

A man with dark hair and glasses, wearing a light-colored button-down shirt, and a woman with dark hair pulled back, wearing a light-colored blazer over a dark red top, are standing together and looking at a small mobile device held by the woman. They are positioned in front of a light-colored, textured wall. The overall scene suggests a professional collaboration or a shared moment of work.

SYBASE[®]

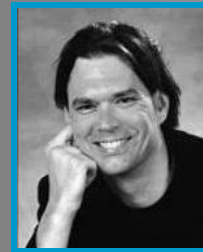
**THE KEYS TO MAXIMIZING UPTIME AND AVAILABILITY
FOR ASE AND REPLICATION SERVER**

Surveillance[™] Monitoring and Management

Dial Instructions: 888-644-9029, Password: SYBASE

Webinar Agenda

- Introduction
- Models for Maximizing Uptime & Availability
- From Chaos to Proactive Infrastructure Management
- Questions & Answers



ROB VERSCHOOR
Senior Evangelist
Sybase, Inc.



CINDY BEAN
Pre-Sales Support Manager
Bradmark Technologies

ISUG Vice President of
Membership



JEREMY SCHEFFEL
Moderator
Sybase, Inc.

Maintaining Uptime and Availability

**Which is a safer approach
fireproofing or firefighting,**

**It's cheaper to be proactive
rather than reactive?**

- Becoming aware of potential problem (system outage) before it occurs
- Delivering tangible business value by maximizing data availability
- Spending less time problem solving and more time improving performance

Cost to Outfit a Firefighter

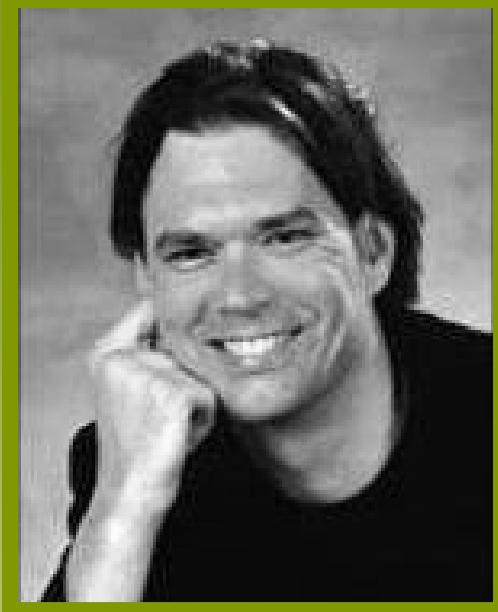
Planned Overcapacity
and/or Redundancy.....
(Avg. cost server/year)
\$2,500

Back-up Staff.....
(\$20/hr x50 hours)
\$1,000

Overtime
and Comp Days.....
\$5,000

Opportunity Costs...
\$X,000





Models for Maximizing Uptime & Availability

ROB VERSCHOOR
Senior Evangelist
Sybase, Inc.

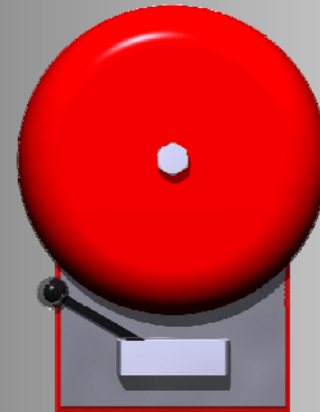
Typical Customer Experiences

Stakeholders Unsatisfied:

