

Overview

Spinnaker Support is the only third-party support provider that delivers comprehensive managed service solutions and consulting for SAP Sybase (Adaptive Server Enterprise or ASE) products and surrounding technologies.

With Spinnaker Support managed services, we augment or assume complete responsibility for a range of IT operational functions and/or day-to-day technology management. We offer four distinct packages of managed services that cover your ongoing needs related to SAP Sybase.

Customers trust us to keep their Sybase database applications and surrounding technologies running smoothly, securely, and in compliance, and to help them navigate the journey from on-premise to hybrid to cloud when they are ready.

THE SYBASE DILEMMA

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 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, 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 third-party managed services and support providers.

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.



COMPREHENSIVE SERVICES

ITIL-centric services, customized for your applications and operations



ESCALATION, WHEN REQUIRED

Ability to bring in expert Level 4 staff if required



DELIVERED AS NEEDED

Responsive services provided 24/7/365, remotely or on-site



'LIFETIME' SUPPORT FOR SYBASE

Optimizing database performance and uptime for as long as you need



GLOBAL ENGINEERING TEAM

Level 2 and 3, with average 19+ years' experience on Sybase



ADDITIONAL ASSISTANCE AVAILABLE

Third-party software support or consulting options if required - through a single provider

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

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

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

SPINNAKER SUPPORT MANAGED SERVICES PACKAGES

Spinnaker Support offers four mix-and-match packages that represent specific sets of managed services. Customer can select one or more of these to suit their operational needs. The On-Demand package is an a la carte approach to support additional application, environment, and staffing needs.

PACKAGE	NEED	SERVICES
Monitor & Advise 	You want to outsource proactive, around-the-clock performance monitoring with immediate notification of performance issues your internal staff should address.	<ul style="list-style-type: none"> • 24/7 performance monitoring • Log tracking • System health checks • Issue Triage and Advisory • Timely reports
Monitor & Operate 	You want to outsource around-the-clock performance monitoring and the day-to-day management of your basic IT operational functions and technologies.	<ul style="list-style-type: none"> • All features of Monitor & Advise package • Fast Issue Response – Level 2 • User Access Management • Database Patching • Security Patches • Backup Configuration/Schedule • Cloning
On-Demand 	You want assistance beyond what is covered in other packages. This flexible, a la carte approach to managed services supports additional application, environment, and staffing needs.	<ul style="list-style-type: none"> • Major Upgrade to database • Performance tuning • Server Migration • Integration with 3rd-party products • Custom development/extension • Install/Configure new databases • Disaster Recovery/High Availability setup • And more...
Managed XaaS 	You require managed services for your next-generation XaaS solutions, whether enterprise applications or infrastructure in the public cloud (IaaS) or as Software as a Service (SaaS).	<ul style="list-style-type: none"> • SaaS Managed Services • IaaS Managed Services

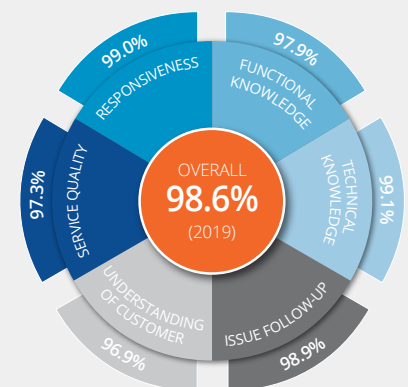
SPINNAKER SUPPORT CONSULTING SERVICES

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

- Application migration strategy and deployment
- Application architecture and design
- Vulnerability and security assessments

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.



ABOUT US

Founded in 2008, Spinnaker Support is the only vendor to deliver a unique blend of third-party support, managed services, and consulting for SAP. Customers consolidate their service needs with Spinnaker Support and trust us 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's entire software platform.

