Welcome to the World of Business Application Monitoring

A NiCE Customer Success Story
with a Swiss Watchmaking Group

Customer

A large **Swiss watchmaking group** with multiple brands.

Their information technology division is dedicated to the management and development of the entire company IT landscape.

It runs the main IT backbone, its data centers, global networks and all major IT systems such as the commercial and production systems, as well as financial systems, e-commerce platforms and retail systems.

Goal

The goal was to combine the multiple online and offline channels to **create one omni-channel business model**, to link all interactions to real CRM and customer experience journeys, as well as to custom payment systems.

Approach

Omni-channel business models are related to **data residing on databases** such as Oracle, serving global operation and mission-critical applications.
Having Microsoft SCOM as enterprise IT management platform, the team had already **included Oracle monitoring into SCOM**, using a simple agentless Oracle SCOM Management Pack. The first results had been pretty good, and so the team decided to stay with the approach.

The entire **scenario changed** with the introduction of the more demanding omni-channel model. IT administrators had to look for an Oracle Management Pack that was much more mature and comparable to the capabilities of the Oracle Enterprise Manager, **to align with future business needs**.

SCOM Management Packs are pre-built solutions to integrate detailed application performance and heath monitoring into the SCOM console. IT administrators can correlate the performance of multiple applications to get a real view on what end users experience when using their IT services.

Conclusion

Having considered, tried and evaluated all current Oracle Management Packs that are available on the market during the past four years, they clearly decided to use the **NiCE Oracle Management Pack** to cope with future business needs.

Featuring its very detailed monitors and rules with easy to change frequencies of collection, its integration into third party dashboards as well as monitoring of the Oracle Listeners, the NiCE Oracle Management Pack helps the customer achieve their goals in a comparable way to the Oracle Enterprise Manager, and **lays out the fundamentals for future requirements**.

Customer Voice

*"Using this **agent-based/agent-less** NiCE Oracle Management Pack, we have **much more detailed monitors and rules** right **out-of-the box**, which we can simply alter to our needs. The straight forward **RAC monitoring** was **impressive**. Also, the integration into SquaredUp **dashboards** is just **another welcome highlight**."*

"Overall, it is quite comparable to what the Oracle Enterprise Manager offers and we are happy to have this mature Oracle monitoring solution on board."

IT Monitoring Administrator
Swiss Watch and Jewelry Manufacturer

NICE

IT Management Solutions