

Customer Use Case

**Oil and Gas Company
using the NiCE Oracle Management Pack**

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Introduction to Monitoring Oracle Databases

Monitoring Oracle databases is crucial for maintaining optimal performance, identifying potential issues, and ensuring data integrity within an organization. It allows real-time tracking of database health, performance metrics, and resource utilization, enabling timely interventions to prevent downtime or performance bottlenecks. Additionally, monitoring helps in detecting and addressing security threats, ensuring compliance with industry standards and regulations. It facilitates proactive capacity planning and optimization, empowering businesses to make informed decisions, enhance operational efficiency, and deliver consistent, reliable services to users and customers.

Short Profile

Oil and gas companies operate within the energy sector, focusing on exploration, extraction, refining, and distribution of petroleum products. These companies play a pivotal role in meeting global energy demands, operating in various segments like upstream exploration, drilling, and production, as well as downstream activities, including refining and distribution. Often operating on a global scale, they leverage advanced technologies and expertise to extract hydrocarbons, refine them into usable products, and distribute them across diverse markets. Oil and gas companies significantly impact economies, driving employment, technological advancements, and serving as key players in the energy supply chain.

Monitoring Oracle databases poses distinct challenges for oil and gas companies. Handling extensive data volumes generated from various operational facets requires robust monitoring strategies. Additionally, maintaining consistent monitoring standards across remote and diverse operational sites presents complexities, especially concerning Oracle databases used across different regions. Ensuring stringent security measures and compliance with industry regulations for sensitive operational data within these databases remains critical yet challenging. Furthermore, the demand for real-time monitoring to prevent downtime and swiftly address performance issues within critical systems like Oracle adds complexity due to the scale and intricacies of operations in the oil and gas sector.

Customer-Specific Oracle Monitoring Challenges

This company required Oracle monitoring integrated into Microsoft SCOM due to their transition from stand-alone monitoring methods for Oracle databases. Conducting a Proof of Concept (POC) was pivotal for them to standardize and optimize their Oracle monitoring practices within the integrated SCOM environment, aligning with their evolving needs for more cohesive and efficient database management.

1. Stand-Alone vs Integrated Monitoring

They needed to transition from stand-alone monitoring to a more integrated approach for their Oracle databases.

2. Proof of Concept (POC) for Standardization

Running a POC was essential to standardize their Oracle monitoring practices.

3. Establishing IT Governance Standards

Setting up IT governance standards tailored explicitly for their Oracle environment was a priority.

NiCE Oracle Management Pack for Microsoft SCOM

Various factors drove the decision to choose NiCE. NiCE impressively met the extremely high expectations set by the Management Board, Oracle team, and SCOM team during the Proof of Concept. The NiCE Oracle Management Pack seamlessly aligned with the company's IT governance standards, offering a smooth integration process. Additionally, the recommendation and endorsement from their primary IT Management Service provider influenced the decision to select NiCE for their Oracle monitoring needs.

1. Meeting High POC Expectations

NiCE successfully met the high expectations set by the Management Board, Oracle team, and SCOM team during the Proof of Concept.

2. Alignment with IT Governance Standards

The NiCE Oracle Management Pack offered ease of alignment with the company's IT governance standards.

3. Recommendation by Key IT Service Provider

The endorsement and recommendation from their primary IT Management Service provider influenced the decision to choose NiCE.

Achieved Outcomes

The implemented solution offered a singular, comprehensive view, enabling thorough diagnostics across the entire Oracle system. It fostered alignment between the Oracle and SCOM teams, ensuring a shared, cohesive vision for operations. Ultimately, it standardized processes, ensuring alignment with IT governance standards and enhancing compliance and efficiency within the Oracle environment.

1. Comprehensive Oracle Diagnostics

The solution provided a single comprehensive view for diagnosing the entire Oracle system.

2. Unified Vision for Oracle and SCOM Teams

It facilitated alignment, ensuring both Oracle and SCOM teams shared a cohesive vision.

3. Standardized and IT Governance-Compliant Operations

The operations became standardized and aligned with IT governance standards, ensuring compliance and efficiency in their Oracle environment.

About NiCE

NiCE Services for Microsoft System Center encompass consulting services tailored to System Center Operations Manager, Configurations Manager, and Service Manager. Our offerings include SCOM Health Assessments, advice and provisioning for third-party SCOM tools, as well as SCOM-centric monitoring solutions for business elements such as applications, databases, operating systems, services, and custom applications.

NiCE Management Packs for SCOM are available for AIX, Azure AD Connect, Entra ID, Citrix VAD & ADC, Custom Applications, HCL Domino, IBM Db2, IBM Power HA, Linux on Power Systems, Log Files, Microsoft 365, Microsoft Teams, Microsoft SharePoint, Microsoft Exchange, Microsoft OneDrive, Mongo DB, Oracle, Veritas Clusters, VMware, VMware Horizon, and zLinux.

Our commitment

1. Ongoing development, incl. latest version support
2. Top required metrics come out-of-the-box
3. Integrated source knowledge to solve issues faster
4. Custom development & coaching
5. Highly responsive support team
6. Easy onboarding & renewals
7. Largest set of Microsoft SCOM Management Packs

About Microsoft System Center Operations Manager (SCOM)

Microsoft System Center Operations Manager (SCOM) is a powerful IT management solution designed to help organizations monitor, troubleshoot, and ensure the health of their IT infrastructure. SCOM provides comprehensive infrastructure monitoring, offering insights into the performance, availability, and security of applications and workloads across on-premises, cloud, and hybrid environments. With its robust set of features, SCOM enables IT professionals to proactively identify and address potential issues before they impact the business, improving overall operational efficiency and reducing downtime. By leveraging SCOM, businesses can achieve greater control over their IT environment, ensuring a seamless user experience and enhancing the reliability of their services.

Take advantage of all the benefits of advanced monitoring using NiCE Management Packs for Microsoft System Center Operations Manager. Contact us at solutions@nice.de (EMEA, APAC), or solutions@nice.us.com (US, LATAM) for a quick demo, and a free 30 days trial.

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