



IT Management Solutions

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Welcome to the World of Business Application Monitoring

A NiCE Customer Success Story
with a Swiss Watchmaking Group

Customer

Customer

Goal

Approach

Conclusion

Quote

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

Customer

Goal

Approach

Conclusion

Quote

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.



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Goal

Approach

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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 health 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

Customer

Goal

Approach

Conclusion

Quote

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

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Goal

Approach

Conclusion

Quote

*"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



IT Management Solutions



About NiCE

Who we are

What we do

NiCE Facts

Alliances

Customer Base

NiCE Advantage



Who We Are

Who We Are

What We Do

NiCE Facts

Alliances

Customer Base

Advantage

Contact

Link List

- Premium Software Development and IT Professional Services company
- 25 years of experience in Cross Platform Enterprise Application Monitoring
- Global client and partner base
- Valued development partner of Hewlett-Packard, Microsoft, Micro Focus, Oracle, IBM, BlackBerry and VMware

What we do

[Who We Are](#)[What We Do](#)[NICE Facts](#)[Alliances](#)[Customer Base](#)[Advantage](#)[Contact](#)[Link List](#)

Creating finest enterprise application monitoring solutions
to integrate with Microsoft SCOM and Micro Focus OBM



Applications

- ▶ BlackBerry Enterprise
- ▶ Custom applications
- ▶ Domino
- ▶ Dynamics 365 (2019)
- ▶ Office 365
- ▶ SAP



Databases

- ▶ DB2
- ▶ HANA
- ▶ MongoDB (2019)
- ▶ Oracle
- ▶ Postgres



Operating Systems

- ▶ Linux PowerPC
- ▶ Log Files
- ▶ PowerHA
- ▶ Veritas
- ▶ VMware
- ▶ zLinux

NiCE Facts

Who We Are

What We Do

NiCE Facts

Alliances

Customer Base

Advantage

Contact

Link List

Established in 1991
Leonberg, Germany
Global Customer Base



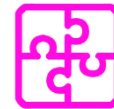
20+
Largest global
vendor partners



3000+
Licenses sold last
5 years



17
SCOM MPs
Largest MP base



25
years experience



4
Direct presence
in 4 countries



3+
Largest company
partnerships



2
Continents with
support staff

Top Development Alliances

Who We Are

What We Do

NiCE Facts

Alliances

Customer Base

Advantage

Contact

Link List



Gold Application Development
Gold Datacenter



NiCE Customers

Who We Are

What We Do

NiCE Facts

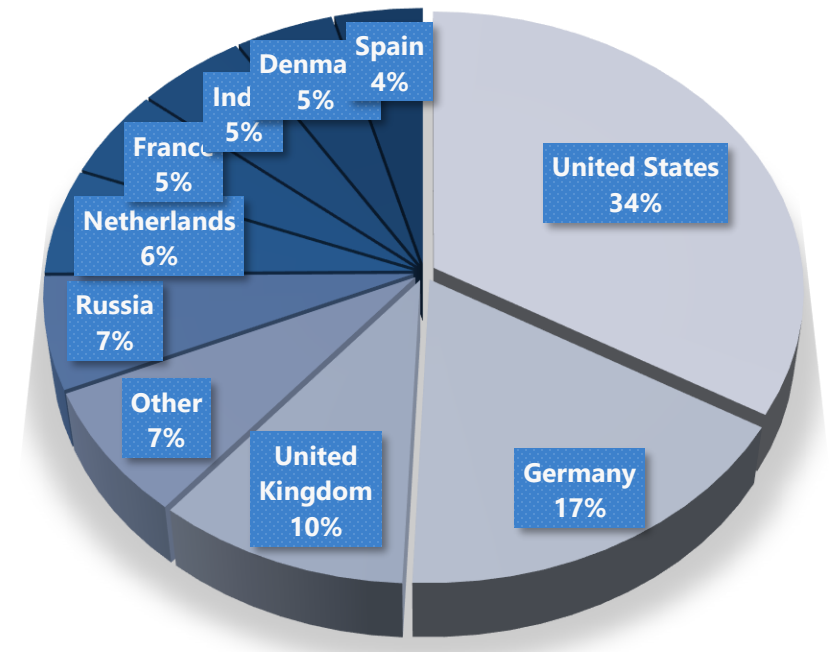
Alliances

Customer Base

Advantage

Contact

Link List





The NiCE Advantage

Who We Are

What We Do

NiCE Facts

Alliances

Customer Base

Advantage

Contact

Link List

- **Holistic view across all application delivery components**
- **Absolute insights by agent based monitoring**
- **Reports revealing hidden knowledge**
- **Best management platform integration**
- **Widest range of monitors and rules**
- **Enterprise ready**



Contact

[Who We Are](#)[What We Do](#)[NiCE Facts](#)[Alliances](#)[Customer Base](#)[Advantage](#)[Contact](#)[Link List](#)

Global

NiCE IT Management Solutions GmbH
Liebigstrasse 9, 71229 Leonberg
Germany

Tel.: +49 7152 939 82 0

E-Mail: solutions@nice.de

Americas

NiCE IT Management Solutions Corporation
3478 Buskirk Avenue, Suite 1000
Pleasant Hill, California 94523
USA

Toll-free Phone: +1-877-778-3730

E-Mail: sales@nice.us.com



Link List for EMEA & APAC

Who We Are

What We Do

NiCE Facts

Alliances

Customer Base

Advantage

Contact

Link List

- <https://www.nice.de>
- <https://portal.nice.de/>
- <https://www.nice.de/management-packs-microsoft-scom/>
- <https://www.nice.de/solutions-micro-focus-operations-manager/>
- https://twitter.com/NiCE_IT_Mgmt
- https://twitter.com/NiCE_IT_ops
- <https://www.linkedin.com/company/nice-it-management-solutions-gmbh>
- <https://www.nice.de/category/news/>



Link List for the Americas

Who We Are

What We Do

NiCE Facts

Alliances

Customer Base

Advantage

Contact

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- <https://www.nice.us.com/>
- <https://portal.nice.de/>
- <https://www.nice.us.com/management-packs-microsoft-scom/>
- <https://www.nice.us.com/solutions-hp-operations-manager/>
- https://twitter.com/NiCE_IT_Mgmt
- https://twitter.com/NiCE_IT_ops
- <https://www.linkedin.com/company/nice-it-management-solutions-corporation>
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