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# Monolith Software Helps Consolidate & Harmonize Oracle's Global Network Management Environment

ORACLE®

BUSINESS NEED:
Consolidate management control over a massive, complex and growing global network environment

## BUSINESS NEED

Over the last ten years, Oracle's global network has grown exponentially in size and scale to support the company's 85,000 staff worldwide and the 4.5 million Oracle On Demand end users reliant on Oracle as an outsourcing partner. During that time, the company has also acquired more than 60 companies. International bandwidth has increased 30 to 50 fold. Network devices monitored have increased 100 percent, and network management workload (i.e. tickets initiated; new objects and technologies monitored) has increased 70 percent.

Overseeing this overwhelming rate of growth is Oracle's network management systems group, reporting to Tony Miranda, Senior Director, Enterprise Automation & Tooling. This team has responsibility for tooling requirement assessment, tool selection, proof of concepts and the deployment and ongoing operation and administration of network management tools.

"After that first web demo, we realized we may have found a vendor who could in fact, be a replacement option for our existing patchwork network management infrastructure. Monolith clearly offered superior technology. We could see a way forward to fill our coverage gaps with an enterprise wide, end to end solution." – Tony Miranda, Senior Director, Enterprise Automation & Tooling

Oracle's network management environment has evolved over time in piecemeal fashion, leaving the company with a patchwork of familiar network monitoring systems. Starting with a standard regimen for monitoring network availability, fault and performance, in 2003 Oracle added another monitoring solution for VOIP, which grew to support the bulk of their telecommunications operations. Additions for monitoring datacenters, WAN, and router and switch instrumentation, meant the company needed a solution that could holistically monitor the entire Oracle network infrastructure.

## THE SOLUTION

Oracle's search for new tooling began with a mandate to find a new point product for syslog repositories. It was during this initial search that Miranda's team was introduced to Monolith Software. Monolith was added to the list as a candidate for syslog aggregation tooling, and a web demonstration was scheduled.

MONOLITH SOFTWARE

After seeing a demonstration of Monolith's software, it became apparent to the Oracle team that the Monolith platform offered a complete and consolidated solution and interface with executive level and line of business dashboard capabilities.

SOLUTION:
Monolith Software for consolidated fault, performance and availability monitoring, and real time dash-boarding

During an onsite, three-day proof of concept, where the software was installed and put through its fault paces in the Oracle environment, it became apparent to team Oracle that Monolith's solution could replace multiple incumbent offerings. Monolith's solution also proved it could easily scale to support Oracle's full network environment, and in fact, reduce required server support from 10 servers down to four.

Upon the completion of the fault PoC, Oracle then asked Monolith to demonstrate its availability and performance polling capabilities in a second PoC which was completed in less than two days.

One of the most compelling features for Oracle was Monolith's dashboarding engine. In the past Tony Miranda and his team had invested extensive time and resources to create custom, ad hoc management reports for line of business managers, to show performance of the network as it relates to various pieces of the Oracle business landscape.

With no formal training at all, Oracle network engineers were able to quickly write and produce Monolith dashboards drawing out real time data showing capacity and performance for latency, bandwidth, voice MOS scores, events, and reveal the availability of all links and devices within any specified line of business or Oracle region. This meant that the Oracle network management systems group could leverage Monolith to provide immediate and incremental value back to the business with virtually no learning curve.

"We knew we had top notch technology in hand, but we were still surprised by Monolith's performance and scalability. Most impressive to us was the fact that Monolith's solution needed no additional server hardware to enable the availability and performance polling." – Tony Miranda, Senior Director, Enterprise Automation & Tooling

To justify a forklift replacement of existing technologies with Monolith, Tony Miranda and his team prepared a lengthy and detailed business case, including a build versus buy evaluation and return on investment financial analysis. The ROI analysis showed that Oracle could achieve a significant reduction in initial licensing costs, headcount, hardware costs, and annual software and hardware maintenance costs. With the economic value to Oracle clearly proven, Miranda was given approval to place the order.

The Monolith implementation was quick and easy – with software up and running on the global network in a matter of weeks. The implementation began with two or three meetings between Monolith and the Oracle team to discuss project requirements as well as business, operational, functional and technical objectives. Oracle's device management (discovery and auto-configuration) process was well defined and documented. This fact, coupled with weekly status meetings, ad hoc training sessions, and formalized

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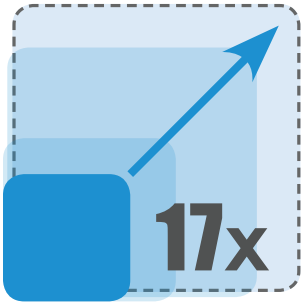
administration training quickly built confidence in Tony Miranda's Oracle network management systems group that network engineers could with ease internally maintain Monolith, and that they could continue to add additional value to the business through the creation of new dashboards, reports, in addition to providing new correlation and enrichment services to the business.




**GREATER**
scalability

## RESULTS

The benefit to Oracle in having a comprehensive and stable network performance management and alarming environment is unquestionably high. It increases productivity and user satisfaction by preventing or quickly resolving downtime, and helps protect revenues streams and reduce IT costs.

Oracle's On Demand business also benefits. An end-to-end solution for network performance management translates to customer retention and customer satisfaction, outsourcing reputation excellence, and protects service level agreements.

Working with the Monolith Software environment, the Oracle team is now polling three times the number of metrics on one-fifth of their environment using a single server. Multiplied across 28 servers, Oracle is delivering three times the number of metrics covering 20 percent of Oracle's environment, equating to 17 times greater scalability. And this result is achieved on Oracle's WAN with high latency – the most un-scalable part of Oracle network.

RESULTS:

- Swift deployment and rapid ramp to productivity
- A single, consolidated solution and interface for syslog management, network fault/ availability and performance management
- Flexibility, openness and scalability that 'future-proofs' Oracle's network management platform investment
- Alarms for faults and threshold exceeds allows network engineers to proactively respond to issues
- Low administration, implementation time, and short ramp to productivity for low TCO
- Significant reduction in annual maintenance costs
- True vendor partnership – willing to listen and work with customers to meet unique needs & advance technology
- Single platform approach provides one picture of network performance, simplifying administration, and eliminating "swivel chair" management effect for network engineers

## ABOUT

### Monolith Software

Monolith Software provides a next generation, service assurance solution that unifies fault, performance, topology and service level management in a single scalable platform. With Monolith AssureNow™, you can drive IT and OSS transformation to service-oriented operations and accelerate delivery of new services to increase revenue, while consolidating disparate and legacy tools to significantly reduce operations costs.

### Oracle

Headquartered in Redwood Shores, California, Oracle is the largest business software company in the world, located in 145 countries with more than 345,000 customers, including 100 of the Fortune Global 100. Oracle software can be found in nearly every industry and in datacenters of the world's leading enterprises. With Oracle on Demand, the company has also become a large managed service provider; ranked second on the list of Top Ten Best Managed Outsourcing companies.

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