F5 NETWORKS BIG-IP INTEGRATION WITH SIEBEL CUSTOMER RELATIONSHIP MANAGEMENT 8.0

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PARTNER SNAPSHOT

- Hardware partner and independent software vendor
- Founded in 1996
- HQ Seattle, Washington
- US $529 million in revenue in 2007
- More than 1,600 employees
- More than 19,000 customers worldwide

INTEGRATED WITH

ORACLE

SIEBEL CUSTOMER RELATIONSHIP MANAGEMENT

Through the Oracle PartnerNetwork Application Integration Architecture for Partners Initiative, partners with validated integrations are able to provide customers with standards-based product integrations, tested and validated by Oracle. Customers benefit from improved risk management and smoother upgrade capability, leading to a lower total cost of ownership and greater overall satisfaction.

BIG-IP—Load Balancing, Optimization, SSL, and Application Acceleration for Siebel Customer Relationship Management

One Device. Complete Control.

Company Overview

F5, the leader in application delivery networking, offers BIG-IP integration with Oracle's Siebel Customer Relationship Management (CRM). The F5 solution addresses deployment and ownership challenges across Siebel CRM applications regardless of the industry. F5 BIG-IPs are designed, engineered, tested, and documented with F5's integrated product line in a variety of real-world environments. F5 increases application availability, performance, and security while reducing application complexity, total cost of ownership, and deployment risk through

- **Application switching and high availability.** F5 BIG-IP includes both global and local load balancing and a host of other system offloads and optimizations.

- **Application acceleration and data center optimization.** The F5 WebAccelerator module on BIG-IP offers data centers and branch offices application acceleration. BIG-IP provides unmatched system, data center, and performance optimizations and an ideal network foundation for efficient optimization, scale-up, consolidation, and virtualization efforts.

- **Application security and governance, risk, and compliance.** The F5 Application Security Manager module on BIG-IP includes inline data flows that deliver SSL termination on Web and application tiers, remote and application access, application firewalling, policy enforcement, attack counter measures, port and resource security, and real-time high value logging.

- **Application and WAN acceleration/optimization.** The F5 WebAccelerator module on BIG-IP and WAN Optimization on BIG-IP can be deployed at the data center or a branch office and provide WAN performance similar to what would be available through a LAN.

Integration Overview

BIG-IP products deliver high availability, improved performance, application security, and access control. A single BIG-IP device can do the work of a dozen single-purpose products. More importantly, it is efficient and cohesive, and is easy

to manage and adapt as business and technology needs change.

Product Modules

The following modules can also be run as standalone appliances:

- BIG-IP LTM allows organizations to ensure quality of service and manageability, apply business policies and rules to content delivery, support increasing traffic volumes, deliver applications securely, enjoy operational efficiency and cost control, and remain flexible to future application and infrastructure changes to protect their investments.

- BIG-IP Global Traffic Manager provides high availability, maximum performance, and global management for applications running across multiple and globally dispersed data centers. The module also seamlessly virtualizes FirePass VPN to automatically provide always-on access control.

- Application Security Manager provides application layer protection from both targeted and generalized application attacks to ensure that applications are always available and performing optimally.

- F5 WebAccelerator is an advanced Web application delivery solution that provides a series of intelligent technologies designed to overcome problems with browsers, Web application platforms, and WAN latency that impact user performance.

- BIG-IP Link Controller seamlessly monitors availability and performance of multiple WAN connections to intelligently manage bidirectional traffic flows to a site, providing fault-tolerant, optimized internet access.

- Individual feature packs can be added to a BIG-IP traffic management platform. Available feature modules include Message Security, Intelligent Compression, L7 Rate Shaping, IPv6 Gateway, Advanced Client Authentication, SSL Acceleration, Fast Cache, and Advanced.

Integration Details

F5 BIG-IP/WebAccelerator is transparently installed in front of an application with no changes to the application software, infrastructure, or client access devices. This hardware solution is installed single-ended in the data center or dual-ended in branch locations.

It requires no application rewriting, tagging, or changes to source code. It is optimized for heterogeneous environments containing various combinations of applications, application servers, load balancers, routers, firewalls, and third-party security and monitoring tools. F5 WebAccelerator requires no JavaScript, Java, cookies, or any additional changes to the user environment.

Environment

Partner Environment

BIG-IP, Version 9.4, running software modules:

Local Traffic Manager (LTM)

WebAccelerator (WAM)

Application Security Manager (ASM)

Secure Access Manager (SAM)

Global Traffic Manager (GTM)

Link Controller (LC)

Oracle Environment

Oracle Database Server 10.2.0.1.0

Oracle's Siebel CRM 8.0

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