Troubleshooting Tips and Tools that Pay-off

Enterprise Connect 2017

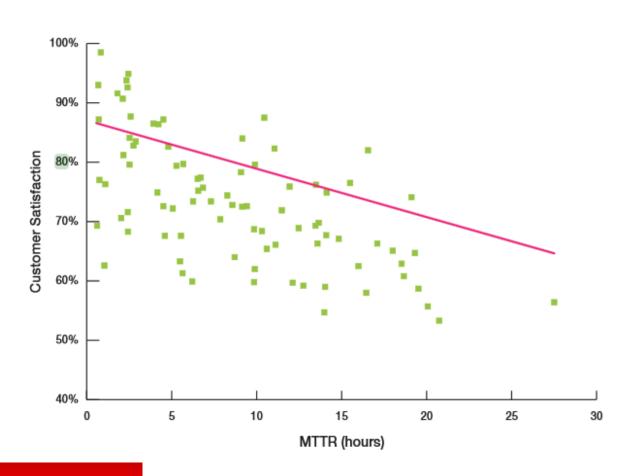
Mark Holloway
Carl Blume

Oracle Communications Global Business Unit March 27, 2017



80% of MTTR is in Diagnosis

Incident MTTR vs. Customer Satisfaction



THE LONGER IT TAKES ME, THE ANGRIER MY USERS GET!



MTTR = Mean Time to Resolution

Source: MetricNet



Oracle Enterprise Operations Monitor

Real-time, Multi-vendor UC Network Analysis





Nemertes Research Quantifies EOM Benefits Highlights



65% Reduction in MTTR
Intervals

35% Reduction in FTEs

338%-627% ROI Over Three-years "We are definitely able to get to the heart of issues much faster and driving that mean time to resolution."

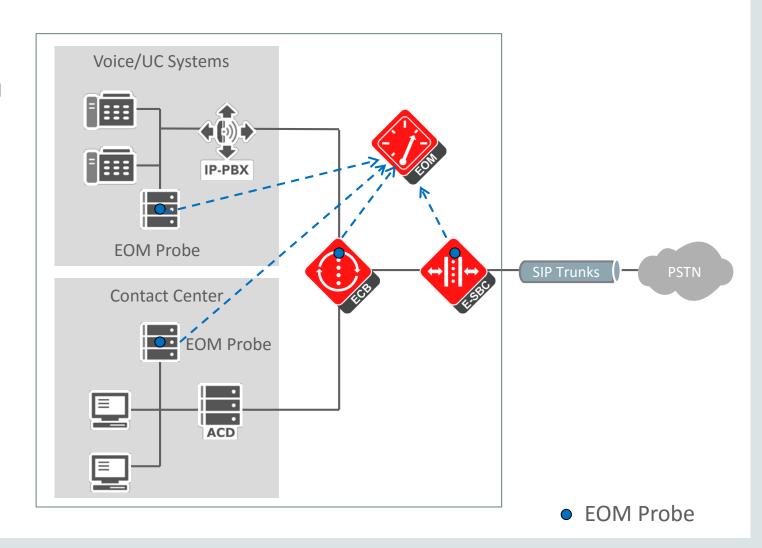
> James Rubio EBS Technology Infrastructure Mgr., Intuit

Excerpts from "Business Value Analysis: Oracle Enterprise Operations Monitor," Nemertes Research



How Does EOM Work?

- Probes monitor SIP, RTP and RTCP sessions and send data to EOM server
- Central server (Mediation Engine) correlates, analyzes and stores session data
- Multiuser Web GUI organizes and displays session information



Live Demonstration



Why Oracle for SIP Monitoring and Troubleshooting?

Proactive real time monitoring Rapid root-cause isolation **Reduce MTTR** Eliminates finger pointing Global Reach Partner Network Reliable Support **Trusted** ORACLE' **Expert Consulting** ROI Up to 627% ROI* COMMUNICATIONS Ally Reduces FTE Frees staff for innovation Multivendor Comprehensive view **End-to-End** Simplified operations

*Business Value Analysis: Oracle Enterprise Operations Monitor, Nemertes Research



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