

Troubleshooting Tips and Tools that Pay-off

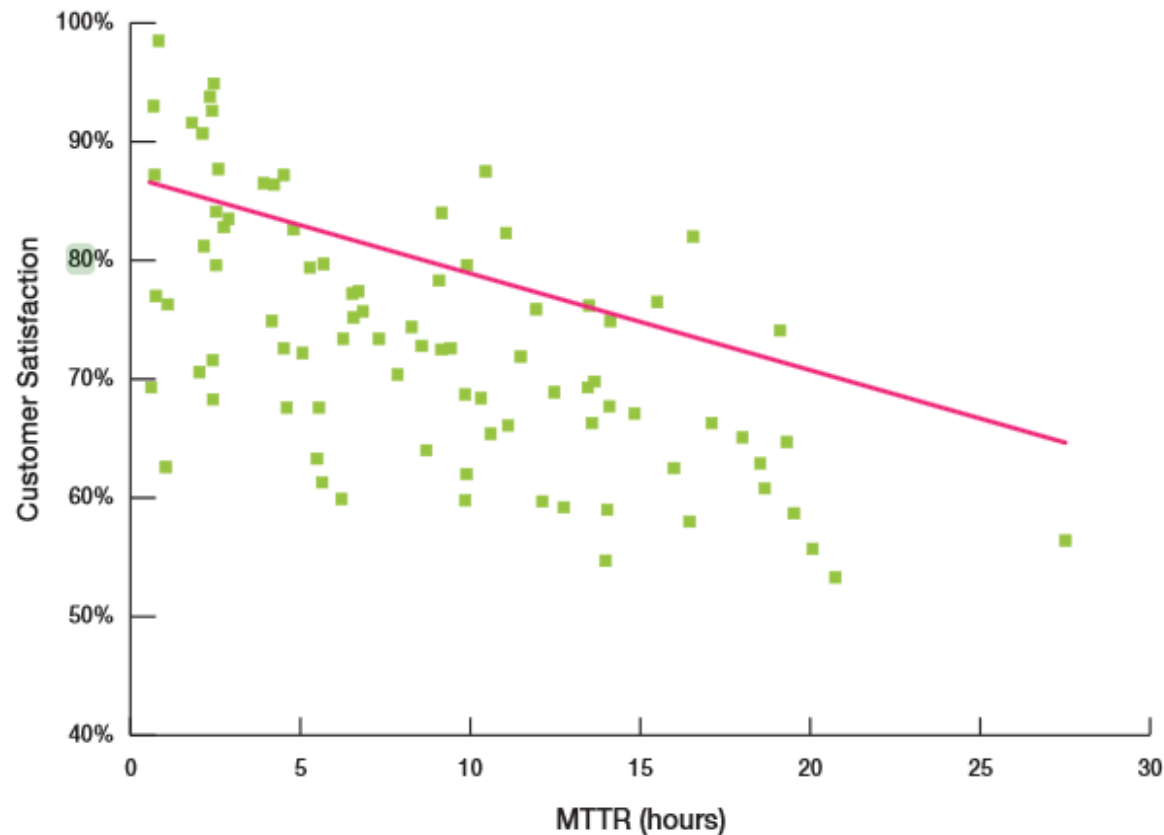
Enterprise Connect 2017

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Oracle Communications Global Business Unit
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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



