

## Third-Party Support, Managed Services, & Consulting

### THE SYBASE DILEMMA

Since 1984, Sybase has delivered reliable, high-performance database solutions for thousands of global organizations in the financial services sector and beyond. Customers appreciate Sybase's stability, security, knowledgeable staff, and favorable Total Cost of Ownership (TCO).

But following SAP's acquisition of Sybase in 2011, Sybase customers have witnessed a steady decline in the commitment to deliver new innovations, product enhancements, and appropriate support resources. With the layoffs of Sybase developers and the announced 2025 End of Mainstream Maintenance (EoMM) for Sybase 16.0, organizations are feeling new pressure to either upgrade to SAP HANA or migrate to an alternative database platform.

The Sybase EoMM, along with the rising cost and decreasing quality of SAP support, has put IT leaders on the defensive, forcing them to justify retention of their stable, reliable Sybase solution. For those reasons – and more – organizations that wish to extend the life of Sybase and buy time to plan their migrations have turned to alternative third-party support and managed services.

### SYBASE DATABASE SOFTWARE SUPPORT

**Third-party Sybase support is the direct replacement of SAP-provided support.** Always at least half the cost of vendor support, third-party support extends the life of your existing databases and infrastructure while delivering a more responsive and comprehensive level of support than is provided by SAP.

We employ a global team of application and technology experts to support the broad range of Sybase offerings. Our services span databases and the surrounding technologies to help ensure ongoing interoperability. We support both stand-alone Sybase applications and Sybase in combination with other SAP and Oracle enterprise applications.

Third-party support is the additional DBA help and advice you need, when you need it. It's the most cost-effective way to free your existing internal resources to focus less on the day-to-day tactical tasks and more on strategic, value-add initiatives.

### SYBASE DATABASE MANAGED SERVICES

When you need more than standard support, the experience DBAs of Spinnaker Support capably handle all your ongoing Sybase needs. We're the only third-party support provider that delivers support, managed services, and consulting for SAP Sybase products and surrounding technologies.

Spinnaker Support's managed services include remote database administration, database monitoring, backup and recovery, performance tuning, migrations and upgrades, database planning, and database decommissioning.

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*Spinnaker Support engineers go above and beyond to resolve our issues in a timely manner. They provide customized support by knowing our SAP environment, and I am able to reach an expert directly and quicker than our previous vendor support.* ”



Now is the time to consider third-party Sybase Database services from Spinnaker Support.

# Sybase Database Software Support

Your operations depend on Sybase running smoothly and efficiently, with your transactional data available at a moment's notice. By switching to third-party Sybase support, you gain high responsiveness and faster problem resolution when problems do arise.

Spinnaker Support's team maintains your database on the back end, so your system is up and running with high availability – all at a fraction of the cost of SAP Support.



## DEDICATED TEAM

Unlike SAP, Spinnaker Support delivers personalized, one-to-one service.

We assign a dedicated Account Support Lead (ASL) for you, backed by a hand-picked team of skilled, senior software developers who quickly become familiar with your unique environment. All are industry experts with an average of 16+ years' experience.



## IN-DEPTH TROUBLESHOOTING

When you discover Sybase Database software issues, we will respond in an average of 8 minutes to investigate and begin resolving the issue.

Our software engineers guide you through the root-cause analysis and respond to issues related to your Sybase deployment, helping your databases run at peak performance, while remaining interoperable and secure.



## SEVEN-POINT SECURITY

Spinnaker Support takes your data and application security seriously. We deliver a comprehensive security solution designed for your unique set of applications and systems.

Combining proven processes, security products, and a staff of industry experts, Spinnaker Support continuously investigates issues and hardens and protects your application environment, delivering timely fixes, patching, and remediations throughout your customer experience.

## SUPPORT FEATURES

- 15-minute response SLA
- Highly responsive break/fix support
- Configuration support
- Full customization support
- Interoperability support
- General inquiry support
- Technology advisory services
- ISO 9001:2015 and ISO/IEC 27001:2013-certified
- Comprehensive Seven-Point Security and Vulnerability Protection, including virtual patching for Sybase
- Lifetime, "non sunset" support policy
- Lowest price and flexible terms

## SUPPORTED PRODUCTS

- Sybase Adaptive Server Enterprise (Sybase ASE)
- Sybase Advantage Database Server (Sybase ADS)
- Sybase Replication Server
- Sybase IQ
- Sybase SQL Anywhere
- Sybase PowerBuilder
- Sybase PowerDesigner
- Sybase Mainframe Connect
- Sybase EA Server

# Sybase Database Managed Services and Consulting

## MANAGED SERVICES

**Spinnaker Support is the only third-party support provider that delivers comprehensive managed service solutions and consulting for SAP Sybase products and surrounding technologies.**

In today's fast-paced and dynamic business environment, keeping your mission-critical enterprise applications running at peak performance is crucial. If your system goes down for any reason – even for just a few minutes, your business can face substantial losses in productivity, revenue, and customer satisfaction.

