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### Your Sybase Account Team

#### Sales Rep:

**Kent Topulos**  
(925) 236-4137  
[ktopulos@sybase.com](mailto:ktopulos@sybase.com)

#### Solution Consultant:

**Dave Yenne**  
(360) 455-9463 – Office  
(360) 888-5478 - Cell  
[dyenne@sybase.com](mailto:dyenne@sybase.com)



## Sybase releases free Express database for Linux Company hopes to attract customers to its software

In a bid to expand the customer base for its database software, Sybase Inc. releases a free, limited version of its software for deployment on Linux systems.

Sybase ASE (Adaptive Server Enterprise) Express Edition for Linux uses the same technology as Sybase's flagship ASE RDBMS (relational database management system), which competes against enterprise database software from Oracle Corp., IBM Corp. and Microsoft Corp. The new ASE Express Edition is free for both development and production use, though it is limited to one CPU (central processing unit), 2G bytes of RAM and 5G bytes of total data storage. The software can be downloaded from Sybase's Web site, at <http://www.sybase.com/linuxpromo/>.

David Jacobson, Sybase's senior director of database and tools marketing, said the company is releasing ASE Express for free in hopes of attracting customers who will later upgrade to Sybase's ASE Small Business Edition, which has a license fee of \$4,995 per processor, or Enterprise Edition, with a fee of \$24,995 per processor. Support plans are available for ASE Express starting at \$2,200 per year, but customers are not required to purchase a support plan.

"What we've found is that a lot of customers are turning to open-source databases because of tight budgets," Jacobson said. "But open-source databases are harder to use than conventional databases -- you have to download, compile, develop, deploy and manage them."

Sybase, based in Dublin, California, hopes those customers will instead turn to its software. Although Sybase ASE is available for Windows, Linux and Unix, Sybase is releasing only ASE Express for Linux. Jacobson said that's where the company sees demand.

"What we're finding is people are moving to Intel-based platforms off Unix machines," he said. "Microsoft has entry-level products, but for those moving from Unix to Linux, there's a gap."

Forrester Research Inc. analyst Noel Yuhanna said the offering is a good way for Sybase to recapture some of the market share it has lost in recent years to Oracle, IBM and Microsoft.

"I think this will help customers have a second look at Sybase," he said. "It's definitely a good value proposition compared to open-source databases. Sybase is a very mature database, known for reliability, availability and performance."

Sybase partner Amit Okhandiar, president of Irvine, California, consulting and services firm mLogica Inc., said he expects to use ASE Express on several upcoming projects for customers.

"I'm dealing with a lot of midsize and small companies, and cost is definitely an issue for them," Okhandiar said. "Open source is a good way to go, but down the line, as they grow, it becomes an issue. They start small and look for a free program like MySQL, but the problem with MySQL is that they can't sustain themselves with it."

Okhandiar said he will likely use ASE Express for an upcoming portal project for a fitness center. The software's 1 CPU, 5G-byte limits are tight, he said, but still allow enough room for pilot projects.

"We'll use Sybase to do it, and if it's successful, then the client sees that it's worth the investment (to upgrade)," he said. "This allows customers that don't want to spend too much to get started."

**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 [www.sybase.com](http://www.sybase.com).**

## Sybase Unwired Accelerator

### Provides Rapid Development Tools to Mobilize Existing Applications



Sybase, celebrating its 20th year at the event, announced and released multiple solutions aimed both at its core data management and integration capabilities as well as those designed to mobilize enterprise applications at its International Users Conference – TechWave 2004.

At TechWave 2004 Sybase's Unwired Accelerator stood out. The Unwired Accelerator provides rapid development tools that allow companies to mobilize existing applications, as well as create new mobile applications based on existing data sources - all without programming. No rewriting or modification of the existing applications or infrastructure is required. In essence, it creates a mobile Collaborative Business Environment, rendering the same content to a variety of devices. Support includes online access for PocketPC Internet Explorer, Motorola MPx200 (Windows Mobile OS), palmOne Treo (Palm OS), Sony Ericsson P900/910 (Symbian), and BlackBerry devices, as well as offline access for PocketPC, Palm, and Symbian platforms.

