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Sybase Activates Enterprise Databases with Real Time Data Services

Sybase Real Time Data Services Delivers the First Solution for Moving Time-Critical Events from Heterogeneous Databases and Applications to Messaging Architectures

Sybase Inc., a leading provider of enterprise infrastructure and mobile software, announces availability of Sybase Real Time Data Services, the first solution to give decision-makers immediate insight into changing business events by enabling heterogeneous databases to publish/subscribe information to/from messaging architectures, eliminating delays and systems performance degradation caused by batch or polling processes. Sybase Real Time Data Services, which requires no custom coding and has low operations impact, is a complete solution for leading databases -- including Sybase Adaptive Server® Enterprise (ASE), IBM DB2, Microsoft SQL Server, and Oracle -- to proactively deliver information to the enterprise the moment business critical data changes.

"Organizations are seeking ways to make real-time event data available, but to date the solutions have been costly, intrusive and custom coded," said Carl Olofson, IDC Research Director, Application Development and Deployment. "Solutions that make the database a proactive participant in the information chain and can handle the complexities of heterogeneous data centers will be very attractive. Moreover, solutions that can simplify the interfaces between proactive databases and messaging systems should eliminate the need to write intrusive polling applications for event notifications."

With Sybase Real Time Data Services, customers can:

- Enable event-driven information from multiple systems to be delivered directly to the message bus for a consolidated real-time view of key operational data from multiple data sources
- Eliminate costly-to-maintain, intrusive polling applications for generating real-time alerts and notifications
- Easily enable auditing to meet security and/or regulatory requirements with change data capture capability

Sybase Real Time Data Services' support for heterogeneous databases and messaging infrastructures enables companies to:

- Proactively publish data to a messaging infrastructure at a lower cost and with less complexity -- no changes to existing applications or custom coding are required
- Preserve operational performance -- capture events from heterogeneous database systems with zero impact on the source database
- Improve information relevancy -- enrich events with analytical or historical information before arriving to the decision maker

"Sybase Real Time Data Services squarely addresses the problem of enterprise 'information lag' by enabling database servers -- the nuclei of all information technology systems -- to participate proactively in event-driven business processes," said Dr. Raj Nathan, senior vice president and general manager, Sybase Information Technology and Solutions Group. "Sybase Real Time Data Services delivers this capability at a lower cost and without impact on operations because it's built on easily integrated, open standards-based technology and eliminates the need for custom coding to bridge the database servers and messaging infrastructures."

Many customers, including TJC Technology Services, IT provider for The Jockey Club, are endorsing this approach to data management. "The fact that we could write a database trigger to automatically put a message onto a bus when a race is official is a real breakthrough," said Dave Kessler, chief software architect, TJC Technology Services, Inc. "Rather than modify existing applications to put race information on a message bus, we could just let the database handle it using Sybase Real Time Data Services. That would save us time and expense."

The company also announced the next version of Sybase ASE, 12.5.2, which delivers higher performance, reliability and capacity with fewer resources. This new version has integrated database support for high-performance Real Time Data Services, as well as operational and security enhancements, including:

- Smart SQL cache for better application performance
- Improved security through IPv6, Kerberos, Pluggable Authentication Module (PAM) and Active Directory support
- Support for improved memory management support for increased Linux performance and scalability
- Enhanced Web Services & XML support for faster application development
- Support for database backup compression and password protected backup

Sybase RTDS does not require the use of our ASE database. This solution will work with non-Sybase databases and applications.

Sybase Real Time Data Services and the New ASE 12.5.2 will be available in May. For more information, or to place an order, please call 1-800-8-SYBASE or visit: <http://www.sybase.com/rtds>.

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New Version Of Pylon From iAnywhere Makes It Easier To Manage And Use Mobile Domino Applications

Pylon Application Server 6.0 enables deployment of Domino applications using a web-based architecture and supports client-side business logic, scanning and application management.

iAnywhere Solutions, Inc., a subsidiary of Sybase, Inc., announces a new version of Pylon™ Application Server, its award-winning software for extending Lotus Domino environments to PDAs and smartphones. This next generation features a web-based architecture that enables developers to leverage their existing Domino Designer expertise to easily extend Domino applications to mobile devices. Pylon Application Server 6.0 also introduces client-side business logic, scanning support and web-based management to simplify the development and deployment of robust mobile enterprise applications.

