



Overview

Spinnaker Support is a leading global provider of third-party support and managed services for SAP Sybase (Adaptive Server Enterprise or ASE) database products.

Spinnaker Support's third-party software support replaces SAP's annual maintenance and support. Third-party support is always at least half the cost of SAP support and provides more services through an assigned support team and other personalized service components.

Your operations depend on Sybase running smoothly and efficiently so that your transactional data is 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. You can remain on your existing Sybase solutions for as long as needed and can rely on our expert advice when you eventually upgrade or migrate away from your current Sybase version.

THE SYBASE DILEMMA

Following SAP's acquisition of Sybase in 2011, Sybase, ASE, and IQ customers have witnessed a steady decline in the commitment to deliver new innovations, product enhancements, and appropriate support resources. Even with the limited updates announced in the fall of 2019, organizations are feeling new pressure to either upgrade to SAP HANA or migrate to an alternative database platform.

The push to SAP's cloud products, along with the rising cost and decreasing quality of SAP-provided support, has put IT leaders on the defensive, pressuring them to make a premature decision regarding the future 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 support and managed services offerings.

SPINNAKER SUPPORT: YOUR SUPPORT SOLUTION

Spinnaker Support replaces SAP's ongoing Sybase / ASE database support in a proven, secure, and smart way – delivering superior service, more efficiently and at a dramatically reduced price. We provide skilled engineers and DBAs who know your business and Sybase environments and help your databases run at peak performance, while remaining interoperable and secure.



RESPONSIVE SERVICE

Responses in < 15 minutes, from Level 4 senior support engineers



COMPREHENSIVE SUPPORT

Covers security, custom code, interoperability, tax & regulations, and more



IMMEDIATE COST SAVINGS

Average 62% hard savings, with more soft savings possible



FLEXIBLE COMMERCIAL TERMS

Align support fees with software use and future migration plans



ADDITIONAL ASSISTANCE AVAILABLE

We also offer a tailored set of managed services and consulting

SUPPORTED VERSIONS

All Sybase database releases and editions

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

SPINNAKER SUPPORT: THE GLOBAL TEAM

Spinnaker Support engineers average over 19 years of experience. Working out of eight regional operations centers, this team adheres to ISO 9001:2015-certified processes and supports all database versions and editions of Sybase / ASE. These professional engineers fill your knowledge gaps, ease your staffing constraints, and provide expert assistance for complex database issues.

Our customer success team leads all new customers through a phased, collaborative onboarding and archiving process designed to ensure a smooth transition to Spinnaker Support.

THIRD-PARTY SYBASE DATABASE SUPPORT INCLUDES:



BREAK / FIX SUPPORT

Keep your enterprise applications running with swift responses, ISO-certified processes, and diagnostic services, product fixes, and/or operational workarounds for standard and custom code and integrations.



GENERAL INQUIRY FOR SUPPORTED PRODUCTS

For supported products, we answer general inquiries related to the usage and configuration of standard (out-of-the-box) software, tools and applications.



SECURITY & VULNERABILITY MANAGEMENT

Through proven processes, security products, and a staff of industry experts, we continuously investigate issues, harden and protect your application environments, and deliver timely fixes, patches, and remediations.



TECHNOLOGY ADVISORY SERVICES

Unbiased and proactive technology advisory services that help coach as you advance through your IT and innovation roadmap, including virtualization, cloud migration, and upgrade support.

NOW IS THE BEST TIME TO CONSIDER THIRD-PARTY DATABASE SERVICES FOR SAP SYBASE / ASE

SAP has signaled a lack of commitment to its Sybase customers. **It's the ideal time to investigate the details and benefits of third-party Sybase support while you consider or implement your strategic database options.** With third-party support savings, you can lower the overall cost of your database migration, or if undecided, you can extend the life of your Sybase investment for as long as you need. Reach out to begin a discussion today.

HIGHEST RATED CUSTOMER SATISFACTION

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



“ 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. ”

Peter Girgis, VP and CIO,
Dunn-Edwards Paints



ABOUT US

Spinnaker Support is a leading and trusted global provider of Oracle and SAP third-party support. We deliver a unique blend of third-party support, managed services, and consulting when customers prefer to consolidate with a single vendor. 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.

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