From an architectural standpoint, the Unwired Accelerator solution includes the Mobile Web Studio, the Mobile Portal Server, and M-Business Anywhere.

The Mobile Web Studio is a visual rapid development tool for mobilizing the application or tapping data sources (including databases, XML, Web services, HTML, and JSP/ASPs). This type of environment will allow IT departments to quickly and easily deploy mobile applications - without having to bring in outside developers, which can be particularly valuable when time is of the essence or a company is embarking upon a pilot program.

The Mobile Portal Server delivers Web applications and content in connected and disconnected environments, and it coordinates the communication between M-Business Anywhere and legacy systems in an occasionally connected environment. It can run in any J2EE compliant Web container.

M-Business Anywhere is a secure platform for delivering applications and content to mobile devices. It is also the foundation of the AvantGo Mobile Internet service, which is a mobile consumer information service delivering thousands of mobile Web sites to PDAs and smartphones in its subscriber base of over 10 million users. The AvantGo service is owned and operated by iAnywhere, a Sybase subsidiary that provides mobile and embedded databases, mobile middleware, and mobile and remote device management.

With the Unwired Accelerator, which should be available towards the end of the year, companies will have a simple and powerful means to extend Collaborative Business Environments to the mobile world. With the number of knowledge and information workers who will do their work outside of the traditional office environment growing to 40% by next year, products such as the Sybase Unwired Accelerator will become a necessary component of the enterprise IT toolkit.

Sybase is a recognized leader in providing complete, end-to-end mobile enterprise computing solutions. Based on the concept of "Always Available, Occasionally Connected" computing, we enable workers to access data and enterprise applications, to be more productive, regardless of network availability.

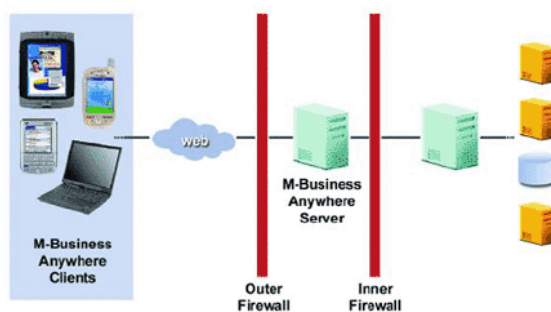
Today, thousands of organizations worldwide are leveraging Sybase mobile solutions to achieve a significant return on their software investment through improved worker productivity, streamlined operations, and reduced costs.

By focusing on the Unwired Enterprise, Sybase is capitalizing on its leadership in mobile, as well as information management and development and integration software. We're delivering the combination of infrastructure software and middleware that enables true mobile enterprise computing. In fact, we've been providing mobile information management solutions since 1995.

For more information on Sybase Mobile and Wireless solutions, please go to: <http://www.sybase.com/solutions/mobilewireless>

For free evaluation copy of Unwired Accelerator, please go to:

[http://eshop.sybase.com/eshop/buy\\_detail/1,6324,66520,00.html?title=Unwired+Accelerator+Ad&content\\_id\\_display=1031466&nav\\_id=36188&click=bannerad](http://eshop.sybase.com/eshop/buy_detail/1,6324,66520,00.html?title=Unwired+Accelerator+Ad&content_id_display=1031466&nav_id=36188&click=bannerad)



M-Business Anywhere Architecture

## Sybase Database, Tools Scale Up

Sybase Inc. is expanding the capabilities of its relational DBMS and development tools to smooth out application integration bumps and help customers build service-oriented architectures.

Sybase is announcing new scalability, application enablement and security features in its flagship ASE (Adaptive Server Enterprise) 15 database, as well as ease-of-use features in its PowerBuilder 10.0 and DataWindow .Net development tools.

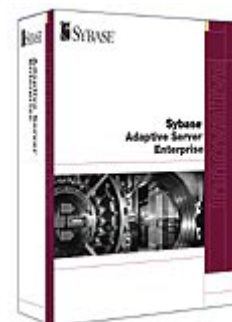
Sybase announced the beta release of ASE 15 at its TechWave user conference in Orlando, FL. Due by mid-2005, the product crystallizes Sybase's push to treat the database as a services platform, officials said. To boost scalability, ASE 15 has a new query processor engine and a new partitioning infrastructure. It supports up to 2 billion storage devices per server and up to 4TB per device and adds shared-disk clustering support.