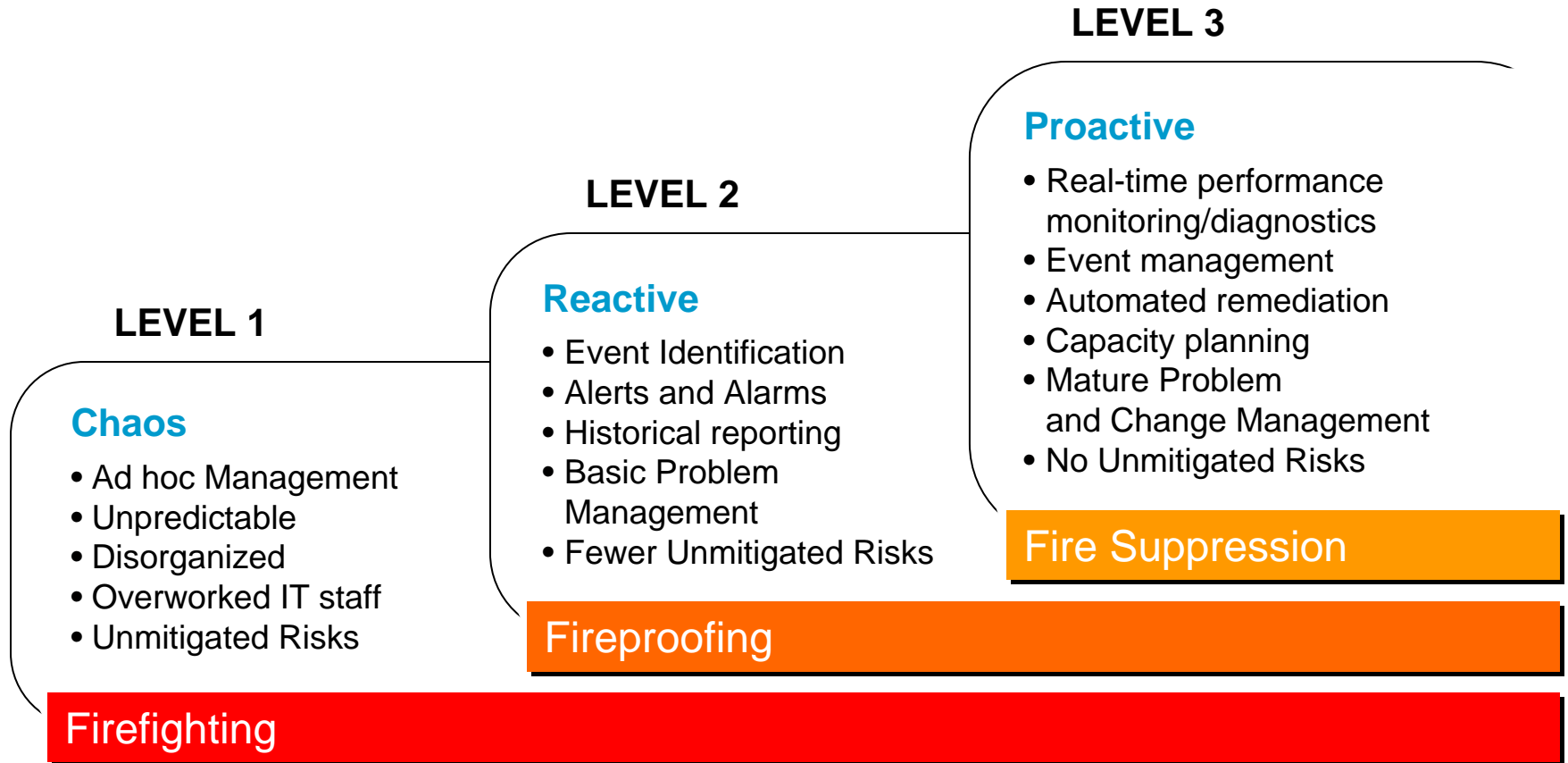
- End Users
 - We discover problems before IT staff
 - Productivity hit hard when systems are offline or poorly performing
- DBAs
 - Not able to quickly identify and resolve the root-cause of database problems
 - Not able to reallocate workload towards new business opportunities
- IT Management
 - Unable and/or unsure of ability to maintain uninterrupted 24x7 system availability
 - Walking a fine line between availability and cost control

Warning signs:

- Increase in unplanned outages
- Increase number of potential failure points
- No DBA on bench or backups
- Unable to improve SLA



Stages of Infrastructure Management





From Chaos to Proactive Infrastructure Management

CINDY BEAN

Pre-Sales Support Manager

ISUG Member

Bradmark Technologies

Maximizing Uptime and Availability

Bradmark is helping ensure IT operations with some of the most influential organizations – helping them fireproof instead of firefight.

Surveillance allows TransUnion to monitor and maintain Sybase IQ while also ensuring all users receive the level of service they need when submitting queries.



