

# HP OpenView managing Siebel eBusiness Applications



It's a given that if you've invested in Siebel applications, your business is committed to achieving high customer satisfaction, meeting business goals, and maintaining a competitive advantage. But are you prepared to meet demanding user expectations for responsiveness, availability, and security?

Most likely, your IT department is measured on keeping mission-critical e-services such as Siebel available under all circumstances and ensuring optimal performance—and for good reason. Users must be able to reach required data or vital applications at a second's notice. If any element of a Siebel application fails or is delayed, customer satisfaction and employee productivity can drop—along with corporate sales and customer loyalty.

#### **Demand more—more accountability, more agility, and a better return on IT—with HP OpenView**

With 135,000 installations worldwide—including all *Fortune* 50 companies—HP OpenView is the industry leader in integrated systems management (ISM). HP OpenView provides the best and most complete multi-platform management solutions in the industry.

The Siebel eBusiness Smart Plug-In (SPI) for HP OpenView enables you to tightly integrate Siebel applications with HP OpenView's comprehensive suite of products and solutions that help ensure that your Siebel eBusiness Applications—and all enterprise applications—meet and exceed customer, employee, and partner expectations for performance and availability. And by providing centralized, integrated management of your Siebel environment and

enterprise IT resources—such as databases, ERP, and legacy systems—HP OpenView increases business agility so you can quickly respond to changing business demands.

#### **A comprehensive management platform for Siebel eBusiness Applications**

HP works with a leading, HP OpenView-certified partner, Hermes SoftLab, to provide you with the Siebel eBusiness Smart Plug-In, which has been validated by Siebel Systems to provide tight integration between HP OpenView and Siebel eBusiness Applications. This integration gives you a reliable, cost-effective, secure way to monitor Siebel eBusiness Applications via a single HP OpenView console.

As a result, you can:

- Continuously monitor all Siebel components—and the other enterprise components—to ensure exceptional user experiences
- Provide full management of the Universal Application Network (UAN) using HP OpenView
- Coordinate data with all levels of the application and external network infrastructure to quickly find root causes to problems

- Graphically present performance data and status to help administrators identify “non-typical” situations and future performance trends
- Continuously monitor application performance and apply configurable policies to correct problems automatically
- Automatically notify administrators when errors occur
- Simultaneously monitor servers, file systems, event logs, and log files for Siebel eBusiness applications
- Track Siebel processes and their memory and CPU utilization
- Automate the generation of detailed reports, including activity, history, and status service reports

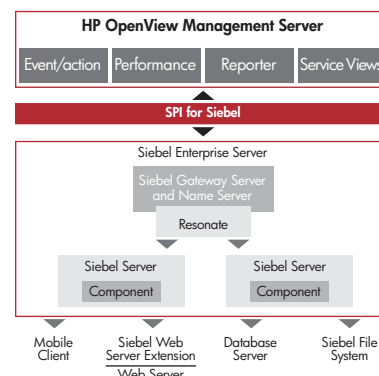
The Smart Plug-In for Siebel offers autodiscovery of the Siebel application topology, a process that enables HP OpenView to graphically display Siebel lower-level components and their impact, including failures and performance degradations. The lightweight SPI software is a low-overhead background process, and installation is quick and low-risk.

### Realize a better return on IT

Using HP OpenView to monitor your enterprise application environment provides the following benefits:

- **Reduced operating costs**—Managed Siebel applications experience less downtime, so you’ll lose fewer revenue opportunities and incur fewer productivity costs.
- **Increased customer, partner, and employee satisfaction**—Providing reliable access to high-performing Siebel applications allows employees to provide exceptional customer service, which improves customer retention.
- **Rapid response and recovery**—HP OpenView quickly pinpoints bottlenecks and outages anywhere in the Siebel infrastructure for rapid response and recovery.
- **Increased operational efficiency**—Well-managed Siebel applications improve information flow so that users have immediate access to the information they need.
- **Reduced total cost of ownership (TCO)**—If you’ve already implemented HP OpenView, adding the Siebel SPI to a new or existing Siebel implementation is an easy way to reduce Siebel TCO—and boost application availability and performance.

## HP OpenView with Siebel SPI managing a Siebel ecosystem



The tight integration between HP OpenView and Siebel eBusiness Applications gives customers a reliable, cost-effective, and secure way to monitor applications using a single HP OpenView console.

### View, manage, and monitor Siebel business processes

As part of Universal Application Network from Siebel, you can implement best-practice business processes from a comprehensive library—but until now, there was no way to view, manage, and monitor them. Via the Open Management Interface (OMI), HP OpenView can effectively monitor UAN business processes running on an integration server. OMI builds the link between technology and business components that drive an organization and then exposes them in a common interface for monitoring and analysis. This link provides HP OpenView with the unique ability to tie known problems with a physical IT architecture directly to critical business processes. As a result, you can measure, assess, and maintain a dynamic link between business and IT—and quickly assess the business impact of such problems.

### For more information

The Siebel eBusiness Smart Plug-In for HP OpenView is available for use with HP OpenView Operations for Windows® and HP-UX OpenView Operations for HP-UX management platforms. The Siebel SPI runs on Microsoft® Windows, HP-UX 11i, and other major platforms and includes support for Siebel 6/2000 (Windows only) and versions 7 and 7.5. If you’d like to learn more about how HP and Siebel Systems work together to bring you exceptional solutions, visit our Web site at [www.hp-siebel.com](http://www.hp-siebel.com).

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