

## Executive Overview

### Technical Architecture & Infrastructure Compliance



aining a competitive edge through support requires deployment of a solution that provides both functional excellence and strength in technical architecture. While business drivers dictate functional requirements, IT executives are challenged to integrate technology that consistently achieves lower costs while increasing efficiencies.

This technical paper demonstrates how COIGN Enterprise blends seamlessly into your existing infrastructure, putting you firmly at the forefront of technology while providing economies and ease of manageability that are crucial to your success.



### The Top 10 Technical Reasons to Choose COIGN Enterprise

Harnessing the performance-proven power of the Oracle Database® for total flexibility and platform-independence, COIGN Enterprise capitalizes on your existing architecture while protecting your investment during future upgrades and expansion. Offering the lowest total cost of ownership by making the most efficient use of your hardware and IT resources, COIGN Enterprise rates as the best choice for large enterprises, small and midsize businesses, and departments alike. Read on for the top 10 reasons you should choose COIGN Enterprise to reduce costs, increase efficiency, and positively affect your bottom line.

#### I. Platform Independence

COIGN provides you with total platform flexibility by maximizing the inherent functionality and compatibility of the Oracle Database. Fully utilizing the native language of the database, COIGN achieves outstanding performance on Linux, Unix, Windows and VMS.

#### II. Business Intelligence - Extensive Reporting Capabilities

Comprehensive reporting and trending analysis is readily available through COIGN's fully relational data model using report libraries to HTML and spreadsheets. It's also extremely easy to develop your own reports using any third-party reporting software such as Brio, Crystal, Cognos, Business Objects, Oracle Forms and Reports, Discoverer, or any solution using connectivity through (for example) ODBC, JDBC or SQL\*Net.

#### III. Enterprise Grid Compatible

Plug into the Grid with COIGN Enterprise and Oracle 10g. Grid Computing drastically cuts costs by leveraging low cost components and by greatly increasing resource utilization levels. COIGN is fully certified for the Oracle 10g platform, transparently taking advantage of grid technologies with zero disruption.

Gain Platform  
Independence!

**Linux**  
Red Hat, SUSE etc.

**Windows**  
NT/2000/XP/Server  
2003

**Unix**  
Sun SPARC  
Sun Solaris  
HP-UX & Tru64  
AIX-based systems  
IBM z/OS (OS/390)  
IBM s/390 Linux

**VMS**  
HP Alpha Open VMS

Rapidly enabling key elements such as the ability to scale on demand, both up and down, COIGN Enterprise enables you to gain the efficiencies necessary for successful service management. For organizations looking to the Grid as a natural progression of technology, COIGN Enterprise leads the way for a rapid return on minimal investment.

**IV. Service Oriented Architecture - Web-Services Capable**

As organizations increasingly realize the value of service oriented architectures (SOAs), the capability to develop and deploy web services is critical. Leading the industry in innovation, COIGN Enterprise enables dynamic Application Programming Interfaces (APIs) to be published as web services using tools such as Jdeveloper; thus, enabling automated ticket creation from multiple business, application and monitoring sources.

**V. Real Application Clusters (RAC)**

Count on the highest quality of Service! Oracle Real Application Clusters (RAC) introduces revolutionary availability features to minimize or eliminate all causes of both unplanned and planned downtime. Automatically and transparently benefit from high availability features with Oracle 10g and COIGN Enterprise as your helpdesk and self-service solution.

**VI. Oracle Enterprise Manager (OEM) Compliant**

The ability to successfully manage your helpdesk from a systems standpoint is critical. Deployed as a schema within your database, COIGN Enterprise is easily managed by your database administrators using the same tools and controls they use for all your other applications. With Oracle Enterprise Manager, capabilities for storage management and customized performance tuning, for example, are readily available, providing for total manageability.

**VII. Standardized Backup and Recovery**

Basic yet critical capabilities such as backup and recovery are often overlooked when researching solutions. COIGN Enterprise is easily included in existing and automated backup procedures, and is RMAN, OEM and Grid Control compliant for hot or cold backups, ensuring stability and security of your data and applications 24x7.

**VIII. Data Mining & Data Warehousing Ready**

Search, delve and dive for data! As a fully relational data model, COIGN Enterprise enables easy access by industry-standard database mining tools for in-depth data analysis. Additionally, searching for answers and information becomes easier with tools such as Oracle's Ultra Search.

Easily incorporate data from COIGN Enterprise' normalized relational model into your data warehouse. This readily enables correlation of your support systems and data with enterprise and operational reporting for superior business intelligence.

Deployed through the Oracle Database, COIGN Enterprise provides total platform independence for web-based support, including 32-bit and 64-bit options.

**Compatibility Matrix**

**Database**

Oracle Database Release 9i (2) or 10g

- Enterprise Edition
- Standard Edition
- Standard Edition One

**Middle Tier**

Oracle Application Server

9iAS 1 **OR** 2 **OR** 10g

Enterprise Edition  
Standard Edition  
Java Edition

**OR**

- Oracle HTTP Server

**OR**

- Apache Server [ with mod\_plsql ]

**Client**

- Zero Footprint
- MS Internet Explorer Release 5.1 & higher

**IX. Identity Management**

COIGN Enterprise fits into your overall identity management strategy by employing standard Oracle database encryption mechanisms for secure authentication, and Single-Sign-On capabilities through Oracle Portal. Full LDAP compliance coming soon for Oracle Internet Directory and Active Directory will further extend identity management capabilities.

**X. Integration Enabler**

COIGN Enterprise leads the industry for innovative integration components, connecting you to existing systems for consistency and accuracy of data. Capabilities for real-time integration for auto-population, selection and reporting of ticket data work hand-in-hand with dynamic, self-documenting programmatic interfaces.

Dynamic interfaces enable, for example, your network and database monitoring systems to automatically raise trouble tickets for rapid alert, response and resolution. These same interfaces or auto-links can also be embedded into the majority of your existing client/server or web applications for end-users and applications to "direct connect" for successful self-service.

For higher education, integration extends to powerful applications such as Banner/SCT, WebCT, student information systems and ERP. COIGN Enterprise easily becomes your natural support environment for e-learning initiatives too! For enterprise and government, integration is easily enabled to ERP, CRM and custom applications.

**COIGN Enterprise.**

**Leading you to  
successful  
support through  
innovation and  
solid technology.**



**Platform Independent  
Linux | Unix | Windows | VMS**



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