

ORACLE

Observability and Management References

Observability and Management Showcase Event Customers



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Gopi Krishnan
Associate Director,
Hybrid Cloud Services



“Our developers are able to identify code level performance issues 10 times faster.”

Steven Chang
CIO



“Since moving from our previous cloud provider, the time taken to diagnose and resolve problems has improved by five times.”

Antonio Parra
Vice President, Global
Digital Transformation
& Data & Analytics



“We are now seeing a 75% improvement in application uptime.”

Kailashkumar Varodia
Chief Financial Officer

<https://blogs.oracle.com/observability/post/showcase>

Observability and Management Showcase Event Partners



“Our developers are resolving code level performance issues 10X faster and our IT experts are preventing issues with 50% less effort.”

Sai Penumuru
Cloud Transformation &
Migration Innovation
Principal Director



“We have helped customers achieve 24% lower cost of ownership and 35% improvement in application performance.”

Dan Eybergen
Vice President & Global
Head, Oracle Practice



“We get performance insights across the Oracle E-Business Suite stack. You can’t get this from any other monitoring solution.”

Erik Benner
Vice President, Enterprise
Transformation



“We have improved our IT staff's productivity by 300%.”

Adriano Cipolla
Oracle Cloud Success
Consultant

<https://blogs.oracle.com/observability/post/showcase>

Financial Services



“We have adopted Oracle Cloud Infrastructure to power our new microservices architecture. OCI Observability and Management has been a key enabler, simplifying DevOps monitoring and troubleshooting for the new distributed environment. We are also enabling our DBAs with a modern, cloud-based database management solution, resulting in a 75% improvement in application uptime.”

Kailashkumar Varodia
Chief Financial Officer

Self-Service Banking with OCI

- Needed a secure and robust infrastructure for core banking systems
- Turned to OCI for best performance and operational efficiencies
- Used OCI Observability and Management and other OCI services to enrich its customization capabilities for managing everyday operations.

Solution: OCI, OCI Observability and Management

**Rapidly
Deploy
Services**

**Meet
Unpredictable
Demand**

**Pay-Per-Use
Pricing**



Healthcare

Fivos replaced Splunk with OCI Logging Analytics

- Splunk resource requirements prevented Fivos from using it on live systems
- The company could not get real-time insights about customer experiences
- By replacing Splunk with OCI Logging Analytics, the company has been able to get ahead of issues encountered by customer and prevent them before users are impacted.

**Insights
within
Seconds**

**Lower Costs
for Hospitals
and Doctors**

**Improved
Patient
Outcomes**

Erik Linstad
Director of IT and Security
Fivos Health

Integra LifeSciences gets unprecedented visibility with OCI

“With Oracle Cloud Infrastructure’s cross-tier view of applications, database, and infrastructure, **we resolve issues in minutes instead of hours**”

Peter Gawroniak
Senior director of global infrastructure
Integra LifeSciences



Green Solves Problems 2x Faster

“We onboarded over 25TB of data to Oracle Cloud in just one month.

Compatibility with open source tools like Grafana, Zabbix, and the cloud native ecosystem helps us **resolve issues quickly and release software 2x faster.**”

– Genilson Cavalcante, CEO, Green



Modernizing IT Ops

- Expanding healthcare coverage to geographically dispersed sectors
- Aiming to modernize legacy IT
- Used OCI Observability and Management to get better visibility into cloud resources, evaluate usage, and consumption costs

Solution: OCI, OCI Observability and Management

**Deliver IT
Services on
the Cloud**

**Improve
Customer
Engagement**

**End-to-End
visibility for
Resources**



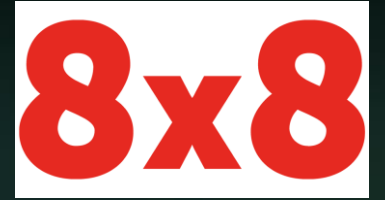
High Tech

8x8 moves to Oracle Cloud from AWS amid explosive growth

“As cloud communications quickly became the backbone for how employees and customers communicate, 8x8 saw user counts soar. To scale quickly to support that growth, we looked at several platforms and chose Oracle Cloud Infrastructure for its strong global coverage, availability, performance, and security. OCI has delivered outstanding price-performance, and a strong, strategic partnership.”