"The fact that Pylon Application Server now employs a web-based architecture makes it easier than ever before for us to meet the needs of our diverse clients," said Peter Skeffington, managing director at Time Technology, a leading systems integrator. "It is by far the easiest way for us to distribute and upgrade Domino applications such as sales force automation and customer relationship management solutions for mobile devices."

"iAnywhere has long focused on enabling developers to leverage their existing development tool expertise to easily create sophisticated mobile applications. With Pylon Application Server 6.0, Domino Designer developers can quickly and easily build mobile cross-platform Domino applications while realizing all the benefits of a web-based solution such as easier application deployment and upgrading," said Diana Ungersma, product manager at iAnywhere.

Pylon Application Server 6.0 simplifies the deployment of Domino applications to handheld devices through enhancements such as:

New web-based architecture - Pylon Application Server 6.0 now leverages iAnywhere M-Business Anywhere™ technology, which provides a robust, proven web-based architecture. This architecture simplifies Domino application deployment and upgrades since all changes made on the server can be instantly available to mobile clients. In addition, it enables companies to easily deploy other, non-Domino web-based applications using a single server and provides superior cross-platform mobile device support.

Support for client-side business logic - the introduction of JavaScript support enables client-side business logic, streamlining the amount and accuracy of information that is synchronized with backend systems. For example, an on-device application can validate information as the user enters it to make sure that a product order form is filled out correctly.

Scanning integration - support for scanners enables field workers to easily gather information using a device scanner and have the critical data automatically populate the correct form fields.

Management - a web-based management console provides user, group, application management and usage tracking information. This data can be used by companies to simplify mobile device management, monitor application usage and track synchronization times and frequency.

Pricing and Availability

Pylon Application Server 6.0 is immediately available and priced at \$149 per seat. Special promotional pricing is available for customers that are interested in purchasing both Pylon Application Server and Pylon Anywhere. Additional product details, evaluation software and an archived Pylon Application Server webcast are available at http://www.iAnywhere.com/pylon_appserver.

About the Pylon Product Family

Pylon is the industry's most comprehensive solution for extending Lotus Notes and Microsoft Exchange™ environments to mobile devices. The Pylon family includes Pylon Anywhere and Pylon Application Server, which provide server-based synchronization as well as Pylon Conduit and Pylon Pro, which provide desktop-based synchronization. Together this family of products meets the needs of individuals and organizations to extend critical email, information and applications to mobile devices.

About iAnywhere

iAnywhere is the worldwide market leader in mobile databases and mobile middleware. More than 12,000 customers and 1,000 embedded database partners rely on its SQL Anywhere® technology and mobile enterprise solutions. In addition, its AvantGo® mobile Internet service has more than ten million registered subscribers. iAnywhere is a subsidiary of Sybase, Inc., and its mobile technology plays an important role in the Sybase® Unwired Enterprise initiative to unlock and deliver enterprise information anytime, anywhere. Visit www.iAnywhere.com for more information.

Special Note: Statements concerning Sybase's new product releases are by nature forward-looking statements that involve a number of uncertainties and risks and cannot be guaranteed. Factors that could cause actual events or results to differ materially include shifts in customer demand, rapid technological changes, availability of third party content, competitive factors and unanticipated delays in scheduled product availability. Some of the risks are detailed from time to time in Sybase's SEC filings, including its annual and quarterly reports, which can be viewed at <http://www.sybase.com>.

Sybase Upcoming Webcasts



Troubleshooting ASE: Real-life Experiences from Sybase Tech Support

The ISUG Techcast, Troubleshooting ASE: Real-life Experiences from Sybase Tech Support, featuring David Wein, Sybase Product Support Engineer specializing in Sybase ASE.

As a key member of your database management team, you work in one of the most complex and challenging areas of IT. And, regardless of your efforts in the many areas of database management, often times database speed and availability are the main measure of your job performance. Problem avoidance and rapid problem resolution are critical to keeping total cost of ownership low. These are made possible by planning ahead, understanding diagnostic output, and developing a problem-solving toolkit.

This one-hour technical seminar is an exceptional opportunity to gain highly relevant and applicable information about optimizing your ASE performance. Plus, get your questions answered during a live and interactive Q&A.