Monitoring



Troubleshooting

Nemertes Research Quantifies EOM Benefits



Highlights

65% Reduction
in MTTR
Intervals

35% Reduction
in FTEs

338%-627%
ROI Over
Three-years

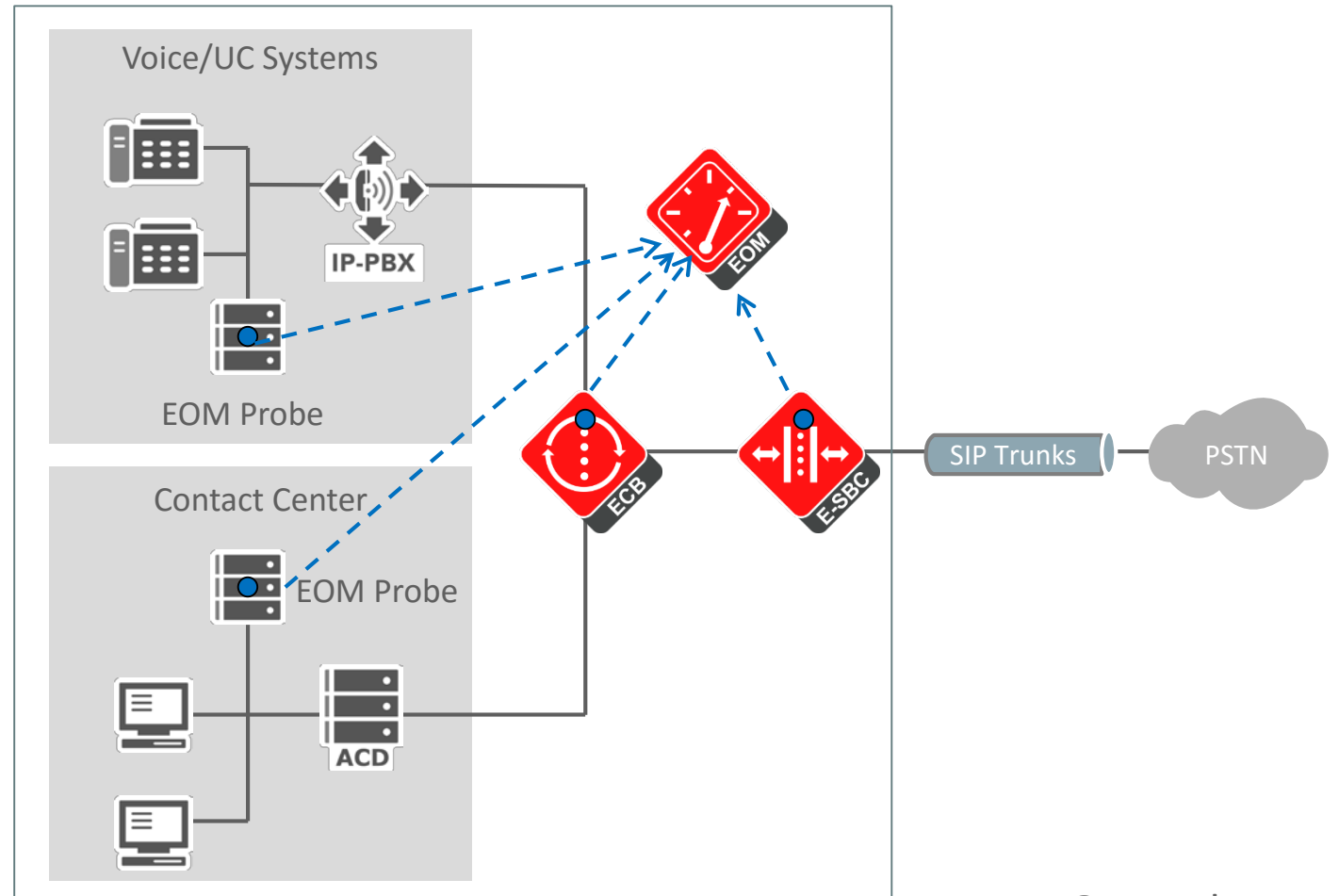
“We are definitely able to get to the heart of issues much faster and driving that mean time to resolution.”

James Rubio
EBS Technology
Infrastructure Mgr., Intuit

Excerpts from “[Business Value Analysis: Oracle Enterprise Operations Monitor](#),” Nemertes Research

How Does EOM Work?

