



Oracle Enterprise Manager Review From A Customer



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

Review by a Real User

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Enterprise Architect at Revenu Qu bec

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WHAT IS MOST VALUABLE?

The most valuable feature is the automation of the alerting. We can be proactive when we use that program instead of being called in the middle of the night because something's wrong. You get the alert and the warning before. You can customize every threshold to meet your needs, and have different settings for different database groups.

HOW HAS IT HELPED MY ORGANIZATION?

The company spends less money over time because we are not working overtime hours at the office.

WHAT NEEDS IMPROVEMENT?

I would like to see better support for Oracle GoldenGate. Right now, it doesn't work well with Oracle GoldenGate. You still have to use GoldenGate monitor if you want to take advantage of the product. There are some bugs and often we cannot debug the product right there and we have to reconfigure some things. It does the job, as long as you don't encounter a bug.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

The stability's not so bad. It's a stable product, a mature product. When we change versions, there are some problems there.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Scalability's good. We went from two databases to over 250. It's working fine.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

We have used technical support many times; it is very bad. We often had to dig down ourselves into the source code to find out why it's not working on our platform. Every time we conferred about that, it became a little more complicated. Their answer is often to just delete the target, rediscover it and it should be fine.



Oracle Enterprise Manager

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WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

We were pretty much doing our own thing with an in-house script. Since we were growing fast, we could not continue like that.

HOW WAS THE INITIAL SETUP?

Out of the box, initial setup is pretty straightforward: You install it, you discover your target and it monitors them. If you want to go further and do custom monitoring, for example, it can become quite complicated. On the other hand, it's very flexible. That's good.

WHICH OTHER SOLUTIONS DID I EVALUATE?

It's been a long time, so I don't remember which other products we were considering. Probably from the beginning, we were considering Oracle because they let us experiment with it first and we saw that it worked. Also, because we kind of expect our versioning to follow the version of the database.

WHAT OTHER ADVICE DO I HAVE?

Go only with the out-of-the-box configuration first. Let it run for a while like that to learn the product. Learn a few things before trying to configure everything in it. When I'm selecting a vendor, price is a big factor. Licensing is a big factor. It has to do the job we need it for. Those are the most important criteria.

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