Mehdi Salour, Senior Vice President of Global Network and DevOps, 8x8

500 8x8 users use Oracle Logging Analytics daily to analyze hundreds of TBs of data. 8x8 gleans real-time visibility into the health and performance of its applications.





Cognizant

“Our PeopleSoft application supports over 340,000 employees and runs entirely on OCI. Having the ability to observe and manage this environment using OCI native tools including OCI Application Performance Monitoring, OCI Database Management, and OCI Logging Analytics has been a key enabler for our cloud transformation project, enabling us to be proactive, reducing firefighting by more than 50%.”

Gopi Krishnan

Associate Director, Hybrid Cloud Services



“At Accenture, we are focused on enabling better user experience, resilience, and trust. OCI Observability and Management is key for achieving these priorities. Our developers are resolving code level performance issues 10X faster, and our IT experts are preventing issues with 50% less effort.”

Sai Penumuru

Cloud Transformation & Migration Innovation Principal Director

Mitratech avoids SLA breaches with OCI APM

- Need to consolidate multiple observability tools
- Reduce cost of operations
- Streamline app monitoring for DevOps users
- With OCI APM, Mitratech can rapidly identify and diagnose performance bottlenecks and consumption issues
- Easy integration with PagerDuty and Grafana simplifies enterprise notifications and reporting

**Simplified
Monitoring**

**Lower Cost for
Business
Services**

**Improved
Productivity
for DevOps**



Skybackbone delivers security monitoring solution with OCI Logging Analytics

- Needed better tracking of users and admins activities
- 1000+ security data sources
- GDPR compliance
- Used OCI Logging Analytics to deliver an eSIEM (Security Information and Event Management solution) to meet all customer needs

**Quickly Detect
Security
Vulnerabilities**

**Effectively
Communicate
Security
Events**

**Highly Cost-
Effective for
Customers**



MYTHICS™

“Mythics is the driving force behind digital modernization initiatives at many large US public sector organizations. For our customers, the benefits of better observability are not just in outage reduction. It’s about keeping users happy and avoiding over- or under-allocation of resources. With OCI Stack Monitoring, we get performance insights across the entire Oracle E-Business Suite technology stack deployed anywhere. You can’t get this from any other cloud provider.”

Erik Benner
VP of Enterprise Transformation
Mythics



Read the [story](#)



“Wipro, a Cloud Solutions Provider Expertise (CSPE) partner for OCI, brings cloud solutions and industry expertise to help customers propel their digital modernization journey with Oracle Cloud. OCI Observability and Management is a cornerstone of our implementations. Capabilities such as proactive database monitoring and capacity planning, logging analytics, and application performance monitoring have proven to be invaluable in delivering modern observability at a 24% reduction in cost of ownership and a 35% improvement in application performance.”

Dan Eybergen

Vice President & Global Head – Oracle Practice

Bridge Consulting | Kirey Group

“Our customer-centric business relies on Oracle Cloud Infrastructure Application Performance Monitoring to **deliver exceptional user experience** by using a single pane of glass to trace application performance and drill down to root cause of the problem 20% faster.”

Marco Bettini, Managing Partner



“OCI helped AutomationWhiz to rapidly automate complex tasks and manage RPA workflow securely with robust composition. It removed the element of human error, increased transaction speed, and helped save time and cost.”

Niraj Hutheesing
Founder, Cygnet Infotech

Business Challenge:

India-based Cygnet Infotech has been a trusted IT solutions provider, serving global clients across multiple industries.

Cygnet Infotech’s AutomationWhiz helps users automate business processes—it also identifies other processes that can be automated.

In 2021, AutomationWhiz was still desktop-based and relied heavily on a data center to perform its tasks. As the business expanded, Cygnet’s legacy system could no longer support customers’ growing demands. The company sought a cost-effective, scalable cloud solution to enhance customer satisfaction.

Results:

By adopting open source, cloud native architecture in OCI and using emerging technologies such as Oracle Container Engine for Kubernetes and Oracle Cloud Observability and Management, Cygnet reduced the time to onboard a customer from days to just hours. It also cut manual efforts by 25% and lowered costs by 15%.

