

LA Metro pin points in minutes, the root cause of Oracle ERP user specific and business KPI performance issues

FixStream AIOps automates root cause analysis of Oracle ERP business metrics and end user transaction issues.

SITUATION

Need end-to-end visibility for quick root cause identification of issues impacting Oracle ERP users and Order to Cash business process health

- Impaired visibility in hybrid IT: Lack of dynamic and up-to-date inventory of IT infrastructure entities supporting ERP business process
- High MTTR impacts business: Operational data is siloed, exists in disparate domains of Oracle ERP stack. Manual correlation is time consuming, incomplete and easily gets out of date. Automated correlation between business, application and infrastructure stacks is required.

Correlation of Order to Cash business metrics to underlying infrastructure metrics

SOLUTION

FixStream's correlation, visualization and analytics platform

- Smart auto-discovery of multi-domain application and infrastructure entities keeps them up to date. Topology mapping provides granular relationships between physical and virtual compute, storage and network entities across hybrid IT.
- Dynamic application discovery and dependency mapping maps Oracle EBS application entities with underlying infrastructure, and correlates operational health and performance data collected from various sources.
- Multi-layer correlation of business processes to application entities and underlying infrastructure, with time-series event correlation enables quick identification of root cause for ERP user and business KPI issues.

RESULTS

Rapid root cause analysis, infrastructure planning, auditing and compliance

- Reduced MTTR for issues with ERP user performance and business metrics KPI SLA from hours to minutes
- Automated auditing and compliance of IT assets for ERP environment
- Optimized infrastructure resource planning and workload management for Oracle EBS application environment
- Increased application assurance, improved ERP system uptime, transaction uptime and user satisfaction

Application flows and sequence of events on a time-series graph across all alerts, events and faults generated in the hybrid cloud, in the context of Order to Cash business process. This pinpoints the pattern that created the incident impacting the business process