This techcast will discuss how you can:

- Familiarize yourself with Performance Baselining
- Capture problematic SQL and TDS
- Understand more about ASE's shared memory dump facility
- Learn how trace flags work in ASE

Live and interactive, this one-hour Techcast is being offered on two different dates for your convenience:

- **Tuesday, May 11, 2004; 1 PM ET/10 AM PT***
- **Thursday, May 13, 2004; 1 PM ET/10 AM PT***

Register at: <http://crm.sybase.com/sybase/www/ESD/ISUGMAY2004Regsy.jsp>



Join iAnywhere for the Getting Starting with SQL Anywhere Application Development Webcast on **Wednesday, May 19, 2004 from 2 to 3 pm ET**.

Technical Product Manager Alex Reif will walk you through the database design stage of application development, including the creation of database schema and implementation of database logic including stored procedures and triggers. Alex will also work with popular development tools and show you data access tips and tricks. In this Webcast, we begin the development of a real, functioning application to be completed in future Webcasts. All of the code for the application will be available after the Webcast on our Web site

Register at: http://crm.sybase.com/sybase/www/iAS/sqlany_app_dev.jsp



Want to find out why the Web is one of the best mobile application development platforms? If so, please join Ojas Rege, Senior Director of Engineering at iAnywhere, **from 2:00-3:00 PM ET on Thursday, May 13th** for this webcast and learn why the Web is fast becoming one of the best platforms for creating and deploying mobile applications. This webcast will also include an overview and demonstration of M-Business Anywhere, iAnywhere's leading solution for delivering Web content and applications to the industry's broadest variety of mobile devices.

Don't miss this opportunity to learn how you can benefit from using the Web as your Mobile Application platform! Register at: http://crm.sybase.com/sybase/www/iAS/mbus_why_web.jsp

Date: Thurs, May 13, 2004
Time: 2-3 PM ET

"Mobilize Your Enterprise For Success" Webcast Now Available.

Find out how forward-thinking companies are taking advantage of wireless technologies available now to literally leapfrog their competitors to become faster, smarter and more efficient businesses. Join Quentin Hardy, Silicon Valley Bureau Chief for Forbes Magazine; Chris Thomas, Chief Strategist for Intel; Marty Beard, Senior Vice President for Corporate Development and Marketing at Sybase and IDC Analyst, Steve Drake as they discuss how to mobilize your enterprise for success.

Click the following URL to start viewing this webcast brought to you by Sybase. It's FREE!!

<http://www.accelacomm.com/jlp/syspace/0/10001950/>

Topics covered include:

- Trends Towards Unwiring the Enterprise
- How the Mobile Worker Affects Unwired Business Adoption
- First Mover Advantage in Applying Wireless
- What is the Role of Software in Unwiring?
- What Industries are Seeing ROI?
- Considerations Facing Companies Implementing Wireless Solutions
- Surprising Results Generated by Going Wireless
- What is the importance of Mobile Middleware?
- RFID and What it Means in a Mobile Environment
- What to Think About Before Mobilizing Your Business
- Mobile Management Challenges
- Risks in Unwiring Your Business
- The Real Benefits in Mobilizing the Enterprise
- Examples of Business Benefits in Unwiring
- Trends in Global Adoption of Wireless
- What will Mobile Look like in 3-5 Years?

Contact your Sybase Representative to learn more about how Sybase can help extend your organization and business applications into the "UNWIRED ENTERPRISE".

Sybase and Red Hat Expand Relationship to Deliver Customized, Integrated Training Services

Sybase's Education Partnership With Red Hat to Launch With a Series of Linux-Focused Education and Training Road-Shows

Sybase, Inc., has formed a unique educational partnership with Red Hat, the world's leading provider of open source solutions to the enterprise. In an expansion of Sybase's existing relationship with Red Hat, Sybase Education now offers an extended suite of courses for Sybase and Red Hat customers, spanning a variety of topics to meet customers' requirements for Sybase Adaptive Server® Enterprise (ASE), the enterprise-class data management system, on the Red Hat Enterprise Linux platform.

"Working with industry leaders like Sybase is critical to our pursuit of the widespread adoption and deployment of the Red Hat Enterprise Linux platform, and this new agreement marks an important step in helping to further Linux in the enterprise," said Peter Childers, vice president of Global Learning Services at Red Hat. "The integration of Sybase and Red Hat's world-class training and education programs gives customers more options when deploying Red Hat Enterprise Linux in their organization."