Cygnet Infotech’s clients can now run multiple bots that distribute workloads intelligently. This resulted in increased customer satisfaction and trust.

Products Used:

[Oracle Cloud Infrastructure](#)

[Oracle Container Engine for Kubernetes](#)

[Oracle Cloud Observability and Management](#)

Transportation



“Drop Tank manages thousands of Point-of-Sale systems that generate large amounts of performance and health data. We are using OCI Logging Analytics, Streaming, and Functions to capture, ingest and analyze this data to identify API errors and their frequencies. As a result, we have been able to reduce troubleshooting effort and significantly improve availability.”

Timothy Miller

Director, Engineering - Drop Tank
PDI Consumer Engagement

Public Sector



“Our internal benchmarks of OCI Database Management and OCI Operations Insights services have shown improvements in operational efficiency thanks to optimized monitoring and management of our hybrid database environment.”

Eva Dafonte Perez,
Head of Database and Analytics, IT
CERN



Retail



“Oracle provides us with an integrated observability platform for our application metrics, traces, and logs. Since moving from our previous cloud provider, the time taken to diagnose and resolve problems has improved by five times.”

Antonio Parra

VP of Global Digital Transformation & Data & Analytics

Cloud Strategy Yields Better Availability & Growth

- On-premises growth limitations required new approach to IT
- Migrated Exadata instances to OCI Exadata Cloud Service
- Used OCI Observability and Management to reduce idle IT resources

Solution: OCI, OCI Observability and Management

**Better
Performance,
Scalability**

**Improved
Resource
Utilization**

**Reduced
Costs**



Big Lots optimizes performance

- Limitations of dedicated hardware resources
- Unable to meet fluctuating traffic patterns
- Used OCI Observability and Management to improve performance and security

Solution: OCI Stack Monitoring, Observability and Management

**Better
Scalability**

**Improved
Security**

**Reduced
Costs**



Manufacturing

Streamlined E-Business Suite Monitoring

- Unable to quantify performance problems
- Lacked monitoring tools
- Unfriendly IT support process
- Used OCI Stack Monitoring to gain visibility across IT, easily inspect resource status using productive dashboards, and fix issues fast

Solution: OCI Stack Monitoring, OCI APM

**Better
Insights**

**Rapid Problem
Resolution**

**Streamlined
Support
Process**





HUNKLER
GmbH & Co. KG

“Since we adopted OCI Observability and Management, we have improved our IT staff's productivity by 300%. Using OCI Logging Analytics, we get notified about critical issues proactively tailored to our needs. This enables us to keep critical customer environments operational 24/7 without overwhelming our staff.”

