

CITRIX NETSCALER INTEGRATION WITH SIEBEL CRM 8.0



Delivering secure, on-demand access to any device over any network

Citrix Systems Inc.
851 West Cypress Creek Road
Fort Lauderdale, FL 33309
+1.954.267.3000
www.citrix.com

Optimizing performance, enhancing security and reducing IT costs

Company Overview

Citrix Systems, Inc. (Nasdaq: CTXS) is the global leader and most trusted name in application delivery infrastructure. More than 180,000 organizations around the world rely on Citrix to deliver any application to users anywhere with the best performance, highest security, and lowest cost. Citrix customers include 100 percent of the *Fortune* 100 companies and 98 percent of the *Fortune* Global 500, as well as hundreds of thousands of small businesses and prosumers.

Integration Overview

The Citrix NetScaler System combines the features and functions of traditional data center point products—load balancing, caching, compression, SSL acceleration, attack defense, SSL VPN—into a single intelligent network appliance, built from the ground up to maximize the performance of Oracle’s Siebel CRM, and delivers the best application access experience for Oracle customers.

Citrix NetScaler System delivers

- Maximized application performance for Siebel CRM by providing integrated optimization and acceleration features including HTTP compression, dynamic content caching, and TCP/IP multiplexing
- End-to-end application security and comprehensive intrusion protection through high-performance SSL encryption for application layer security, and patented request switching technology to identify and stop malicious content from reaching inside the network
- Continuous application availability for Siebel CRM with complete L4-7 application switching capabilities to allow the distribution of traffic among multiple application servers and data centers
- Reduced cost of operations by optimizing and scaling Siebel CRM and reducing bandwidth utilization while dramatically improving response times, which translates into tangible business results and millions in cost savings through eliminating the need to purchase additional servers and increasing worker productivity

INTEGRATED WITH



SIEBEL CUSTOMER
RELATIONSHIP MANAGEMENT

Through the Oracle PartnerNetwork Applications Integration Initiative, partners with validated integrations are able to provide customers with standards-based vanilla 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.

Integration Details

Switching

Application-layer switching capabilities provide application content distribution among multiple application servers, ensuring increased application performance with failover support for business continuity in a Siebel CRM environment. Request switching ensures even traffic distribution irrespective of individual user demands. Global Server Load Balancing (GSLB) provides geographic and network proximity-based content distribution, ensuring that remote users are transparently switched to localized content for their specific region, or proximity switched to a local resource for optimal performance.

Optimization

TCP offload reduces the number of client connections each application server has to deal with while optimizing server responses by moving the overhead of highly inefficient connection processing from each back-end server to the Citrix NetScaler appliance. The result is a server that can support an increased number of application users, extending the life of existing hardware while delivering application content with much better performance. TCP/IP multiplexing and connection management dramatically reduces the number of TCP connections each Oracle server is required to manage, allowing organizations to reduce their server infrastructure or serve a significantly larger number of clients. This is accomplished with Citrix Request Switching technology, which optimizes the use of standard internet protocols by multiplexing requests from millions of users to a few servers via persistent connections between clients and servers.

Web compression (AppCompress) improves performance by reducing the amount of data sent from Web servers to browsers. Redundant data is removed from messages sent to clients, and then compression software that is built into virtually all Web browsers re-creates the data exactly as it was created by the server. This makes Web compression transparent to all Web-facing applications.

Multiprotocol compression (AppCompress MP) is similar to Web compression except that it extends the performance gains to all application protocols involved with the transportation of application data (SQLNet, JDBC, SOAP, TCP, etc.). This is accomplished via dynamic delivery of a small transparent applet when the user session is established.

Application data caching (AppCache) improves performance by retaining frequently accessed transaction data and serving it in response to repeated requests from the client rather than application servers. This accelerates response times and also reduces the load on Web, middleware, and database servers.

Security

Citrix NetScaler provides an integrated set of security features for delivering Siebel CRM applications and environment. The integration of these capabilities into a single solution eliminates the security holes that can occur when attempting to solve security problems by deploying multiple point products.

Availability

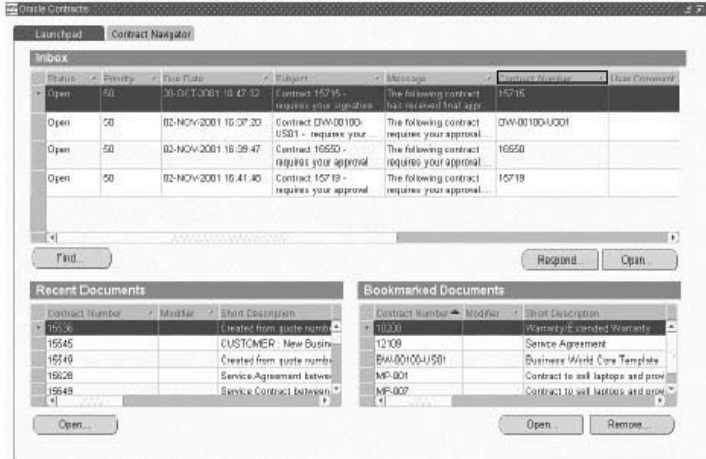
For more information on Citrix Presentation Server and other Citrix application delivery solutions, please visit the Citrix Web site at www.citrix.com or contact a Citrix representative at +1.800.437.7503.

Support

Citrix has a global support organization delivering customer support. Please visit our Web site at www.citrix.com/support or call +1.800.4.CITRIX.

High-capacity SSL encryption moves the computing-intensive processing associated with industry-standard SSL encryption from the server to Citrix NetScaler. This frees up server capacity, speeds SSL processing, and enables Citrix NetScaler to provide application-layer security to encrypted data streams.

Unique application-layer DDoS defense capabilities continue service to legitimate users while identifying and blocking requests associated with flood attacks.



Environment

Citrix Environment

NetScaler 9000

Oracle Environment

Oracle's Siebel CRM 8.0

For additional information about partnering with Oracle, please contact us at opninfo_us@oracle.com or visit us at www.partners.oracle.com

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