As strategic partners, Sybase and Red Hat are able to draw from a large pool of standard and customized Sybase and Red Hat training classes. Sybase Education now offers training solutions designed to meet the diverse skill sets, certifications and role requirements of its customers using ASE on Red Hat Enterprise Linux. In addition to offering a joint education curriculum, Sybase has also partnered with Red Hat to introduce integrated Linux migration training to strengthen its overall commitment to the Linux environment by easing customer's transition to Linux from Unix or Windows.

Joint course offerings will be available beginning mid-June, with the launch of a series of special Linux-focused training events featuring integrated courseware, labs, instruction, and programs designed with customized content from both Sybase and Red Hat. For more information regarding course descriptions, course schedules, and latest offerings and promotions, visit

<http://www.sybase.com/education> .

"Sybase was one of the first data management vendors to support Linux and this partnership with Red Hat demonstrates our dedication to delivering collaborative training and support programs that maximize the benefits of our solutions to joint customers," said David Weber, senior director of Worldwide Professional Services at Sybase. "Sybase ASE and Red Hat Enterprise Linux certification courses are the most mature and respected programs in the database and Linux markets, and the integrated Sybase/Red Hat program increases the ability of our joint customers to gain the expertise necessary to fully leverage Sybase ASE on Linux to achieve secure, industrial-strength data management at a low TCO."

OuterBay and Sybase Partner to Provide Database Archival and Information Lifecycle Management Solutions

Develop New Database Archiving Solutions to Combat Excessive Maintenance Cycles and Hardware Costs, While Providing Efficient Long-Term Data Retention

OuterBay, a leader in application data management (ADM) software, and Sybase, Inc., a leading enterprise infrastructure and mobile software company, announces a partnership that includes plans for the integration of OuterBay's ADM Suite with Sybase's industrial-strength relational database management system, Adaptive Server® Enterprise (ASE) and its highly scalable analytics engine, Sybase® IQ(TM). The companies intend to bring an integrated database archiving solution to market.

According to Gartner in a November 2003 report entitled Predicts 2004: Information Life Cycle Management Storage, "E-mail and database archiving are the first new tools to add value." The report continues: "Through 2005, the most significant results of archiving will be in application performance improvements (0.7 probability)."

Through this partnership, OuterBay and Sybase have raised the bar for database Information Lifecycle Management (ILM). Enterprises will have the ability to proactively manage data in Sybase ASE environments by implementing a new architecture that insulates the production environment from the impact of data growth -- excessive maintenance cycles, runaway hardware costs, and sluggish application performance. This new approach utilizes "database tiering" to ensure that data is placed in the right database -- production or online archive -- at the right time according to its business value. The approach relocates inactive data out of production databases to high-performance online archives. A combined view of both production and archive databases will be the key to delivering performance to the application without limiting functionality to users. The solution will also provide highly efficient, long-term data retention with easy access to support customers' regulatory and business reporting needs.

"With OuterBay's market leadership and proven benefits in the areas of application performance, cost-containment and data access, and Sybase's proven, high-performance platforms, we expect to set a new bar in information lifecycle management for the database," said Peter Hoversten, chief technology officer, Sybase, Inc. "This new partnership will help Sybase continue to bring the benefits of the unwired enterprise to our customers."

"We're excited to partner with Sybase to provide added performance, cost-containment and flexibility to enterprise customers. This partnership extends OuterBay's leadership as the standard in database ILM," said Michael Howard, OuterBay Chairman and CEO.

New, Enhanced MySybase!

Visit MySybase starting May 10th, and experience [Sybase Enterprise Portal](#). Create your own pages. Fill them with information you want.

MySybase on EP provides a simplified yet enhanced system that makes it easy to find the information you need from Sybase's extensive repository of technical, company, and business-related information. Screen views have been simplified and consolidated into three main pages with dynamic, personalized portlets of information based on your profile:

- **MyNews** - contains a mix of general, developer, and technical support news portlets, as well as personalized news that reflects your MySybase profile
- **MyDownloads** - contains downloads that match your MySybase profile and other product download information
- **MySupport** - contains portlets for your case activity (CaseXpress), newsgroups, technical documents, and support news that are personalized based on your MySybase profile

So, take a moment on May 10th and build your own on the MySybase portal



Sybase Completes Acquisition of Patented Natural Language Technology

Sybase finalizes acquisition of substantially all of the assets of Dejima, Inc.