Adriano Cipolla

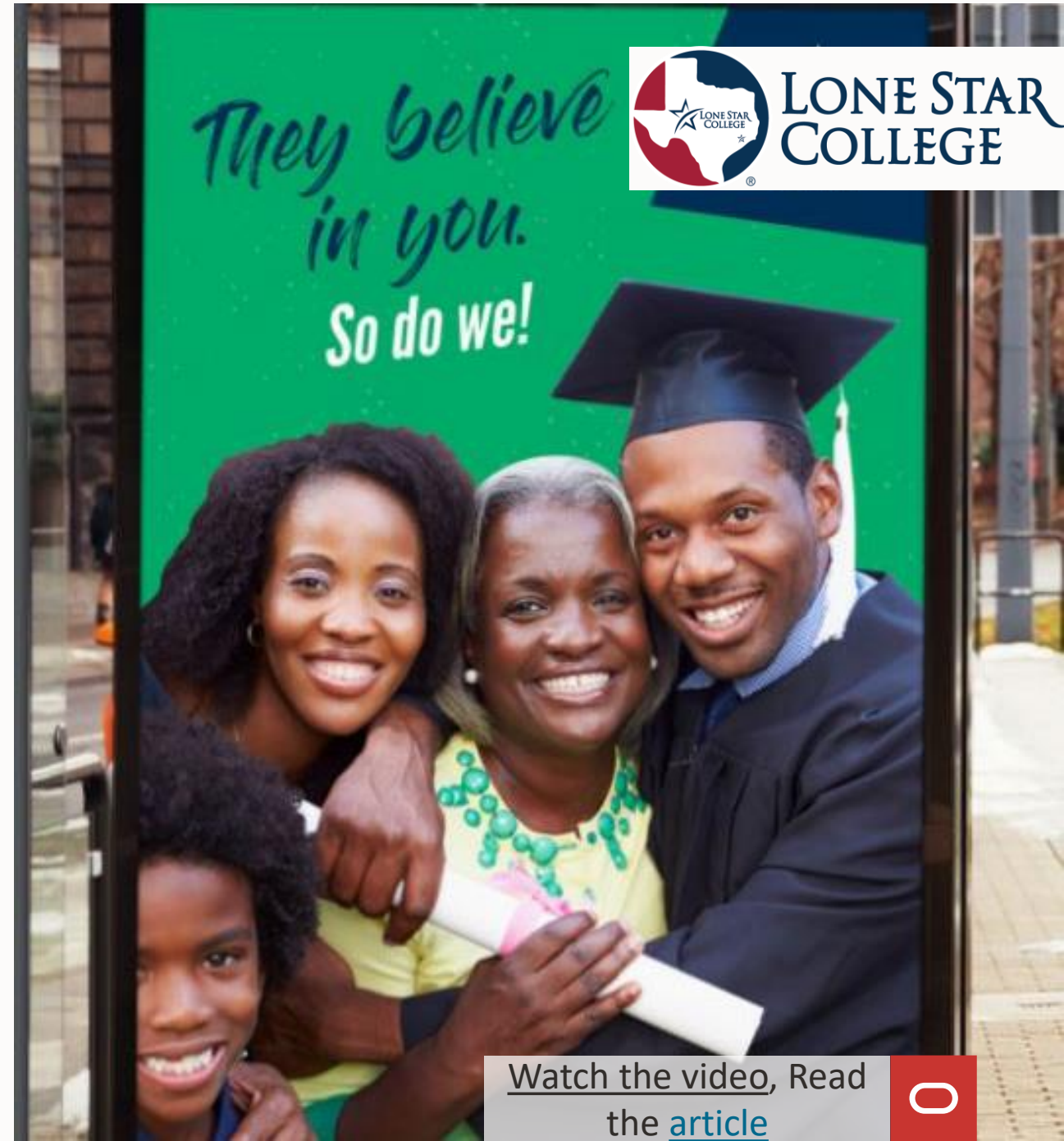
Oracle Cloud Success Consultant

Education

Lone Star College transforms online education

“We **improved our student’s experience** by reducing performance glitches by **90%**, and lowered our effort and costs using Oracle’s Observability and Management solution,”

Longin Gogu
Associate vice chancellor of enterprise applications
Lone Star College



Real Estate

Kingold Group identifies performance issues 10X faster

“With Oracle's Observability and Management solution we can resolve 95% of critical issues before users are impacted.

Our developers are also able to identify code level performance issues 10 times faster.”

