

Rimini Street

Engineered for Support™

Rimini Street Watch™ for PeopleSoft

Identify application and performance issues before they become problems



Solution Overview

Maintaining a real-time view of the stability of the PeopleSoft ERP technology stack and associated hardware is critical – but dependencies among systems keeps growing, making troubleshooting and performance issue resolution more complex

- How do I forecast when my system resource will reach capacity?
- What’s happening to the systems when we add or remove hardware? How is this affecting capacity?
- When an end user complains about performance, how do I quickly isolate the issue?
- How do I manage all of these alerts to understand what is really going on?
- How do I provide a single view that allows my different admins to work together to solve a problem?
- How can I afford a PeopleSoft monitoring solution when it costs six figures?

Without the necessary real-time and historical data needed to manage and administer the PeopleSoft technology stack, troubleshooting common issues is essentially guesswork. Most clients never utilized the OEM performance tools 24 x 7 due to substantial system overhead, nor do they implement an alternative monitoring solution due to excessive cost. Rimini Street Watch™ for PeopleSoft is designed to provide the same high-end monitors and features at an affordable cost.

We provide tools for monitoring of applications and the supporting technology stack – including hardware, database, application server, process scheduler, web server, and application messaging.

Rimini Street Watch™ for PeopleSoft helps you quickly detect application, service, or process problems, and take action to eliminate downtime for your application users. You identify performance issues faster, leveraging modern, open-source technology. Rimini Street sets up, maintains and adds monitors for you – internally deployed or in the cloud. You get real-time identification of issues causing performance and availability issues, reducing downtime and the incidence of high-severity cases.

Solution Benefits

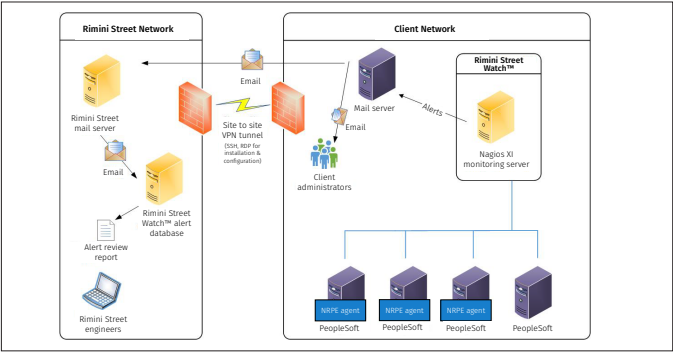
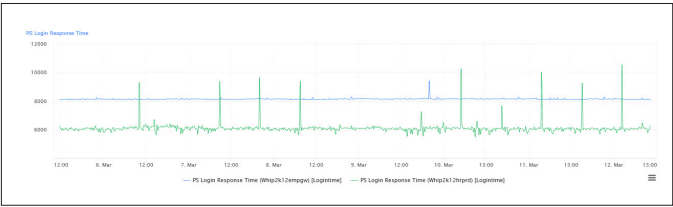
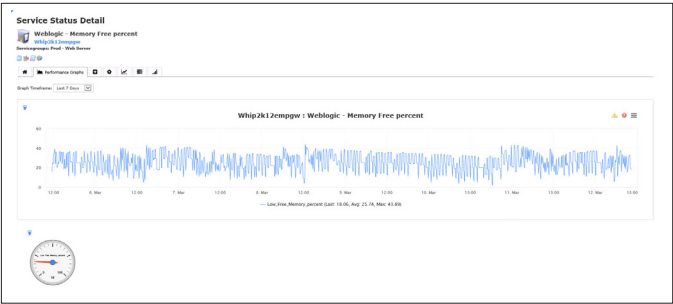
- Increased server, services, and application availability
- Fast detection of network outages and protocol failures
- Fast detection of failed services, processes and batch jobs

Rimini Street Watch™ for PeopleSoft combines our PeopleSoft ERP expertise with proactive diagnostics, and web-based dashboards to help you identify performance events faster. Alert monitoring can be cumbersome, but only Rimini Street combines the most common alerts and monitors for PeopleSoft applications with award-winning maintenance services and third-party support services for PeopleSoft software – on both internally-deployed and cloud-based platforms.

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|--------------------|-------------------------|-----------------|
| - Hardware | - Application | - Exceptions |
| - Operating system | - Process scheduler | - Performance |
| - Database server | - Application server | - Availability |
| - Web server | - Application messaging | - Configuration |

Rimini Street®

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Key Capabilities

One-Stop Platform

- Over 150 prebuilt monitors for ERP, database, infrastructure and cloud
- Real-time metrics for troubleshooting alerts and issues
- Historical data for trending and capacity planning
- Customizable dashboards for your applications and infrastructure
- Heat maps for visualizing alert clusters

Monitoring as a Managed Service

- End-to-end managed service, not just a software product
- Turnkey implementation project managed by Rimini Street
- Quarterly threshold analysis and management, future infrastructure monitoring changes included
- Monitoring server upgrades managed by Rimini Street
- Email and SMS alerts
- Integration with ServiceNow platform
- Integration with Big Panda for alert correction, to reduce alert fatigue via AI and machine learning.

Securely architected to monitor your most critical systems

- Monitoring resides on your network or private cloud behind your firewall, and not in some unknown cloud or data center
- Minimal impact to hardware resources
- Leverages client email server for notifications

Why Rimini Street

We deliver unparalleled support because our people are highly-skilled engineers dedicated to ensuring that you receive exceptional value and customer service every day. Our premium third-party support services enable you to optimize existing enterprise software investments, extend current capabilities to leverage hybrid IT, and transform your business to a digital enterprise with help from intelligent and agile technology roadmaps.

Worldwide Headquarters

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