Sybase, Inc., a leading provider of enterprise infrastructure and mobile software, announces the completion of its acquisition of substantially all of the assets of Dejima, Inc., a leading provider of mobile access solutions using natural language interface technology. Sybase will integrate the Dejima assets into its iAnywhere Solutions subsidiary, adding patented technology that simplifies access to backend data, applications and information to its portfolio of market-leading mobile solutions.

"The Dejima technology is a perfect fit with our existing portfolio of market-leading solutions for mobilizing corporate data, web-based content, email and more," said Terry Stepien, president of iAnywhere. "With this proven, patented technology, we can open wide the doors to centralized information, making it easier for workers and consumers to get the information they need, when they need it – no matter what their level of technical expertise."

Sybase plans to leverage the Dejima technology to add natural spoken language and text access through common messaging interfaces to backend systems such as databases and enterprise applications – revolutionizing the way business is conducted and freeing critical information for easy access by non-technical end users. The combined organization will also work with partner companies (ISVs, OEMs, SIs, etc.) and customers to develop solutions powered by the Dejima technology such as sales force automation/customer relationship management applications, applications for wireless carriers and telematics solutions.

About Dejima

Dejima delivers revolutionary software solutions that enable people to interact with computerized content using their own words - freed from using codes, commands and menus. Dejima Direct™ solutions provide the ability to request information and execute productivity tasks in their own words over email, wireless messaging, web or speech. Founded in 1998, Dejima is headquartered in San Jose, California, and operates subsidiaries in Paris and Tokyo. For more information, visit Dejima's website at <http://www.dejima.com>

First Citizens Bank Selects Financial Fusion for Small Business and Corporate Cash Management

Bank Creates Single Platform for Retail and Business Customers

Financial Fusion, Inc., a Sybase company, announces that First Citizens Bank, a top 100 U.S. bank with more than \$12 billion in assets, has licensed the complete Financial Fusion Banking Suite. The Suite will provide First Citizens with a single, enterprise-wide platform to offer online services and products to retail and business cash management customers.

First Citizens decided to replace its current system as a result of an ongoing effort to evaluate the success of each of its technology solutions. In addition to enhancing the solution's features, it was essential for First Citizens to find a reputable vendor that was financially viable and offered a Java-based solution that could be deployed on premise. With Financial Fusion Corporate Banking Solution, First Citizens will now be able to offer customized packages that are designed for specific target audiences as well as an advanced entitlements system that provides business customers with superior risk management tools.

First Citizens Bank had previously licensed and installed Financial Fusion Consumer Banking Solution to serve their retail online banking customers. Because all Financial Fusion products run on a single technology platform, First Citizens Bank will be able to realize infrastructure and training savings commonly associated with implementing new technology solutions.

"Financial Fusion Corporate Banking Solution provides us with an array of features and functionalities that we can use to create customized client packages to serve the diverse needs of our clients," said Rich Smith, senior vice president and manager, of Cash Management at First Citizens Bank. "Corporate Banking Solution also allows us to leverage our existing Financial Fusion architecture to take advantage of shared system costs."

"We are happy to expand our relationship with First Citizens and feel that it further emphasizes the importance that banks are placing on consolidating their vendor relationships," said Richard J. Moore, president and COO, Financial Fusion Inc. "Financial Fusion offers banks a unique value proposition where we provide advanced, easy-to-use and robust solutions all on a single technology portfolio that presents the best ROI model available."

About First Citizens Bank

Founded in 1898, First Citizens Bank operates 337 branches in more than 200 cities and towns in North Carolina, Virginia and West Virginia. Headquartered in Raleigh, N.C., the bank has \$12.7 billion in assets. First Citizens is committed to providing superior financial services to individual customers and small to mid-sized businesses. For more information about First Citizens Bank and its services, visit firstcitizens.com or call toll-free 1-888-FC DIRECT (1-888-323-4732).

About Financial Fusion Banking Suite

Financial Fusion Banking Suite is designed to meet the online delivery requirements of the financial services industry. The Suite provides an integrated platform for consumers, small businesses, and large corporate cash management customers and can be delivered across multiple channels. It supports multi-bank environments with customizable solutions that offer account and payment management, bill payment and presentment, alerts, and entitlements.

