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Rimini Watch™

Rimini Watch™ for Applications

Identify and Remediate Application Issues Before They Escalate

The Business Challenge

ERP-related application environments are increasingly becoming more complex and challenging for IT teams to manage. IT leaders need to maintain a real-time view of all their application activity and surrounding infrastructure to quickly react and troubleshoot when instabilities occur. But understanding the best path for remediation is not always clear, and leads to questions such as:

- When an end user complains about application performance issues, how do I quickly isolate the cause?

- How can I ensure one view that will monitor all aspects of my application infrastructure, technology stack, and applications?

- How do I better sift through alerts to understand true application issues vs. alert "noise"?

- How can I better optimize my application infrastructure to reduce issues over time?

- How do I balance the value of an application monitoring solution with the budget constraints of other, more critical IT needs?

The Rimini Street Solution

Rimini Watch™ for Applications is part of a new suite of observability solutions that enable Oracle and SAP applications and databases to benefit from innovative monitoring, health check, and change management solutions. Rimini Watch™ for Applications helps eliminate the time, resource, and cost challenges usually associated with continuous monitoring of critical operating processes that can impact application performance and business continuity.

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How Rimini Watch™ for Applications Works

Rimini Watch™ for Applications is a subscription-based software product installed within your ERP application environment using modern, open-source technology. It is designed to continuously monitor the performance and execution of thousands of processes and identify potential issues before they happen.

The solution delivers comprehensive monitoring across your application IT landscape, and proactively alerts administrators of issues and exceeded thresholds, providing guidance on the best actions to reduce end-user downtime and high-severity incidents.

Our one-stop application monitoring platform provides:

- More than 400 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 an end-to-end managed service, not just a software product

- Turnkey implementation that is project managed by Rimini Street

- Quarterly threshold analysis and management, including future infrastructure monitoring changes

- Email and SMS alerts

- Integration with the Rimini Street ServiceNow platform

- Integration with Splunk for alert correlation, and to reduce alert fatigue via AI and machine learning

- Secure architecture to monitor your most critical systems

- Monitoring on your network or private cloud, and behind your firewall, not in an unknown cloud or data center

- Minimal impact on hardware resources

BENEFITS

Predictability and Confidence

- » Increased application availability ensures that your critical business systems stay up and running

- » Faster issue identification leads to faster resolution times

Reduced Problem Resolution

- » Root cause analysis by expert engineers

- » Capacity trending and planning capabilities

Modern Technology + Human Approach

- » Combined tools, diagnostics, and human expertise for better business outcomes

- » Assurance that changes will be managed and documented through the maintenance lifecycle process

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