STARZ!

DBAs shine bright with Surveillance™ for Sybase

The database environment at **STARZ!** is a mixture of Unix, Linux and Windows environments, running Sybase Adaptive Server Enterprise (ASE), Sybase Replication Server and Microsoft SQL Server. In our production environment we have a total of nine Sybase Adaptive Servers, a Replication Server, an IQ Data Warehouse and three Microsoft SQL Servers. Three of our Sybase ASE's and our Replication Server are outside of a firewall and our Sybase servers run on both HP-UX and Linux environments.

We needed a tool to help us manage the servers – not only the server instance, but at the operating system level as well; to immediately know if a server went down or if space was running out on a device. Additionally, we wanted a tool to help us look at the history and be able to report on it.

Over a three-week evaluation period, we assessed five different monitoring tools. Of these, **Bradmark's Surveillance™ for Sybase** product stood out above the others on many different measures. First and foremost, zero impact on our environments. 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 also required several server reboots, which is never a preferable option in a production environment.

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

Surveillance's reporting feature is another measure that 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, allowing us to assess history in order to better plan for the future.

As 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.

Surveillance'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. It simply makes our life easier, by being alerted when there is a problem, to be able to monitor and get a visual picture of our servers, and by being able to report on our servers' activities. 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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