



STARZ!

DBAs Shine Bright with NORAD Surveillance

The database environment at STARZ! is a mixture of Unix, Linux and Windows environments, running Sybase Adaptive Server, Sybase Replication Server, and Microsoft SQL Server. The blend of systems, compounded with a continually growing environment made finding a centralized monitoring tool an increasing priority to allow DBAs to be proactive, rather than reactive.



Five different monitoring tools were evaluated during a three-week period. Bradmark's NORAD Surveillance product stood out above the others on many different measures. First and foremost, the product is quick and easy to install and configure, requiring very little from the root user, and taking very little system resources. Some competitive tools not only required root much of the time, but required several server reboots, which is never a preferable option in a production environment.

Furthermore, NORAD's interface is intuitive and easy to navigate, and pre-defined rules are simple to configure and offer the flexibility to modify to meet the specific needs in our environment.

NORAD's reporting feature is another measure, which set it apart from other products. The ability to capture events over time, and to fine tune the types of events to be captured provides increasing value being able to assess history to better plan for the future.

With any new product, user questions are guaranteed. Bradmark has exhibited outstanding customer service and around-the-clock technical support.

From answers to simple questions to more involved 'how-to' inquiries, support has been very responsive, even after the sale. In addition, Bradmark's commitment to ensuring that we get the most from the product has been a nice added bonus; from simple follow-up calls to additional training.

NORAD's ease of use, flexibility, and customer support; as well as meeting our needs within our budget constraints are what motivated us to select Bradmark. We are finding the tool to be extremely valuable in maximizing server up-time, as well as helping the DBA staff be more efficient.

Nancy Dreisbach
Database Administrator
STARZ!

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