ASE 15 supports native XML and native Web services and extends real-time messaging services to new buses to boost developer flexibility. In the area of security, the software features native data encryption, Federal Information Processing Standards 140-2-compliant SSL (Secure Sockets Layer) support and ISO 15408 Common Criteria Certification.

Also at TechWave, Sybase introduced the PowerBuilder 10.0 rapid application development tool upgrade and the new DataWindow .Net tool, which aim to assist development of applications for ASE and ASE 15. New capabilities in PowerBuilder 10.0 include simplified access to .Net data and database operations via PowerBuilder ActiveX Data Objects .Net interfaces. The next version of PowerBuilder will feature built-in .Net, officials said.

PowerBuilder 10.0, recently released, lets developers perform object modeling and application re-factoring through a plug-in to PowerDesigner, Sybase's modeling tool. Version 10.0 features Unicode support for multi-byte characters.

To simplify coding for customers using .Net application development tools, PowerBuilder 10.0 includes a copy of Sybase's DataWindow .Net, which provides data access, complex logic and data presentation to .Net applications.



Sybase's DataWindow .NET is a new product built on a rich history of proven, time-tested technology so powerful that it has six patents. It includes a highly productive 4GL development environment that is used in tandem with Powerbuilder, Visual Studio .NET or any .NET development environment to build robust presentation layers for data-driven applications. DataWindow .NET is designed to simplify and accelerate the creation of enterprise class, data-driven applications, whether they are rich client, smart client, mobile or wireless applications. Now all you need is one tool to quickly and easily incorporate data access, complex logic, and data presentation into all of your .NET applications.

Some .NET tools simplify data binding but don't offer many display options. Others focus on impressive graphics but require extensive, tedious coding. Many tools leave you wanting more—they tease you with a slick presentation style on your screen, but the printed version doesn't match up. DataWindow .NET brings you the best of both worlds, providing a variety of sophisticated and adaptable presentation layers with minimal coding, along with the ability to easily build complex SQL queries, define validation rules, filter, sort, and manipulate data, as well as apply a variety of sophisticated

column edit styles all with point-and-click ease. For more information on Sybase DataWindow .NET please go to: <http://www.sybase.com/products/developmentintegration/datawindownet>

For more information on Powerbuilder 10.0 please go to: <http://www.sybase.com/products/developmentintegration/powerbuilder>

According to industry analysts, application developers are feeling the squeeze to build software that is more aligned with complex integration and an increasing emphasis on the impact of SOAs (service-oriented architectures).

To enable PowerBuilder to deal with a wider array of integration-type developer activities and service orchestration, Sybase must open the product to support application servers outside the Sybase family, (which is currently being investigated by Sybase) said Stephen Hendrick, an IDC analyst in Framingham, Mass. Nevertheless, Hendrick said Sybase has earned high marks for bolting PowerDesigner's muscle onto PowerBuilder's abstracted developer environment; that will give developers an early leg up in marshaling current services.

For more information on Sybase's PowerDesigner modeling tool, please go to: <http://www.sybase.com/products/developmentintegration/powerdesigner>

## Sybase Enters Into Worldwide Reseller Agreement With Ascential Software Ascential Software to Provide Enterprise Data Integration for Sybase Solutions

Ascential Software Corporation, announces that it has entered into a worldwide reseller agreement with Sybase, Inc., a leading provider of enterprise infrastructure and wireless software. Under terms of the agreement, Sybase will resell Ascential DataStage™, Ascential RTI™, and Ascential Packaged Application Connection Kits (PACKs) for multiple enterprise applications, databases, and operating systems.

For more information go to: <http://www.ascential.com/news/pr.html/view/874>

## Swiss Medical Group — Enterprise Portal

### Sybase EP now encompasses all of SMG's business activities

Swiss Medical Group (SMG), a private medical insurance company, has a thoroughly modern concept of medical care, addressing new challenges and requirements through their fundamental focus on "Service Quality." With revenues exceeding \$800 million, and serving over 500,000 members through 40 branches and clinics throughout Argentina, SMG has developed sound business practices by responding to the needs of their local communities.