– **Steven Chang, CIO, Kingold Group.**



Disrupts Brazilian Real Estate Market with OCI

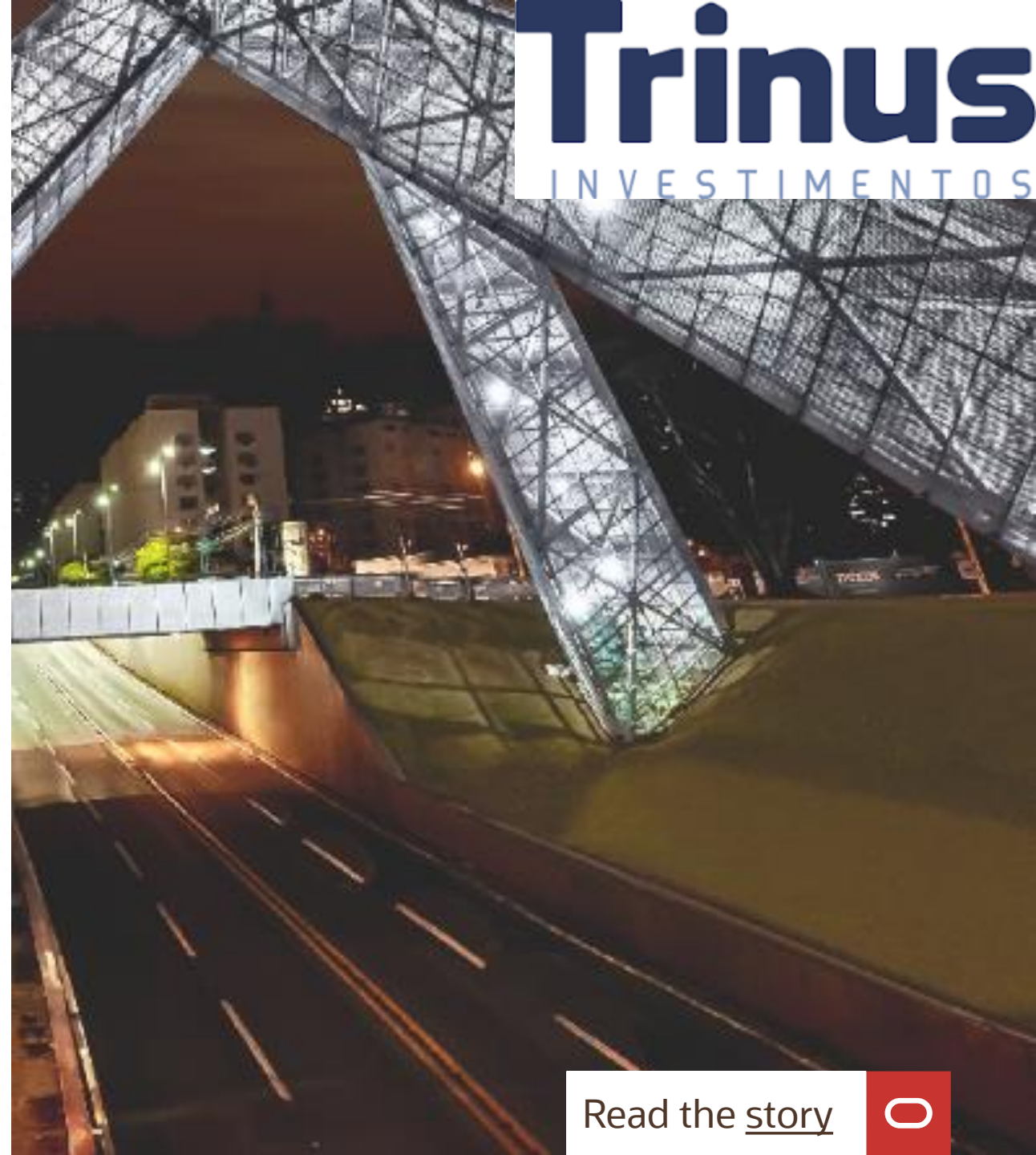
- Focused on reducing bureaucracy for its clients
- Migrated OCI for better governance
- Used OCI Observability and Management to become proactive in addressing issues before customers are impacted.

Solution: OCI, OCI Observability and Management

**Better
Service
Levels**

**Improved
Security**

Lower Costs



Trinus
INVESTIMENTOS

Read the [story](#)



Entertainment

Media Platform on the Cloud

- New platform to reach a global audience for buying and selling advertising media
- Needed to react faster to growing demand
- Used OCI Observability and Management to gain real-time insight on usage

