

# SOFTWARE CONFIGURATION MANAGER

## KEY BENEFITS AND CUSTOMER RESULTS

To help you better manage your system configurations, Oracle offers Software Configuration Manager as part of your annual Premier Support contract.

### Key benefits:

- Personalized, simplified configuration management
- Faster problem resolution
- Targeted, proactive issue notification
- Optimized performance
- Streamlined support from a personalized dashboard

### Software Configuration Manager customers report these results:

- A 30% reduction in the time it takes to log a service request
- A 20% faster response time to service requests
- 40% faster issue resolution
- 25% problem avoidance with Alerts and Health Checks

*Diagnose system issues before they become critical. Increase system performance and availability. Get faster problem resolution and reduce IT risks and costs. Software Configuration Manager, a proactive automated support capability included in Oracle Premier Support, offers you a simpler way to track, manage, and support your Oracle configurations while reducing the risk of unplanned system downtime. Expect more with Software Configuration Manager—only from Oracle Premier Support.*

## The Advanced Way to Support Your Oracle Configurations

To help you better manage your system configurations, Oracle offers Software Configuration Manager as part of your annual Premier Support contract. Software Configuration Manager is Oracle's simplified support framework for collecting and centralizing configuration information based on your Oracle technology stack. Oracle support engineers use secure, centralized access to your configuration information to more quickly diagnose and resolve your system-critical issues.

Security Alerts, General Alerts, and Health Checks specific to your environment proactively notify you of potential system issues and provide recommendations that help you improve system performance. These notifications offer you greater control over your Oracle environment and proactively prevent the escalation of known issues before they become critical. This enhanced, ongoing information exchange between Oracle and your enterprise systems automates labor-intensive tasks and significantly reduces IT-infrastructure risks and costs, making system changes easier to manage.

The information made available to Oracle support engineers is strictly limited to your system's configuration and settings data. Oracle uses Secure Socket Layer (SSL), HTTPS, and 128-bit encryption to secure all configuration information. Operational information, business information, and personal and user data are never collected. Should you wish to review the data sent to Oracle, you have the ability to see exactly what information has been collected.

## Expect Simplified Configuration Management

Software Configuration Manager provides you with a simpler and more intelligent way to track, manage, and support even the most complex multi-component test, development, and production environments. You can catalog each environment and identify key contacts, owners, and project dependencies, including the third-party software applications associated with them. Using fully automated configuration and upload capabilities, Software Configuration Manager gives you a complete, dynamic view of **your** current configurations—including application, middleware, and

database versions, plus operating system and hardware platform details—in a new, customizable, easy-to-use dashboard (see figure 1). You define the filters and views to track the configuration information that matters most to your business.

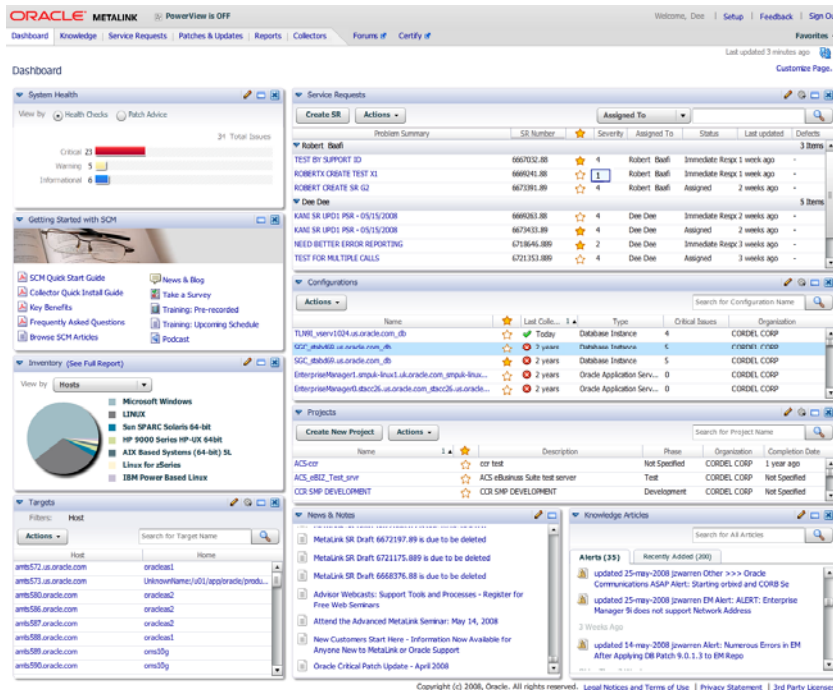


Figure 1. A complete personalized view of your configurations in a new, customizable, easy-to-use dashboard.

