



# Oracle Enterprise Manager Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Oracle DBA at a financial services firm with 501-1,000 employees

**it\_user101802**

### **VALUABLE FEATURES**

Overall monitoring of Oracle databases and operating systems. Real time performance tuning of SQL queries.

### **IMPROVEMENTS TO MY ORGANIZATION**

By using OEM, less time and resources are spent to monitor and manage databases.

### **ROOM FOR IMPROVEMENT**

It comes with some monitoring bugs, which once reported to Oracle support is always solved.

### **USE OF SOLUTION**

I have been using this solution for the last 6 years.

### **DEPLOYMENT ISSUES**

No issues at all, very easy to deploy.

### **STABILITY ISSUES**

A very stable product.

### **SCALABILITY ISSUES**

Up until now I have not had any issues.

### **CUSTOMER SERVICE AND TECHNICAL SUPPORT**

Customer Service: The best in the industry. Technical Support: Very good. Sometimes there is a need to escalate things, but that's ok.



## Oracle Enterprise Manager

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### **PREVIOUS SOLUTIONS**

I used BMC earlier, but OEM is very vast and mature as compared to other similar products.

### **INITIAL SETUP**

Straightforward, easy setup GUI.

### **IMPLEMENTATION TEAM**

In-house team.

### **OTHER SOLUTIONS CONSIDERED**

Not really.

### **OTHER ADVICE**

Go ahead and implement it, as you'll find that it is very useful for infrastructure related tasks.

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