Sybase Bestows \$10.3 Million Technology Gift to the United States Military Academy at West Point

Donation Continues Sybase's Commitment to Education and Moves West Point Closer to Achieving its Long-Term Information Technology Goals

Sybase, Inc., a leading provider of enterprise infrastructure and mobile software, has donated Sybase® technology products with a value of \$10.3 million to the United States Military Academy at West Point. The software, to be provided over the next ten years, will allow the Academy to establish a Wireless Computing Lab using Sybase products and enable West Point to implement any of Sybase's technology solutions based on the academy's assessment of its requirements. In addition, Sybase will provide consulting services with a value of \$300,000 over the next three years, to assist the Academy in implementing technology solutions using Sybase products. As a result, West Point will be able to maintain one of most forward-looking academic and technical programs in the country.

Sybase's history with West Point began in 1996, with a cumulative \$7 million technology gift that has fueled the academy's efforts to modernize key areas of the school's IT infrastructure. West Point has since employed Sybase's database, portal, and application development solutions to streamline candidate recruitment, build a central student data system, and provide personalized information access to users across the academy. With Sybase's new donation, the West Point Department of Electrical Engineering and Computer Science will leverage Sybase's leading mobile technology solutions to broaden its computer-science teaching resources and provide cadets with technology training that will be critical to their success during post-graduation active-duty military service.

"We are not only producing graduates with academic skills, but also leaders for the national defense, so it's more imperative that we produce a graduate of higher quality than it is for other top-tier academic institutions," said Colonel Eugene K. Ressler, Professor in the Department of Electrical Engineering and Computer Science at the United States Military Academy at West Point. "Data management and mobile technology are key components of the military's technology infrastructure, and Sybase technology gives West Point cadets access to the training and research tools that will make them effective leaders in their military careers and in combat situations."

In addition to enabling West Point to broaden its teaching and training curriculum, Sybase's technology donation provides the academy with an invaluable opportunity to research the use of mobile technology within the broader military. For example, West Point's Acquisition Management and Systems Design Lab, part of a Department of Defense initiative to accelerate the acquisitions processes for the Army's Future Combat Systems and Objective Force, will be able to research the effectiveness of mobile technology within products being developed for the Army, as well as for combat modeling exercises.

"Sybase's history of providing technology to West Point has been a core component of the academy's ability to provide staff and students with access to critical information when and where they need it," said David Lavanty, Vice President, Public Sector of Sybase. "As one of the highest-caliber academic institutions in the country, West Point is responsible for producing some of the United States' most talented and respected national and business leaders. Sybase is proud to help the academy maintain its position as a world-class academic and research institution, and equip it with tools to aid in our nation's defense."

Pick 'n Pay broadens corporate reporting with Sybase IQ

Pick 'n Pay is improving the delivery performance of its corporate reporting environment with the implementation of Sybase IQ to service the company's supply chain reporting requirements. A management information reporting system (MIS) based on the Sybase IQ data warehousing architecture will provide fast and cost-effective delivery of management reporting.

"Despite being in early stages of development, IQ is already delivering improved performance corporate reporting," says Harold Dawson, IT director at Pick 'n Pay.

As the largest supermarket chain in South Africa and with dynamic international growth, Pick 'n Pay has an ongoing need to hone its business strategy daily to maintain its leadership position in the retail sector. The company required a highly cost-effective, scalable reporting solution that could integrate data from many operational systems into a single source of management and decision support information.

The load speeds, performance and disk space-saving capabilities of the software enable enhanced data access.

Dawson sees Sybase IQ playing a significant role in all Pick 'n Pay's data analysis and storage requirements in the long term. The solution has already been successfully implemented at the company's FMCG subsidiary in Australia.

"IQ's efficiencies of are considerable," says Kirsten Milner, account manager at Sybase Cape. "The solution can store up to 10 times more data than conventional systems with equivalent disk capacity, greatly reducing the high data storage costs, and enabling Pick 'n Pay to hold more transaction history without incurring the resultant costs associated with alternative offerings."

Spaulding & Slye Colliers — Remote Lotus Notes Access

Enables the company's increasingly mobile workforce to access email, contact information and calendaring functions from Lotus Notes using multiple types of mobile handheld devices.