### Expect Faster Problem Resolution

When you enable Software Configuration Manager for your enterprise systems, it is easier for you to submit and track your service requests. You immediately receive specific Knowledge Base solutions targeted to your configuration and service request, leading to reduced time to resolution.

To further enhance the consultative exchange between Oracle and your systems, Software Configuration Manager allows you to organize your support environment around projects. Within each project, you can identify contacts and roles, as well as key milestones and project dependencies. Sharing this information with Oracle support professionals enables them to better understand your critical milestones and deadlines and the potential impact on your business. This lets them identify issues faster in the context of your business priorities and key projects.

### Expect Targeted, Proactive Issue Notification

Product Alerts inform you of potential configuration performance risks by providing you with both General Alerts and Security Alerts based on your configuration data. These are automated, secure notifications about issues that could have a serious impact on your business. General Alerts notify you of patches, fixes, and updates. Security Alerts identify vulnerabilities that could result in unauthorized access or disclosure of information, data corruption, and denial of service—and advise users about which patch or patches to apply to avoid exposure to risk. With

Software Configuration Manager, you save time by not having to search the Oracle Knowledge Base for the latest General and Security Alerts. These alerts automatically appear on your dashboard, according to the priorities you have identified. They allow you to plan upgrades, execute IT change management, and minimize risk to your enterprise. Take advantage of Software Configuration Manager to make sure you have the latest alerts for your specific configurations. By being alerted about problems before they occur, you benefit from more efficient use of your IT resources, significantly reduced risk to your enterprise, and more effective change management.

### Expect Optimized Performance

Developed by Oracle's most experienced engineers, Health Checks help you avoid the need for service requests due to configuration issues. When you use Oracle Software Configuration Manager to collect information about your infrastructure, it automatically runs Health Checks against your configurations, significantly reducing the need for incident escalations.

Health Checks are built from knowledge gained through resolving customers' most pressing support problems and from Oracle Support's best practices, providing you with automated, proactive, preventive recommendations on your configurations. These checks identify potential issues and risks that may affect the overall stability, performance, and scalability of your Oracle environment. Health Checks identify, isolate, and resolve configuration issues during implementation, production, and upgrades. They help you benefit from optimized configuration performance for higher availability, even during peak system loads.

Health Checks improve configuration performance and help you validate these components:

- **Oracle Database**—by checking top database configuration issues and hosting and highlighting incorrect parameter usage and by recommending improvements in table and index layout, storage management, table space allocation, and performance.
- **Oracle E-Business Suite**—by validating current patch configuration, recommending critical missing patches and dependencies, providing patch impact analysis, and capturing test summary information from Oracle Diagnostics.
- **Oracle Application Server**—by performing operating system (OS) configuration and parameter checks for optimal configuration and verifying Oracle Portal database objects required and their validity.
- **Host/OS**—by checking host/kernel parameter settings, platform memory configuration, storage and system utilization, and system configuration.
- **Software Certify**—by checking the latest patch set applied and validating your current configuration against the latest Oracle Certify database.

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**How to Get Started**

Software Configuration Manager is now available via Oracle*MetaLink* as part of your annual Premier Support contract. To get started, log on to Oracle*MetaLink* and click on the links in the Getting Started section to access additional information, references, and training.

**Expect the Best—with Software Configuration Manager**

Oracle customers demand the best in support. Oracle Premier Support delivers as much through Software Configuration Manager, one of the proactive automated support capabilities provided by Oracle. By optimizing performance and helping you gain greater control over your Oracle environment, Software Configuration Manager will help lower the cost of maintaining and enhancing your Oracle solutions. Your enterprise demands nothing less.

**Contact Us**

For more information on Software Configuration Manager, visit [oracle.com/support](http://oracle.com/support).

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