



QUEST SOFTWARE

# Foglight®

## Siebel Management

### Manage Service Levels and Perform Diagnostics on Siebel Applications

Optimizing the performance and availability of Siebel applications end-to-end is critical for meeting business objectives. An under-performing application can adversely affect revenues, cost containment, customer service and goodwill.

As part of Quest's Application and Services Management solution, Foglight helps organizations manage the entire Siebel application – from the end users to the application servers to the databases. Foglight delivers a shared set of performance information that all application stakeholders can use regardless of their Siebel skill level. By viewing data on the entire application stack in context, you can better prioritize corrective actions and prevent their impact on end users. Foglight also provides unattended monitoring, real time diagnostics, rule-based alerting, correlation with end user and database management and customizable, role-based dashboards.

### Visibility of Siebel Activity

View key Siebel performance measurements to assess system optimization.

### Historical Trending and Performance Correlation

Track service levels, performance measurements and goals against baselines over time periods to gauge and report on compliance to SLAs.

### Siebel-Specific Data Drill Downs

Drill down into performance data on Siebel components and subsystems for streamlined diagnostics and problem resolution.

### Intelligent Recording

Record key and routine transactions of end users. Measure and improve adherence to SLAs by monitoring the end user's actual application experience.

- Delivers critical Siebel performance measurements
- Provides a shared set of monitoring data that all application stakeholders can use, regardless of technical skill level
- Offers historical information for planning upgrades and reducing the risk of unplanned outages
- Detects, diagnoses and resolves problems before they affect end users
- Enables diagnostics with drill-downs into specific Siebel components
- Reduces total cost of ownership (TCO) for Siebel systems through proactive monitoring and real-time diagnostics tailored to each user or role
- Minimizes service delivery risks by providing service level compliance and reporting
- Automates best practices
- Facilitates compliance to regulations and service level agreements (SLAs)

## System Requirements:

### *Operating System Support:*

- Windows NT and Windows 2000
- Sun
- AIX

## About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at **[www.quest.com](http://www.quest.com)**.



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