Birlasoft Solutions

ProVue Integration
with JD Edwards EnterpriseOne 9.2

ProVue is a comprehensive, flexible, single-pane solution for monitoring Oracle's JD Edwards EnterpriseOne. Designed to bring power and simplicity to the process of monitoring your ERP landscape, ProVue lets you go beyond monitoring just the operating system and network-level metrics by diving deeper into the inner workings of JD Edwards EnterpriseOne.

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COMPANY OVERVIEW

Incorporated in 1990, Birlasoft combines the power of domain, enterprise, and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design-thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion-dollar, diversified CK Birla Group, Birlasoft and its 10,000 professionals are committed to continuing its 158-year heritage of building sustainable communities.

Birlasoft is one of the world's largest JD Edwards EnterpriseOne service providers. The company has helped clients implement and manage this leading ERP system for over three decades in 77 countries. Its deep heritage and pedigree of expertise in JD Edwards EnterpriseOne-based solutions helps organizations adapt to the digital economy and create market differentiation. Its proprietary tools and methodologies—refined and matured over years of close engagement with large, global enterprises—ensure that its customers derive maximum value from their ERP system.

INTEGRATION OVERVIEW

Hosted and managed by Birlasoft on Oracle Cloud Infrastructure (OCI), ProVue monitors JD Edwards EnterpriseOne kernel metrics, universal batch engine (UBE) performance, Java virtual machine (JVM) performance, end-user behavior metrics, log files, and server metrics in real time. ProVue uses these metrics to provide flexible and customizable alerts and dashboards, helping you take a more proactive approach towards JD Edwards EnterpriseOne system monitoring and enabling a better experience for your users. By leveraging OCI's state-of-the-art computing resources and features, ProVue customers are assured of top-notch performance and 24/7 access to the ProVue web portal.

INTEGRATION DETAILS

The metrics data capture for ProVue happens in two phases. In the customer's data center, agents are installed on all monitored JD Edwards EnterpriseOne servers. These agents send data to a forwarding server that is also hosted in the customer's data center. The forwarding server is the only point of communication between customer's data center and the ProVue

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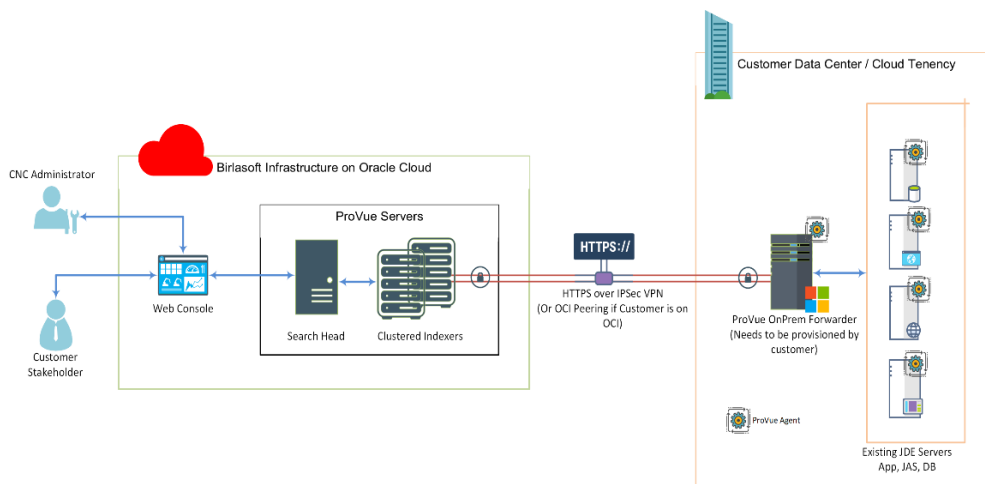Validated Integration
JD Edwards EnterpriseOne

Oracle Validated Integration provides customers with confidence that a partner's integration with an on-premise Oracle application is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

servers residing on OCI, making network and security configuration easier. The forwarding server sends the collected metrics data over an IPsec VPN tunnel to the ProVue server cluster on OCI. Once the data reaches the ProVue cluster, it is indexed and made available for querying and analysis via the web portal.

The main features of ProVue are

- Monitoring JD Edwards EnterpriseOne server and kernel metrics
- Monitoring UBE metrics
- Monitoring end-user behavior and perceived performance in real time
- Log monitoring
- Customizable alerts and dashboards
- Metric availability for real-time and historical searches

With all essential and related information provided via a single pane of glass—and with the ability to traverse multiple servers and hundreds of log files almost instantaneously without impacting the servers—a configurable network computing (CNC) administrator can effectively reduce their mean time to resolution and provide a better experience to JD Edwards EnterpriseOne users.

ProVue architecture diagram

TECHNICAL DETAILS	
Partner Environment	**Oracle Environment**
• ProVue v2.0	• JD Edwards EnterpriseOne 9.2 (64 bit) • Oracle Database 19c • Oracle Web Logic Server 12c 12.2.4

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Validated Integration
Oracle Applications