SMG relies on ongoing technology improvements, an ever-growing network of service providers, and flexible healthcare plans that cover the needs of all members to maintain its leadership position as a healthcare provider. The Swiss Medical Group's mission is to provide first class medical care while improving efficiency through innovative approaches. To accomplish that mission, SMG's Systems Department must anticipate future technological needs and manage their resources accordingly.

#### Re-building the Business Processes and Systems

The first challenge faced by the Systems Department was the re-engineering of all existing business and application processes, from back-end systems to Excel spreadsheets. In short, all business process applications and the associated hardware were evaluated. This re-architecting project led to a thorough investigation into software solutions. "The process started in 1996, when the company needed robust, open, and dynamic client-server applications. After reviewing several proposals from application and database server vendors, Sybase was selected due to their background of services, and the excellent cost benefit," declares Eduardo Del Piano, Systems Manager.

Additionally, SMG wanted to implement a customer relationship management (CRM) system, to help improve the services rendered to members, and enhance the availability of information for both members and employees.

Swiss Medical Group needed an efficient system to meet the needs of different internal users, encompassing all of their divergent requirements, integrating current and future business processes, all with minimum operational complexity. They also wanted to present a unified interface for external and internal users, populated with rich content, on a secure and scalable platform. "The solution offered by Sybase was based on Enterprise Portal technology," adds Del Piano. Sybase Enterprise Portal (EP) met the needs of application development and execution, through the Web, and can be accessed by all employees in the company.

Sybase EP unifies all existing and future applications in a single environment, assuring adequate scalability and the synchronization of information. Workflows are established for all business processes in different sectors of the company, with employees relying on a single work environment that is customized according to their role and responsibilities. To implement the large-scale project, SMG worked with Sybase Professional Services to form a team to design, deploy and manage the project. "Sybase Professional Services provided us with their experience and knowledge, and worked with our staff through every step of development. With that partnership throughout the implementation process, our staff is now able to maintain and improve the system independently," declares Del Piano.

Sybase EP simplifies the interaction among SMG employees, implementing vertical portals in their infrastructure, covering specific parts of the business.

- **CRM** - Providing answers to the needs and queries of every member, 24 hours a day, 365 days a year.
- **Coordination** - Coordinates emergencies and home care, 24 hours a day, 365 days a year.
- **Cashiers** - Provides administration and control of cashiers in every branch with a seamless, unified process.
- **Commercial** - Manages commercial and sales force activities and information. It analyzes prospects, develops quotes and orders for companies, and generates sales forecasts.
- **Dental** - Provides access to dental information, clinics and offices.
- **WebMail** - Access to email messages.
- **Targeted Content** - Sends contents with standards, procedures, and others according to the user profile.

Integration with existing systems was a crucial step, with single sign-on providing seamless access to authorized applications and information for the user - eliminating the proliferation of passwords required for different applications. When the user connects to the SMG portal, their functions, authorizations, and authentications are checked, according to a predefined profile. Each user's work environment is customized according to the task at hand, allowing access to all necessary applications.

Sybase EP now encompasses all of SMG's business activities, and includes plans for future enhancements. "Today, everything must be included in portal technology, and what is outside of it is not part of our business," confirms Del Piano. "We have 600 users connected to applications through the portal, and also integrate our other business units. In the near-term, we will incorporate a call center with Avaya technology, and are working on a project to collect medical information from our clinics," adds Del Piano.

#### Continuous Improvement

"Our president has declared that 2004 is 'The Year of Quality', and he is working hard to require the best quality in every center. In terms of technology, he requires that the responsible employee be able to obtain exact data to perform the task. In other words, information must be accessible when needed and be reliable. That is why I trust Sybase Enterprise Portal, because it makes this mandate possible for all of SMG," explains Del Piano. The Sybase EP project was specifically designed to customize employee expertise and to guarantee access to tools, applications and the information they need to perform their tasks.

With the implementation of the Sybase EP solution, Swiss Medical Group cements their commitment to quality. Delivering the right information at the right time to the right people, Swiss Medical Group will continue to lead healthcare into the future.