As Vice President of Investment Management Services for Spaulding & Slye Colliers, a full service commercial real estate company headquartered in Boston, Darryl Asack regularly needs to hit the road to search out and evaluate potential investment opportunities. In the past, leaving the office essentially meant leaving behind access to the company's Lotus Notes system. While he was traveling, logging onto Lotus Notes to check his email and calendar, and access contact information was quite difficult. To do so, he needed to find a PC at someone's office or home and load temporary software onto that PC to enable it to connect to Spaulding & Slye Colliers' Domino Server. This was hardly a model of efficiency.

Today, thanks to Spaulding & Slye Colliers' implementation of Pylon Anywhere from iAnywhere Solutions, Asack can access Lotus Notes anywhere, anytime using his Kyocera smartphone. "Suffice it to say," he says, "the ability to wirelessly access and synchronize with Lotus Notes has transformed my phone, as well as PDAs used by others in the company, from clever to truly useful devices."

Spaulding & Slye Colliers employs approximately 430 real estate professionals, many of whom spend some or most of their time outside the office. In addition to the company's primary locations in Boston and Washington, DC, Spaulding & Slye Colliers maintains 74 remote sites from which employees also need access to Lotus Notes. Until the implementation of Pylon Anywhere, these employees too were unable to synchronize with Lotus Notes.

The Challenge:

Support Growing Mobile Workforce Utilizing Existing IT Infrastructure "The business challenge we faced," explains Christine Olyer, Senior Manager of IT Support for the company, "was that our workforce was becoming more mobile. About 150 people had already invested in Palm and Pocket PC devices as well as smartphones, and we needed to find a way to allow them to sync with Lotus Notes to help them be as productive as possible. There was also the challenge of providing that same ability to our 74 remote offices. And we needed to do all of this utilizing our existing IT infrastructure".

Ease of Installation and Administration Key to Selection

Spaulding & Slye Colliers chose Pylon Anywhere for several reasons. Many employees had already purchased their own mobile devices, so the company needed a solution with wide platform support. Just as important, end-users could easily install the Pylon Anywhere client software on their devices by means of a one-time download over the Internet. No configuration on their part was required. Pylon Anywhere's installation and administrative simplicity was also an attractive benefit to the company's limited IT staff. "There was hardly a learning curve at all," says Olyers. "Our IT staff was up and operational within an hour of installing the Pylon Anywhere software. And, of course, it met our main requirement – enabling our mobile users to synchronize wirelessly with our Lotus Notes system."

Improved Productivity

Spaulding & Slye Colliers' initial step was to roll out the Pylon Anywhere solution to a dozen test users. Feedback from these users clearly indicates the system is working as desired. "Our users can now sync remotely using any Palm OS or Pocket PC device or smartphone," says Olyer. "As long as their devices can get a signal, they can synchronize. They've never been able to do that before and they're telling us it's improving their productivity. For instance, when they're out of the office and between meetings, they can log into Lotus Notes, check and respond to their email and access contact information they need to follow up on pending deals and other activities in progress. Pylon Anywhere also provides a backup capability for their information. Prior to this implementation, if something happened to their computers, there was no backup."

Darryl Asack adds, "Access to our very powerful information platform is now truly portable and ubiquitous. The mobile device now rivals the desktop as a portal to the company's information capabilities. The ability to sync wirelessly is very liberating."

"It's true," says Olyer. "Our mobile workers love the availability. They love being able to get their email anytime, anywhere. Once they have the ability to access Lotus Notes remotely, they can't live without it – it becomes a necessity."

Based on the success of the initial test group, Olyers expects that Pylon Anywhere will soon be rolled out to Spaulding & Slye Colliers' entire mobile population of 150 to 200 users.

About Pylon Anywhere

Pylon Anywhere delivers instant, anytime, anywhere access to Lotus Notes and Microsoft Exchange information, including email, calendar, contacts, notes and tasks, from a wide variety of mobile PDAs and smartphones using cradle sync and/or wireless connections. Optimized for mobile and remote computing, Pylon Anywhere dramatically improves workforce effectiveness and productivity without requiring significant administrative resources.

About Spaulding & Slye Colliers

Spaulding & Slye Colliers is a privately held company with nearly four decades of experience providing comprehensive real estate services in the disciplines of property and facility management, construction, development, leasing, investment sales, and structured finance. The firm currently employs approximately 430 real estate professionals in its Boston and Washington, DC locations.