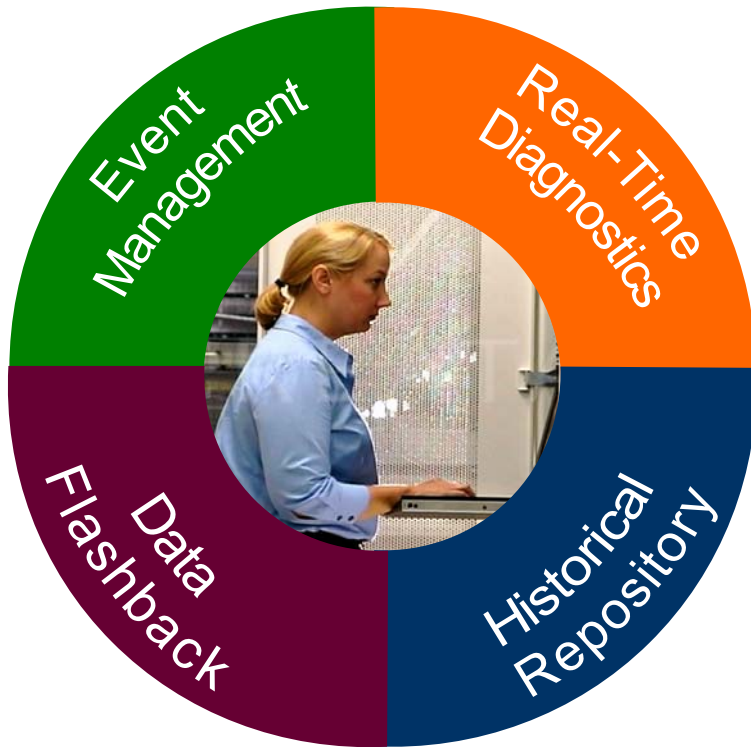
Blue Cross
Blue Shield
of Michigan



*“The **Surveillance** client is very helpful; it gives us detailed exception information and statistics on data volumes and latency...”*

*“We are finding **Surveillance** to be extremely valuable in maximizing server up-time, as well as helping the DBA staff be more efficient.”*

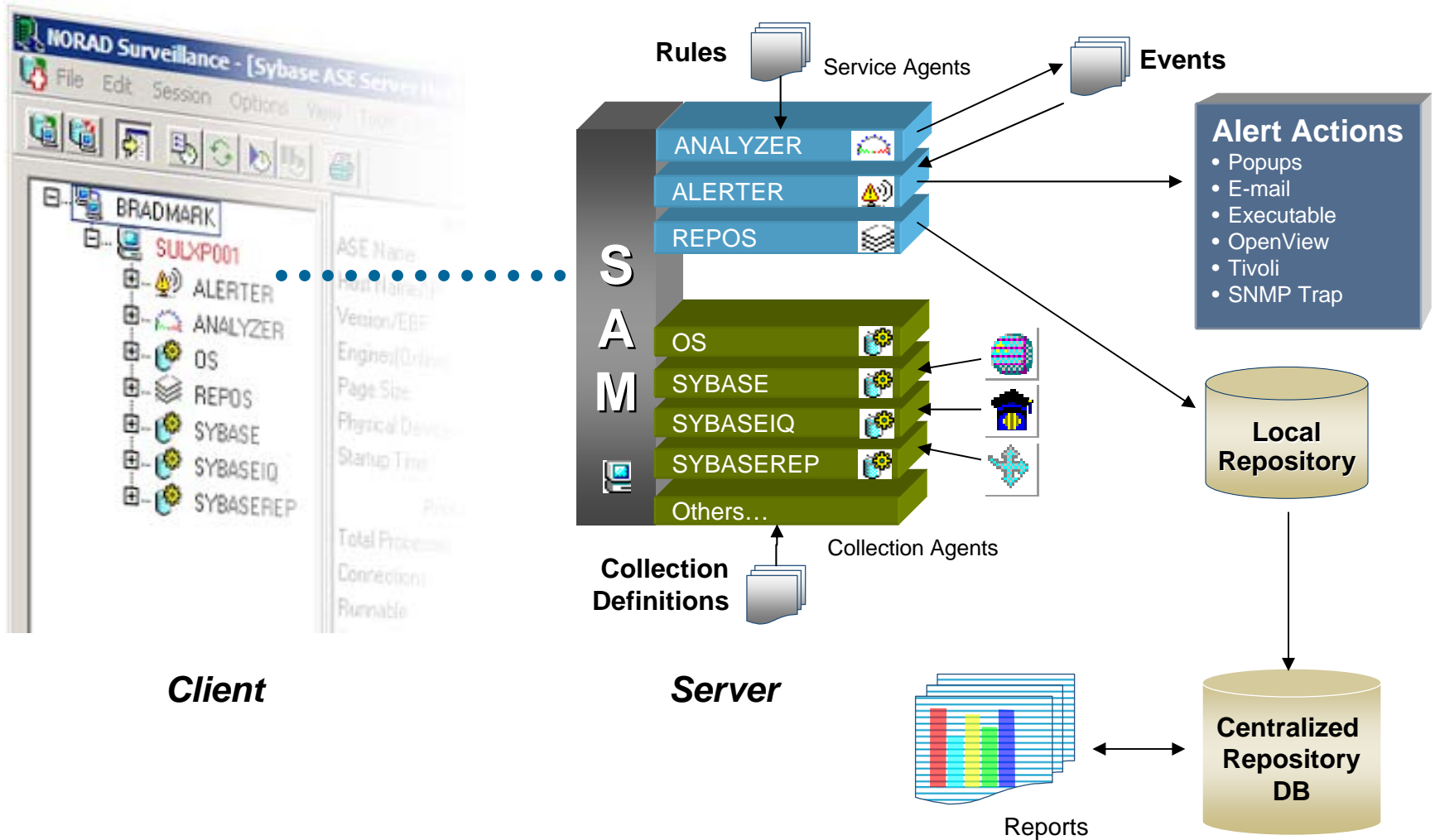
What's needed? Better Surveillance!