## Sybase Launches RFID Early Adopter Program

### Synopsis:

Sybase program to jumpstart development of RFID enterprise solutions; Company offers TechWave attendees "sneak peek" at new middleware designed to help address RFID development and deployment challenges.

Sybase, Inc. launches an RFID Early Adopter Program, designed to jump start development of radio frequency identification (RFID) enterprise solutions. The company plans to work closely with a select group of customers and partners (SIs, VARs, OEMs), leveraging new Sybase RFID middleware currently in development. The middleware includes new technologies as well as existing Sybase Unwired Enterprise portfolio products that have been extended to address RFID environments. Benefits for participants include early access to Sybase RFID middleware, strategy and design sessions, and dedicated resources. In a related press release, Sybase and AeroScout today announced availability of a mobile real-time RFID tracking solution.

At their users conference, TechWave 2004, Sybase offered attendees a "sneak peek" at the RFID middleware, expected to be generally available later this year. Sybase RFID middleware is designed to simplify and automate the development and deployment of passive RFID, active RFID and real-time location solutions, such as supply chain applications for inventory, shipping and receiving; and asset tracking for high-value items. With RFID emerging as a key technology mandate for customers across retail, transportation and logistics, healthcare, government and other vertical markets, Sybase RFID middleware provides a comprehensive solution to address common RFID application challenges, from heterogeneous RFID reader integration and management to back-end business process integration, by:

- Providing multiple applications with concurrent access to an entire network of RFID data and devices,
- Providing a visual integration environment for RFID business processes and data in enterprise systems,
- Managing RFID readers, barcode scanners, sensors and controllers (PLCs),
- Allowing full simulation of RFID data and content,
- Collecting and analyzing volumes of streaming RFID data, and
- Managing and analyzing data across mobile and enterprise IT environments.

"We're excited to work with our early adopter customers to solve the data integration and device management challenges that organizations face when developing RFID applications today," said Thomas Volk, Executive Vice President, Worldwide Field Organization, Sybase. "Sybase's depth of vertical expertise, mobile middleware leadership and a 20-year history of solving heterogeneous integration and data management challenges positions us well in this emerging marketplace."

For more information please go to: <http://www.sybase.com/rfid>

### Sybase RFID Solutions

Radio frequency identification (RFID technology) has evolved significantly in the last thirty years, becoming increasingly cost effective and practical for use in a number of commercial applications within healthcare, logistics, manufacturing and defense, among other industries.

Implementing applications that track valuable assets has become a priority for these organizations. Real-time visibility of key resources - such as vehicle fleets, equipment, inventory and employees - is a requirement to drive revenues, cut costs and improve efficiency.

#### ◆ Sybase RFID Early Adopter Program

Sybase is seeking a select group of customers and partners (SIs, VARs, OEMs) to participate in its RFID Early Adopter Program. Benefits for participants include early access to Sybase RFID middleware, strategy and design sessions, and dedicated resources.

#### ◆ Integrated Real Time Location Services/RFID Tracking Solution

Recognizing the value of real-time visibility of wireless mobile devices as well as tagged assets, Sybase has partnered with AeroScout, a Wi-Fi standards-based enterprise visibility solutions provider, to deliver active RFID and Real Time Location System (RTLS) capabilities within Sybase's new RFID middleware.

#### ◆ Sybase RFID Middleware Solution

Sybase's RFID middleware solution is designed to simplify and automate the development and deployment of passive RFID, active RFID and real-time location solutions while addressing common RFID application challenges - from heterogeneous RFID reader integration and management to back-end business process integration. The solution enables organizations to collect and analyze data across enterprise environments and facilitates the extension of information delivery to mobile devices.

## Mobile Device Management Products Herding Highly Mobile Cats

It's not easy supporting the wide range of mobile devices your users employ. Implementing mobile device management products will rein in the madness and prevent data theft. Find out which of the four we tested earned a tip of our ten-gallon hat.

