



Overview

Spinnaker Support delivers high-value SAP Sybase Managed Services packages, tailored to fit any organization. Our managed services help customers:

- **Better predict and control IT costs** while avoiding the headache of attracting, onboarding, and retaining internal Sybase resources
- **Ensure well executed, long-term efficiency and expansion** for their Sybase landscape.
- **Continue to run older Sybase versions** after leaving its SAP Sybase support maintenance agreement with SAP
- **Maintain access to a global team of SAP Sybase experts** that can be deployed to augment in-house staffing or to assume management of the total Sybase program.
- **Consolidate services under a single vendor** that supplies both expert managed services and award-winning SAP third-party support.

TODAY'S SERVICE CHALLENGES FOR SYBASE

As an SAP customer, you have watched firsthand as SAP has pulled away from large-scale future investment in Sybase. Yet your organization's operations continue to depend on the health of your Sybase software solutions, and you may be finding it a challenge to find the balance between your immediate and long-term IT needs.

Many organizations struggle to find the right Sybase resources or to focus them on the highest-value initiatives and to plan for the future database roadmap. Skill gaps go unfilled, performance degrades, and unplanned outages hinder their business operations. The monitoring program is dated, and issues that could have been avoided become fires to fight.

The demands of maintaining and advancing your Sybase ecosystem require an effective Sybase team running a winning management program. These activities can include: configuring the software, performing routine maintenance, retaining the right resources, developing custom scripts to build new Sybase instances, performing upgrades or applying patches, and developing custom SQL scripts to proactively monitor the health of the internal database Sybase environment.

If you are about to sunset your Sybase system and migrate to another database platform and technology, then the maintenance, monitoring, and management of Sybase becomes ever more critical. This is why Sybase managed services are a popular, strategic, and affordable solution that can streamline operations and deliver ongoing stability and higher performance — all while you prepare to replace the existing Sybase platform.

SPINNAKER SUPPORT'S MANAGED SERVICES FOR SAP SYBASE

Spinnaker Support's managed services and skillsets encompass virtually every SAP enterprise application and the entire surrounding technology environment.

These services help to augment your staff to fill capability gaps in your IT team, maintain system operability, and help ensure ongoing security and interoperability, often at considerably less cost.

SYBASE MANAGED SERVICES

Total Sybase Management includes:

- Upgrades and patches with active SAP Sybase ASE, IQ, RS license
- Database page server conversions and migrations
- Custom ETL scripts for database page and data migration
- HP-UX | AIX | Solaris to Linux cross-platform migrations
- Replication Server (RS) implementations
- Heterogeneous (ASE-ASE)
- Non- Heterogeneous (ASE-MS-SQL, ASE-Oracle)
- Always-On implementations (ASE v16 SP02 and later)
- Database Health Checks, Performance & Tuning, Monitoring
- 24/7/365 Database Support with Assigned Account Service Lead

SOFTWARE COVERED

Support of Sybase technologies, including:

- Sybase ASE v12, v15, v16
- Sybase IQ v15, v16
- Sybase RS v15, v16
- Sybase RS v16 Always-On

PROVIDING FOR ALL YOUR SAP SYBASE NEEDS

Our Sybase experts bring the skill sets and experience to tackle a wide range of tasks. Examples:

- **Optimize system health and performance.** We provide regular tuning, periodic health checks, continuous monitoring with the use of your monitoring tools, and customized shell scripts and SQL stored procedures.
- **Schedule database maintenance jobs.** By using Sybase internal scheduler or through Unix cron scheduler, we ensure the environment remains healthy by providing early detection and mitigation of potential issues.
- **Track and report on priority and project tickets.** We provide a monthly report to show the breakdown and progress of the tickets and projects of their completion, resolution, age, and more.
- **Plan system updates and upgrades.** Keeping the software up to date, applying critical patches, and performing efficient upgrades for clients with an active SAP Sybase maintenance contract.
- **Assist with application regression testing.** After applying a patch or upgrade, we will determine if the application is performing at par or better before applying the patch or update into production.
- **Ensure high availability and disaster readiness.** We participate in the DR exercises, document proper procedures, run daily and incremental backups, and validate the backups through restore.

WHY SPINNAKER SUPPORT FOR SAP SYBASE SERVICES

We understand Sybase and how best to administer and manage it.

Spinnaker Support has been delivering Sybase services to customers in the health care and financial industries for years.

You receive tailored managed services to fit your exact Sybase needs.

Our deep bench of diversely skilled Sybase experts can augment and strengthen your in-house team or assume the entirety of Sybase administration and management. Operating from nine regional support centers, this team covers an extensive range of legacy and new SAP products and technologies.

You benefit from proactive monitoring, not reactive responses.

We monitor your complete Sybase environment using your existing monitoring tools. We can further enhance monitoring the Sybase environments by using our proprietary scripts. Our monitoring scripts are easy to customize, set up, and configure and can be deployed in hours, even for large or complex SAP Sybase ecosystems.

We are a unique provider of SAP Sybase services and support.

We are the only vendor that delivers high-quality Sybase management services and award-winning, cost-effective third-party Sybase software support that directly replaces SAP-provided support. Either service can be delivered stand-alone or in tandem.

HIGHEST RATED CUSTOMER SATISFACTION

In our 2020 annual customer survey, we reported a record 98.7% overall satisfaction, which we believe is the highest in our industry.



ABOUT US

Spinnaker Support is a leading and trusted global provider of SAP and Oracle third-party support and managed services. We deliver a unique blend of services when customers prefer to consolidate with a single vendor. Spinnaker Support has provided SAP Sybase services for nearly a decade. Our Sybase engineers average 19+ years of SAP experience and support Sybase instances for brand name customers across the world.