Surveillance 4.1 New Features

- Enterprise Deployment
- Standard Stores Feature
- Sybase ASE Enhancements
- Windows® Vista® Support

Surveillance Architecture



Surveillance Event Management

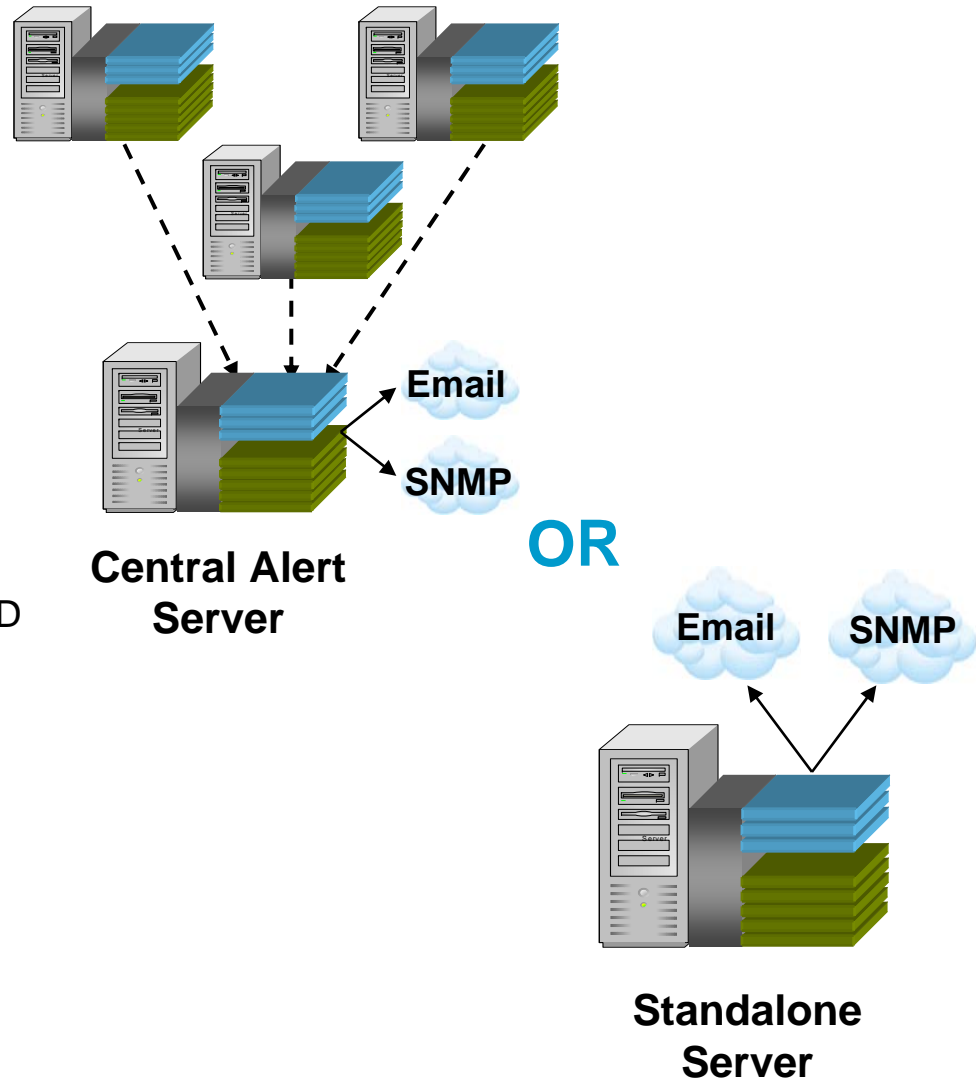
Monitors key availability and performance parameters