You can't solve a problem until you acknowledge that it exists. So look around your organization and take a rough count of how many different mobile devices are in use supporting your business. And consider that the smartphone market is expected to grow at a brisk rate through 2009 as people upgrade their cell phones. For many companies, now may be the time to develop a standardization policy while planning to implement a capable mobile device management product to distribute applications, data and configuration settings to corporate handhelds. Without proper management, leveraging mobile devices' productivity-enhancing capabilities while preventing theft of corporate data is close to impossible.

We tested mobile device management products from iAnywhere, Intellisync, Mobile Automation and Novell in our Syracuse University Real-World Labs®. We

found that small companies may not see a sufficient ROI--products tested cost \$40 to \$110 per device or user. However, most vendors'; la carte setups do let you choose--and pay for--only what you need.

After testing on a multitude of device types, OSs, versions and service providers, we named iAnywhere's XcelleNet Afaria 5.1 our Editor's Choice. It was a breeze to run, with an impressive feature set and granular client control. PIM-centric organizations should also consider Intellisync's offering, while Novell shops will want to take ZENworks Handheld Management for a spin. Mobile Automation offers a low price but limited platform support.

REAL-WORLD LABS REPORT CARD		Mobile Device Management			
	iAnywhere Solutions XcelleNet Afaria 5.1	Intellisync Systems Management	Mobile Automation Mobile Lifecycle Management Suite 6.0	Novell ZENworks Handheld Management	
CONFIGURATION AND MANAGEMENT (20%)	4	3.5	3	3	
EASE OF USE (20%)	4.5	3.5	3	2.5	
FEATURES (20%)	4.5	4.5	2.5	2.5	
PRICE (15%)	2	2	5	3.5	
REPORTING AND LOGGING (15%)	3.5	3	2.5	3	
MOBILE DEVICE SUPPORT (10%)	5	5	4.5	4.5	
<b>TOTAL SCORE (100%)</b>	<b>3.93</b>	<b>3.55</b>	<b>3.28</b>	<b>3.03</b>	
<small>A≥4.3, B≥3.5, C≥2.5, D≥1.5, F&lt;1.5 A-C GRADES INCLUDE + OR - IN THEIR RANGES. TOTAL SCORES AND WEIGHTED SCORES ARE BASED ON A SCALE OF 0-5.</small>		<b>B</b>	<b>B-</b>	<b>C+</b>	<b>C+</b>
<small>CONFIGURATION AND MANAGEMENT rates server installation, package-creation capabilities, architecture and documentation.  EASE OF USE refers to interaction with agents and the servers' GUIs.  FEATURES covers basic and advanced user functionality, including security control, bandwidth management, backup and restore, and various communication methods.  PRICING weighs the two scenarios we provided to vendors.  REPORTING AND LOGGING scores reflect basic reports on inventory and audit trails, as well as system status and logs.  MOBILE DEVICE SUPPORT is a weighted summation of the platforms the vendors supported.</small>					
<small>Customize the results of this report card using the Interactive Report Card®, a Java applet, at <a href="http://www.nwc.com">www.nwc.com</a>.</small>					

XcelleNet Afaria 5.1 took our Editor's Choice award for its ease of use, rich feature set and granular control of clients. Acquired by Sybase in May, XcelleNet is now part of Sybase's iAnywhere Solutions subsidiary. The combination of iAnywhere's leadership in the mobile database market and XcelleNet's strong mobile device management makes Afaria a compelling and synergistic, albeit expensive, choice.

### iAnywhere Solutions XcelleNet Afaria 5.1

XcelleNet once again demonstrated its competency in the mobile device management space with Afaria 5.1. Since the last time we looked at Afaria (see "Enable Your Mobile Apps,"), the company has added enhanced custom views. On the client side, we found support for Windows Mobile smartphones and hooks into VBScript or JavaScript.

Server installation was simple on Windows 2003 once we ensured we had the necessary prerequisites, which include a functioning IIS Web server, Microsoft .Net 1.1 and MDAC (Microsoft Data Access Components). We had to create the database manually on the SQL server, but once we did and provided the correct connection information, database connectivity was a breeze. We pointed to our Active Directory server and could seamlessly authenticate our AD users.

