

ORACLE®

**ORACLE®**

---

**COLLABORATION SUITE**

# Real-Time Collaboration

**Michael Miller**

Real-Time Collaboration Products

**ORACLE®**

# Summary

---

## Situation

- High potential value and cost savings, yet a majority of organizations have yet to start using Web conferencing
- 

## Pain

- Those that have, are typically using multiple products to meet needs across various lines of business
  - Fragmented vendor offerings
  - Security, performance & bandwidth concerns
  - Standalone meeting services isolated from how companies do business
  - High cost
-

# Oracle's Offering

## Critical Design Considerations

### Real-Time Collaboration Platform

- One product that is global IT & LoB capable
- Enterprise context – integrated rather than isolated
- Real-time performance with low network impact
- Comprehensive Security
- Flexible deployment options (on-premise & hosted)
- Pricing that eliminates barrier to broad enterprise usage

# Oracle Web Conferencing

- Works with locked down PCs
- Deployment & operational simplicity
- Single centralized system can support global operations
- Highly efficient server resource utilization – very low hardware costs
- Optimized real-time performance for all attendees in a conference

# Oracle's Web Conferencing Single Production System

## Global Usage

- **1 Million** user conference minutes per week
- **42 Thousand** named users
- **100 thousand** playback minutes per week

## Hardware (Oracle's Colorado Data Center)

- **2** Dell 2650 middle-tier servers, Linux
- **2** Dell 2650 database servers, Linux
- **1** BigIP load balancer & **1** Netapp storage

ORACLE®

ORACLE®

# Global IT and LoB Needs

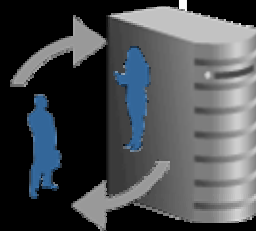


## Line of Business

- Unlimited number of logical sites
- Easily tailored to meet individual LoB needs
- Available in context of existing LoB systems

## Global IT

- Single system
- Easy deployment
- Easy management
- Low costs
- Happy users



**Shared Web Conferencing System**

# Oracle Real-Time Collaboration Platform

## Consoles

Web Conferencing

Playback

Instant Messaging

## Services

System

Application

Real Time Communication

Real Time Collaboration

Presence

Voice

Integration

## Enterprise Applications

Sales & Marketing

Service & Support

HR & Training

Financials

Order Management

Interaction Center

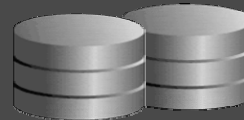
Supply Chain

Portals & Web Sites



## Infrastructure

Oracle Application Server & Database



## Desktop Applications

ORACLE

# Appendix

# Oracle Web Conferencing

## Enterprise real-time collaboration platform

- Meets both global IT and individual line of business needs

### Global IT

- ✓ Single shared system
- ✓ Low network impact
- ✓ Reliability & scalability
- ✓ Operational simplicity
- ✓ Reporting
- ✓ Flexible deployment options

### Line of Business

- ✓ Flexibility to have their own unique logical sites tailored to their specific needs and preferences
- ✓ Real-time performance
- ✓ Support for all types of online meetings
- ✓ Line of business relevant reporting

- Enterprise context
  - Blend real-time collaboration capabilities within context of existing enterprise applications, portals & Web sites
- Comprehensive security
  - Identity management through OID, 128-bit SSL encryption, auditable records for corporate governance & regulations

# What is the current situation?

- High *potential* value
- Scattered organizational focus
- Limited adoption & usage
- Isolated “solutions”
- Fragmented vendor offerings

# Customer Dilemma

- Balancing global IT & LoB needs
- Poor real-time performance
- Isolated standalone meetings
- Limited point products
- High network impact
- Low or no security
- High Cost

# Oracle Web Conferencing

## Current Product Features

### Real-Time Collaboration Platform

- Desktop Sharing
- Document Presentation
- Whiteboard
- Chat
- Polling
- Voice Streaming
- Recording & Playback
- Reporting

# High Value Across the Enterprise



# Design Considerations

## CIO / IT Management

### Enterprise capable

- Security
- Network impact
- Reliability
- Scalability
- Access to information
- Ease of deployment
- Operational simplicity
- Control

## Line of Business Management

### Line of business capable

- Real-time performance
- Context
- Support for all types of online meetings
- Control
- Access to information
- Relevant reporting

# Oracle Web Conferencing Beta

Calendar Year 2003

- **14,938,418** user conference minutes
- **313,332** users in conferences
- **120,623** online conferences
- **35,135** registered users (conference hosts)

# Requirements

## Business

- Leverage and enhance existing investments – Help me get more from my existing investments
- Meet needs of individual lines of business users – Help me and my group be more productive
- Business process management – make my data more useful
- Meet the needs of Global IT - Help me reduce my operational costs

## Technology

- Flexible, services-based architecture
- Efficient network utilization for both internal and external sessions
- Internet Directory structure for identity management
- Security & auditability of sessions
- Support for standards
- Traverses firewalls – no special ports to be opened
- Support for grid computing for resource utilization
- Ability to scale up and out

# Web Conferencing Pricing

	Description
<b>Software License</b>	<b>Perpetual license</b> <ul style="list-style-type: none"><li>• \$45 per named user</li></ul> <b>One year subscription license</b> <ul style="list-style-type: none"><li>• \$11 per named user</li></ul>
<b>Software Updates</b>	<ul style="list-style-type: none"><li>• \$8 per named user</li></ul>
<b>Product Support</b>	<ul style="list-style-type: none"><li>• \$3 per named user</li></ul>

# Disadvantages of T.120

	T.120	Oracle
<b>Scalability &amp; Performance</b>	User experience impacted by slowest user connection	Packet Collapsing ensures better user experience and no drag due to slow speed users
<b>Firewalls &amp; Proxies</b>	Requires open ports	No special port requirements HTTP port 80, HTTPs port 443
<b>Install &amp; Upgrade</b>	Preinstalled by OS. Upgrade?	Transparently installed and upgraded on the fly
<b>Conference Moderation</b>	Limited to T.120 capabilities	Rich customizable model (Host, Presenters, Attendees)
<b>Design</b>	Need to be compatible with dated ITU/Microsoft standard	Better matched to today's enterprise requirements

# Oracle as an Example

From Many Isolated to One Integrated Application