- Proactive monitoring of database environment
- Notices of potential problems before database is affected
- Reduces database downtime

Analyze parameters through rules

- Event Handlers take one or more actions defined by the user when thresholds are exceeded
- Event actions include Pop-Ups, Email, Paging, External commands or scripts, SNMP traps, native integration with HP OpenView and Tivoli, and Forwarding
- Alerts can execute when events occur AND when they are resolved
- Forward actions can be defined to make a common agent, called a Central Alert Server (CAS) aware of it's event

Extend product through the use of user-defined collections and rules for custom applications or needs



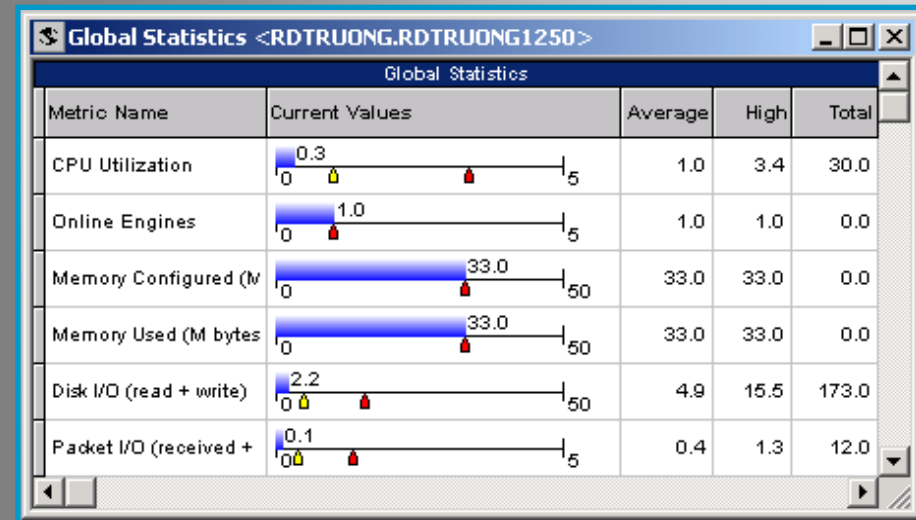
Surveillance Real-time Diagnostics

Real-time diagnostics display through the client

- View real-time statistics on ASE, Replication Server, IQ, Mirror Activator, or OS
- Perform root-cause problem identification and resolution

Windows populate as the data is collected

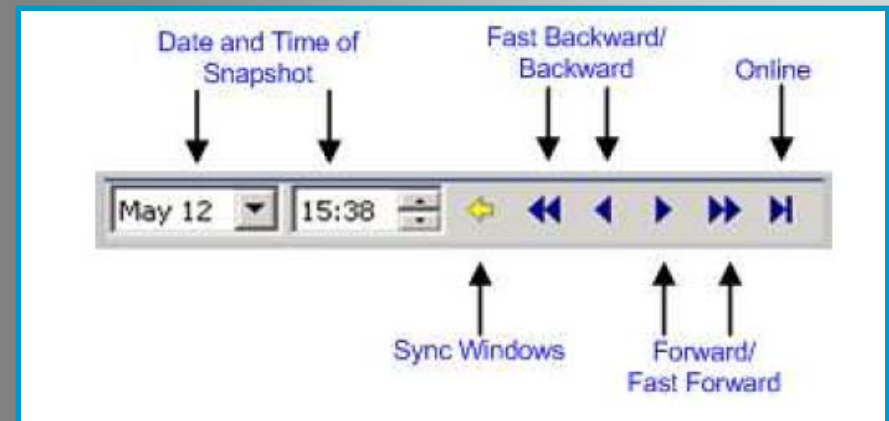
- Many windows have drill-down capability to see further detail such as database space utilization, configuration, running SQL, etc.
- Real-time data tracks current, average, and maximum Rate since the window has been open



