

Increase your Siebel[®] productivity



A photograph of two men in business suits. One man is seated at a desk with a computer monitor, and the other man is leaning over his shoulder, looking at the screen. They appear to be in a modern office environment with large windows in the background.

Improve your management productivity

Using Neal you can control, in total security, all Siebel Enterprises that constitute your business. If there is a potential problem you can, using Neal, identify it, understand its causes and simply fix it. In addition, Neal helps you to visualize the impact on performances, so that you can bring together the resources in line with your business priorities. With Neal you have a tool that can help you to achieve the performance requirements and the availability of your applications, improving the productivity of your management and the use of resources to guide you to save money.

NEAL is an Enterprise Manager

Neal is not a simple monitoring tool: Neal is able to monitor all types of servers in your Siebel Enterprise but, most importantly, is able to perform the delivery of your applications written for Siebel®.

Neal allows you to monitor the application components of Siebel®, the status of your hardware as well as other types of servers as databases, Web servers and middleware.

Your Performance Health Check

Neal is able to perform complex control on your Siebel Enterprise in complete autonomy. Neal checks the status of your application using the best features provided by Siebel® (SARM, ADM, etc...) and, if necessary, sends you a report which highlight the critical points of your application and suggestions for improving performance. Where possible, Neal is able to apply the changes themselves with your permission.



Automatic Discovery

Neal is able to automatically discover your Siebel Enterprise collecting all the data in its repository.

Neal checks and import Siebel Gateway configuration.

Service Level Management

Following the acquisition of the configuration, Neal synchronizes the detection capabilities to provide a correct timing during data analysis.

Neal provides operators with continuous updated information concerning the status of Siebel® components, the number of transactions, users connected, the status of the network, Web and other information that allows a rapid and simple analysis in case of troubles

Manage Your Application from Different Perspective

Application Management

- Monitoring and correlation from business services layer to the supporting
- Transaction monitoring and correlation from end user to database code level
- Fast detection, root-cause diagnosis and resolution of issue
- Continuous performance control

Service Level Management

- Role-base dashboard
- Prioritization of problems based of business impact

Database Management

- Monitoring
- Database capacity management
- Application Queries monitoring

End User Management

- Real user performance analysis
- Immediate alert via mail or sms
- Application log analysis
- Deploy Siebel srf, workflow and catalogs
- Automatic dev-to-prod procedure

Infrastructure Management

- OS monitoring
- Network device management
- Middleware monitoring



NEAL is not only monitoring

Using Neal your IT team maintains a total view on your business and remains flexible to change, from a simple update to a new service for your business.

Neal is dynamic software that independently adapts to changes during the evolution of your application.

Neal produces management reports for your control that helps to keep you up-to-date on the progress of your business.

The result is: your team uses time and resources to manage your business and not the application





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