performance and throughput are crucial. Unfortunately, Oracle cannot predict how every company is going to use their products and, as a result, builds products for “a wide variety of user needs.” This often results in highly variable performance both during and after deployment. Further compounding this issue is the fact that each Oracle customer has his or her own unique business environment. User needs,

usage patterns, customizations, system components, architectures, and platform environments vary from business to business, causing application performance to vary just as widely. Tuning applications to work together efficiently and effectively in their unique environments is crucial to reaching business goals and maintaining competitive advantage.

The Solution

Symantec i³ for Oracle Applications provides businesses with a solution that optimizes the availability and performance of Oracle's E-Business Suite. This is accomplished by focusing directly on the end user's response time experience. Why? Because end users drive the business, and when application slowdowns occur, they have a direct impact on business profitability. Symantec i³ delivers a proven Application Performance Management solution that continuously collects high-quality metrics from each supporting tier of the application infrastructure (Web server, 9iAS, Oracle Forms server, database, and storage) and correlates these metrics to build a clear picture of performance from the end-user perspective—response time. This ensures that the slightest indication of response time degradation can be quickly isolated and analyzed to the root cause anywhere in the architecture. The appropriate action can be then be taken to minimize the impact. Since many facets of the business rely on Oracle's E-Business Suite for timely and reliable information, it is critical that the underlying infrastructure enables business objectives and does not constrain them.

Benefits

- Continuous application availability by business transaction or technology
- Measure and report the service level of real end users or simulated end users
- Automatic application discovery, instrumentation, and problem prioritization
- Visibility for URL to SQL to provide seamless navigation and drilldown
- Resolve performance problems faster with expert tuning advice

Other Symantec i³ Solutions

Symantec currently offers Application Performance Management solutions for today's most widely used application environments including:

- SAP
- PeopleSoft
- Siebel
- Oracle
- SQL Server
- J2EE
- Web-based Applications
- ClarifyCRM

Symantec Methodology

Symantec leverages the Symantec i³ methodology. This enables the IT organization to detect, find, focus, improve, and verify Oracle Applications performance problems before service levels are affected. Once in place, the methodology delivers a more consistent and higher quality experience to users.

The Symantec i³ Methodology simplifies the complex task of finding and fixing performance problems by tracking key performance indicators specific to the Oracle Applications environment. These unique, high-quality metrics are then used to fine-tune the application, resulting in faster transactions and response times. The impact is an application infrastructure that runs at peak efficiency and IT Staff who focus on implementation of application functionality rather than sustaining an inadequately configured environment.

The Symantec Difference

Symantec i³ bridges the gap between the complex technology needed to run your applications and the business goals that drive the company. Our innovative use of original technology is coupled with unique capabilities such as:

- Visibility and understanding of application availability and performance trends through service level reporting, trending, and capacity planning to justify your IT investments, quantify value to your end users and project future budget expenses.
- End-to-end collection and correlation of application performance metrics to reduce business cycle times by ensuring that application slowdowns are immediately identified, prioritized, and assigned an owner.

Data Sheet: Application Performance Management Symantec i³ for Oracle Applications

- Continuous real-time relationship management with your application end users by always knowing the actual response times they are experiencing—response times that can be broken down by E-Business Suite User, Form, Location Request, Application, etc.
- Lower cost per transaction for your critical business applications by significantly shortening the time it takes to resolve a performance slowdown with fewer IT resources.
- Maintaining application expertise in house through a holistic, seamless view of application performance across all technology stacks that yields a previously unattained level of understanding among your technical staff.

More information

Visit our Web site

www.symantec.com

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054.

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our Web site.

About Symantec

Symantec is the world leader in providing solutions to help individuals and enterprises assure the security, availability, and integrity of their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

Symantec Corporation World Headquarters

20330 Stevens Creek Boulevard

Cupertino, CA 95014 USA

1 (408) 517 8000

1 (800) 721 3934

www.symantec.com