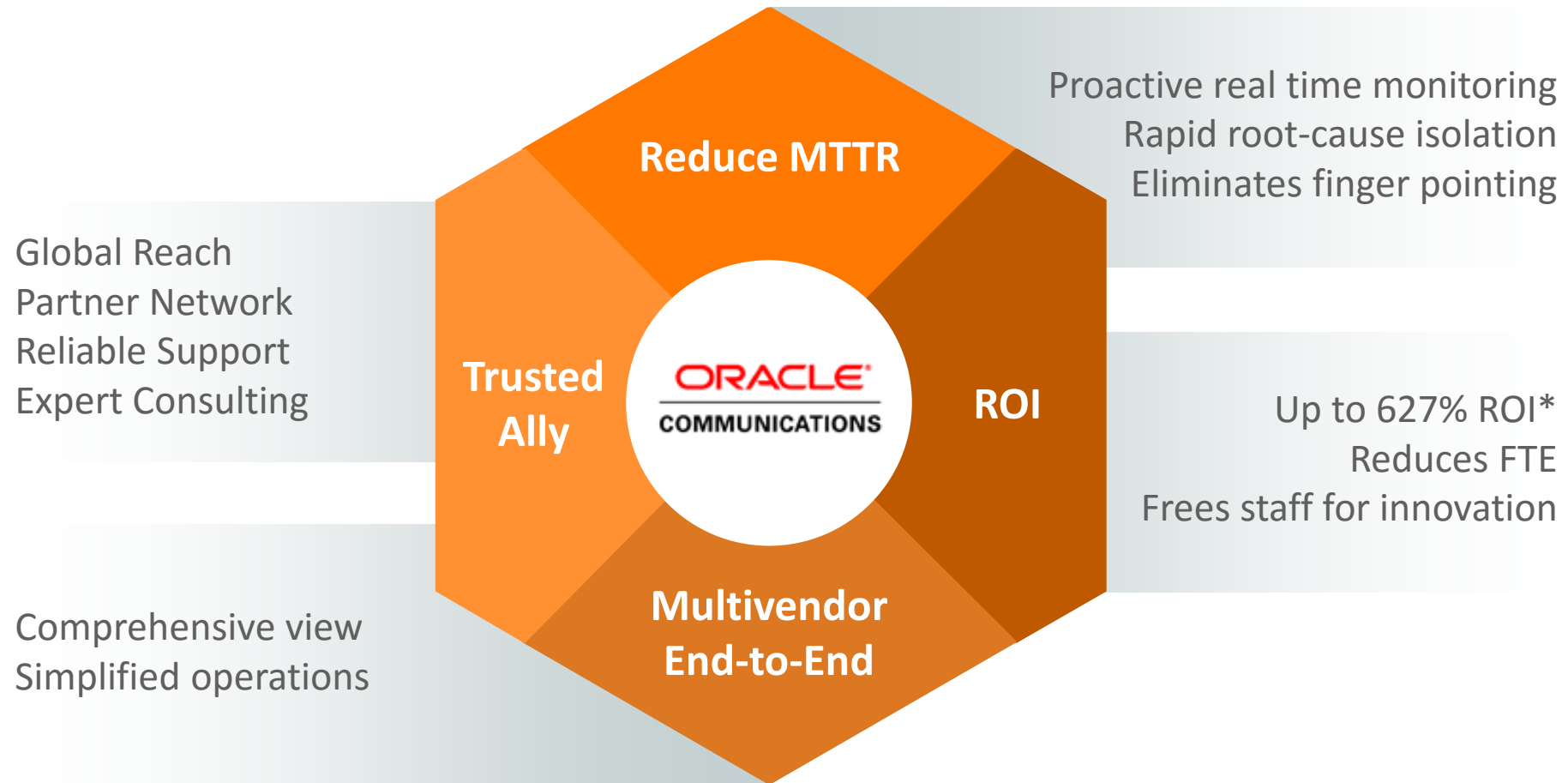
- Probes monitor SIP, RTP and RTCP sessions and send data to EOM server
- Central server (Mediation Engine) correlates, analyzes and stores session data
- Multiuser Web GUI organizes and displays session information



● EOM Probe

Live Demonstration

Why Oracle for SIP Monitoring and Troubleshooting?



[*Business Value Analysis: Oracle Enterprise Operations Monitor](#), Nemertes Research

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