Our SAP Sybase experts help customers continuously improve their Sybase infrastructure with a range of ongoing application and technical managed services. Top organizations turn to Spinnaker Support for Sybase managed services because:

- You're expecting increased demand and need staffing alternatives, especially during holidays, vacations, or sick time
- You're looking to implement more efficient technical workflows and processes
- Your IT team needs on-demand access to database expertise
- Your database requires 24/7 system monitoring and support
- You need to reduce database management and staffing costs

### MANAGED SERVICES WE PROVIDE INCLUDE:

- Remote database administration to ensure uptime and optimize performance
- Backup and recovery to safeguard your database
- Database performance tuning and stress testing
- Database upgrade and migration
- 24x7x365 database monitoring for performance, availability, and security

With Spinnaker Support for DBA managed services, you realize cost reductions, productivity improvements, maximum 'up' time and system stability, and optimal Sybase performance and security. All from a business partner you grow to know and trust.

## CONSULTING

When the need arises for external assistance on new, high-impact, and time-intensive Sybase projects, Spinnaker Support can help. In addition to our support and managed services, we provide project-based SAP Sybase consulting services, including:

- Database health checks
- Vulnerability and security assessments
- Staff augmentation
- Database migration and deployment
- Disaster recovery (DR) solutions
- Database architecture and design

Spinnaker Support Delivers Comprehensive Support Plus Tailored Managed Services for Sybase Database.

### COMPREHENSIVE SUPPORT

- ✓ Troubleshooting
- ✓ Diagnostics
- ✓ General Inquiry

### DATABASE MANAGEMENT

- ✓ User & Organization Management
- ✓ System Administration
- ✓ Performance Tuning

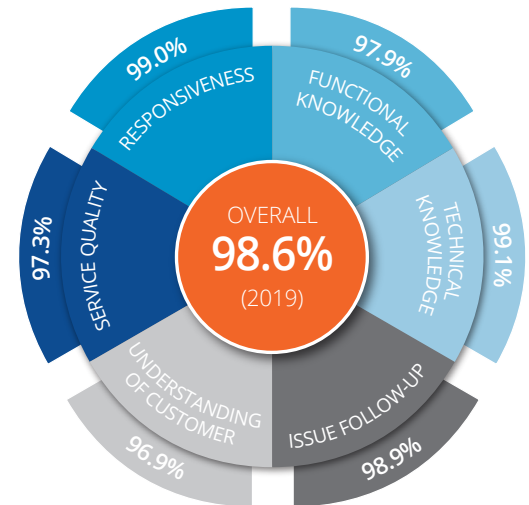
### OPERATIONAL PERFORMANCE

- ✓ Security
- ✓ Interoperability
- ✓ Change Management

# How to Tell When You're Ready for Spinnaker Support

- 1 You want more comprehensive, responsive Sybase support – at a reasonable price.** We will provide more services and significantly reduce your annual support costs (by 60% or more), enabling you to pocket or redirect funds to other priorities.
- 2 You want a support vendor that finds and fixes issues, not one that refers you to self-service content.** With Spinnaker Support, your first response will be from a senior support engineer backed up by a seasoned team, ready to research your issue and provide a timely resolution.
- 3 You're under-resourced and experiencing frequent technical issues or database disruptions.** Spinnaker Support's professional engineers can fill your knowledge gaps, ease your staffing constraints, and provide expert assistance for complex database issues.
- 4 You dislike SAP's push to upgrade and migrate off Sybase.** You've made the decision to sustain your on-premise system while you plan and act on your digital transformation. Spinnaker Support will support your current version for as long as you want to run it.
- 5 You want a vendor you can trust.** We always respect the intellectual property rights of others, and our processes are ISO 9001:2015-certified.

## HIGHEST RATED CUSTOMER SATISFACTION



In our 2019 annual customer satisfaction survey, covering the 2018 fiscal year, we reported a record 98.6% overall customer satisfaction, which we believe is the highest in our industry. Survey results are based on more than 500 customer responses.

Each year, we steadily increase our satisfaction rating by ensuring our Oracle and SAP support is actually supportive.

## NOW IS THE BEST TIME FOR THIRD-PARTY DATABASE SERVICES FROM SPINNAKER SUPPORT.

SAP has signaled a lack of commitment to its Sybase customers. While you consider your strategic database options, it's the ideal time to investigate the details and benefits of third-party Sybase support as an alternative to SAP Support.

**Spinnaker Support's Sybase customers receive high-touch, comprehensive service while saving an average of more than 60% on annual maintenance fees.** As part of each service offering, Spinnaker Support infuses collaborative problem solving with expert-level application and technology guidance. Spinnaker Support helps ensure that your Sybase Database software applications remain effective for as long as you require.

## ABOUT US

Spinnaker Support is a leading and trusted global provider of Oracle and SAP third-party support. Spinnaker Support customers get more comprehensive and responsive service, save an average of 62% on their annual maintenance fees, and can remain on their current software releases indefinitely. We are the only vendor to deliver a unique blend of third-party support, managed services, and consulting when customers prefer to consolidate with a single vendor. They trust Spinnaker Support to keep their enterprise applications running at peak performance while helping them navigate from on-premise to hybrid to cloud.

Spinnaker Support's award-winning blend of services span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Demantra, Agile PLM, ATG/Endeca, and more.



## CONTACT US TODAY

For more information on product details and pricing, [contact Spinnaker Support](#) today.

[SPINNAKERSUPPORT.COM](http://SPINNAKERSUPPORT.COM)