Solution: OCI, OCI Observability and Management

**Reach More
Customers**

**Respond
Faster to
Demand**

**Get Real-
Time
Insights**



Improved Experiences for Digital Betting

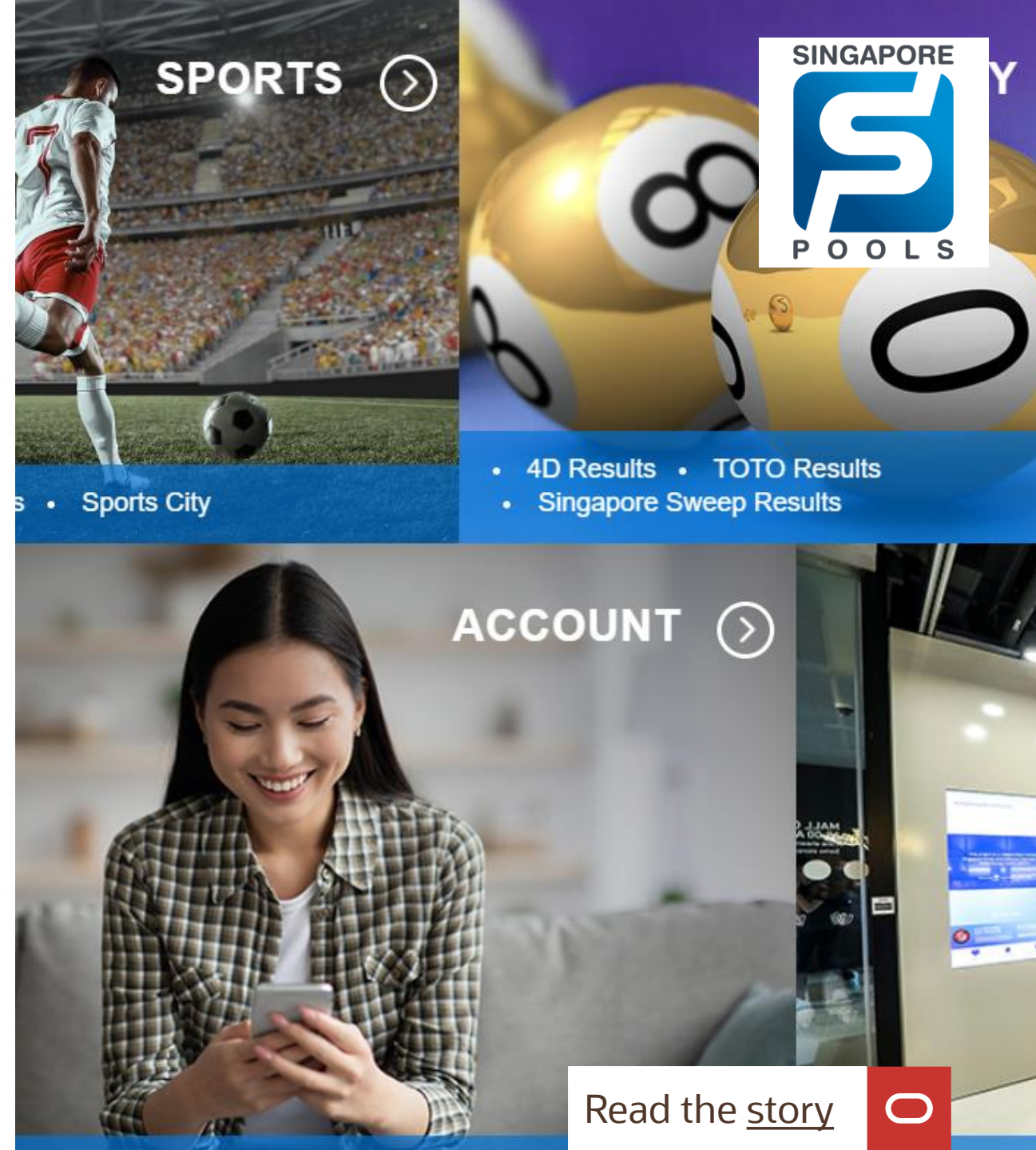
- Needed to gain competitive edge through digital transformation
- Migrated to OCI for improved operations, stability, and security
- Used OCI Observability and Management for better insights into workload performance
- Has reduced troubleshooting times by half

Solution: OCI, OCI Observability and Management

**Resolve
Issues in
Minutes**

**Improve
Customer
Experience**

**End-to-End
visibility for
Resources**



Oracle@Oracle

Oracle Cloud Applications DevOps improve Service Availability

ORACLE

Proactive Service Availability and Performance Monitoring using Application Performance Management

- 25M Monitor-Executions/day
- 65+ Public Vantage Points (AWS, OCI)
- 23K Services tested/day
- 175M Span Ingestions/day

Solution: **OCI Application Performance Management**

80%

Faster mitigation, helps minimize customer impact

20%

Lower effort to identify root-cause

300%

Customer growth, no increase in operational staffing