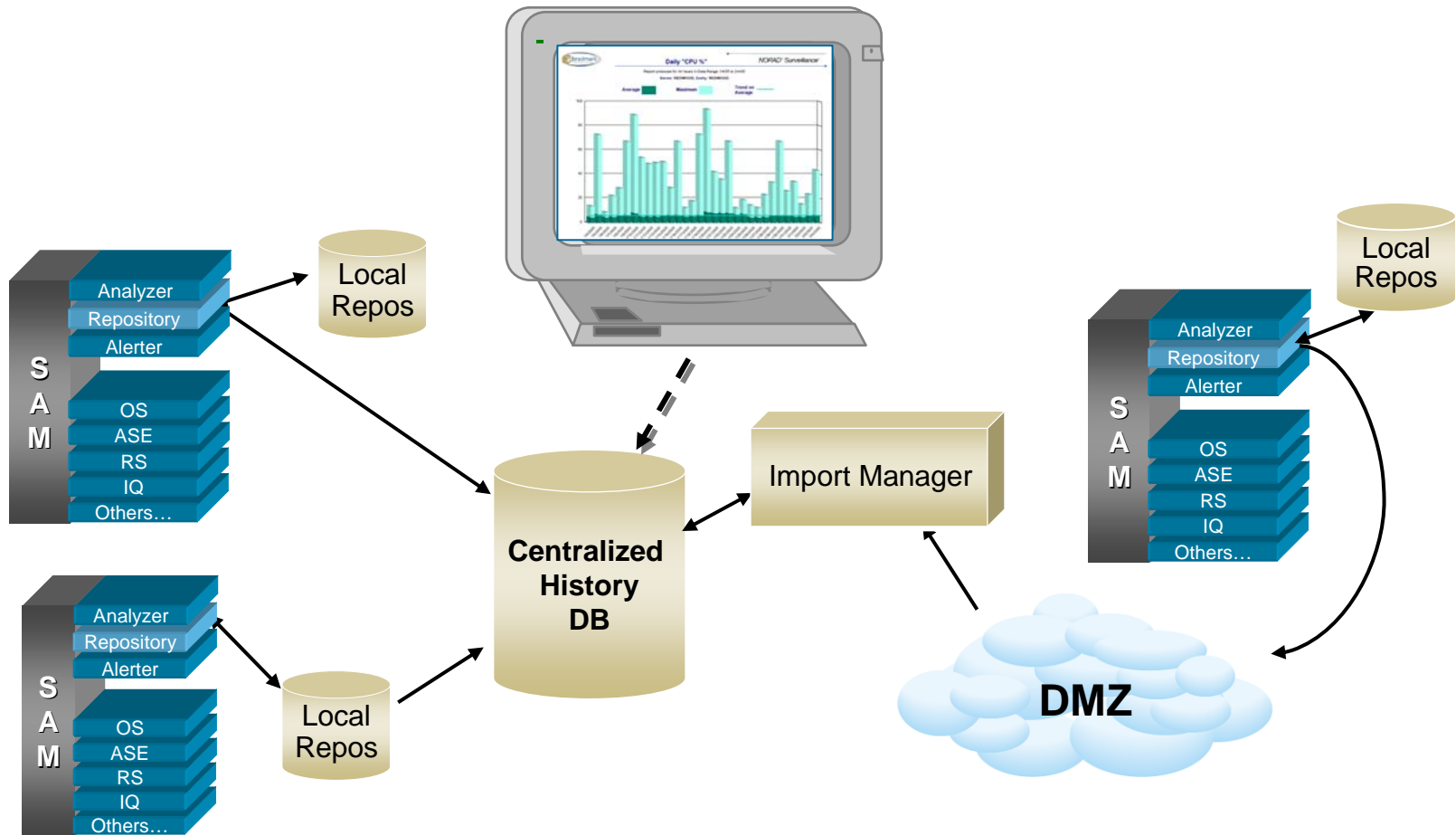
Surveillance Data Flashback

Flashback feature allows you to view historical data in a collection window

- Windows are synchronized to the flashback date and time from the data in local repository stores
- Customize which collections have local repository stores
- Collection windows display static snapshots of data
- Return to real-time online data easily



Surveillance Architecture Historical Repository



The Surveillance Advantage

Fireproofing instead of Fire Fighting



Maximized Uptime and Availability

Enables customers to identify and eliminate issues for database investments and maximize their database and system availability
quickly identify and resolve database and application problems

- View information in real-time or simulated real-time from the historical repository
- Proactive, event-driven alerting and task dispatching
- Capture historical data for SLA and resource utilization reports
- Rapid installation, configuration, deployment



Questions

type your question in the online Q&A box
or call 888-644-9029, Password: SYBASE
and press *1 during the live Q&A segment

Presentations

<http://www.sybase.com/partners/bradmark>



**Thank you
for
attending.**

For more information
<http://www.sybase.com/partners/bradmark>



SYBASE®