Afaria neatly divides device management into self-explanatory components: Session Manager, Software Manager, Inventory Manager, Document Manager, Backup Manager, Configuration Manager, Sync Manager, License Manager and Security Manager. Each module can be purchased; la carte, but not all are available for all devices. The Pocket PC and Palm platforms are the most generously endowed, while the BlackBerry client supports only the Inventory and License Managers. We don't blame Afaria for this; rather, we consider this a reflection of what RIM (Research in Motion) has exposed. ZENworks can deploy older RIM applications using desktop software and RIM's Desktop cradle sync, but BlackBerry support was lacking across the board.

Afaria's Web administrative interface is enhanced by cascading style sheets, JavaScript and the use of .Net. The interface is split into four sections, but we spent most of our time in the Channels view. Channels, a concept similar to the bygone days of PointCast, is the mechanism through which we published information for distribution to our test devices. There is a Channel for

each manager module, and helpful wizards guided us through Channel creation. After selecting the device type, such as Pocket PC or Palm, for which we wanted to create the channel, we performed a more detailed configuration. Channels can be assigned to specific users or to groups, which can be generated dynamically based on the presence of certain hardware or software.

Once we got the inventory from each device in our test bed, we deployed a game to only those Palms with color displays and upgraded a productivity application if an older version was found. We also attempted to create a dynamic group based on devices that didn't have a certain piece of software installed. We learned that though this is possible, it requires creation of a custom query or database field. To be fair, none of the other products tested made creating such a dynamic group any easier.

Other highlights include Afaria's broad mobile device support, the most of any product we tested. For example, deploying new software, always a challenge, becomes particularly difficult when it involves the nomadic users of handheld devices. We created agent or client installations on each platform by generating an executable using the Afaria client-creation wizard, which pre-populated the mobile device settings. Installing the agent was a breeze using an executable on a desktop computer configured to work with the device's synchronization program.

Unfortunately, we couldn't perform Web installs, though we could have searched for necessary installation files and downloaded them using a cellular data network and the Web browsers on our Sprint Treo 600, Motorola MPx200 or Sony Ericsson P900. Only Mobile Automation offers easy Web installs as a standard feature--all the products should provide this, though. New PDAs and smartphones are acquiring faster and more pervasive connectivity via Bluetooth, Wi-Fi and high-speed packet data technologies like CDMA EV-DO and EDGE, meaning you can ease the IT support load by offering self-help--when these devices are combined with a sophisticated interface that includes a Web browser, end users can visit a Web page on your company's intranet and install the software agent. Visualize a couple hundred devices being FedExed to your desk for updates, and we think you'll see the beauty of letting users serve themselves.



Although a full complement of modules is available for the Palm and Pocket PC platforms, smartphones, Symbian and RIM BlackBerry devices got the short end of the stick (see our table for a breakdown of features by platform). Even on those popular platforms, we encountered a few shortcomings.

A case in point is Afaria's implementation of file and folder encryption. This feature is touted for Pocket PC, smartphone and Palm devices, but when we tested encryption on the Palm Vx running Palm OS 3.5.3, it didn't work. XcelleNet identified the problem as a conflict with one of its other modules and a combination of the specific device and OS version, then provided us with a fix. Although the devices in our test bed were updated to the latest publicly available firmware or ROM, this small glitch illustrates the complexity of developing heterogeneous mobile device management apps and the diminishing viability of older PDA OSs.

We liked Afaria's advanced document-distribution feature, which let us publish a multitude of documents to granular user groups. If the document is a weekly report, for example, Afaria can be configured to regularly check for new content and distribute it to users. That way, road warriors will have the latest report, spreadsheet or document. Again, this functionality worked mostly as promised, except on the two older Palms in our test bed. XcelleNet again identified the problem as stemming from device/OS version and module conflicts, did regression testing and coughed up a fix.

Afaria had a rich set of features across most platforms, and organizations contemplating advanced applications requiring databases should be comforted by its integration with iAnywhere. The high price tag is a reminder that features and breadth come at a cost and that if you have the luxury of a controlled rollout of mobile devices, sticking to one platform will save you big bucks.

To learn more about our solution please go to: <http://www.xcelle.net/>

For more about Sybase iAnywhere Solutions products and services go to: <http://www.iAnywhere.com/>