

Visibility and Performance Solution

For BI, Data Warehousing and Big Data Environments -- On Premise or In The Cloud

VISIBILITY AND CONTROL FOR DATA-INTENSIVE APPLICATIONS

KEY FEATURES

Identifies user and BI performance issues

Continuously captures activity across user, application and database layers

Query policies protect system from harmful user behaviors

Integrated with leading BI and analytical applications

Requires no database agents that slow performance

KEY BENEFITS

Ensures BI/DW service levels and performance

Protects system from inappropriate queries

Minimizes staff costs with automated user controls

Improves user self-service and business productivity

Reduces software and system resource costs

Business Intelligence (BI), analytical applications, data warehouse (DW) and big data environments are highly dynamic. Unanticipated user demands, unpredictable ad hoc analyses, rapidly changing query patterns and the inevitable user generated query problems create hard to manage systems. The net result: wasted resources, query errors, and frustrated business users. IT has few tools to understand and control how and when BI/DW users launch their queries or how to ensure the users get the answers they need.

Real-Time Visibility and Management Data-Intensive Environments

Teleran's Visibility and Control software products empower you to understand and manage all applications and their users in BI, analytical and data warehouse and big data environments on premise or in the cloud. Because BI/DW usage is constantly changing, Teleran's solution captures a continuous view of activity at the user, application, query and data usage levels so you always have the entire picture of what's going on. This enables you to improve performance, increase business productivity, reduce operating costs and ensure that BI/DW resources are appropriately aligned to business objectives. Teleran's 360 degree view ensures that all behaviors and processes are tracked and analyzed to identify the conditions and activity that need to be modified or prevented.

Teleran's solution also keeps inappropriate user queries from reaching the database and reducing service levels, wasting resources or generating errors. At the same time Teleran's solution guides users with messages to more effectively interact with the data warehouse, improving user self-service, cost efficiency and overall performance and service levels.

Managing BI/DW Performance and Service Levels

BI/DW performance and service begins with the users: understanding them, tracking and analyzing their interactions with the applications and data, as well as establishing automated policies to manage their efficiency and effectiveness. And, alerting support staff to inappropriate or wasteful user behaviors. Teleran's solution provides the analytical tools and alerting for fast problem resolution and real-time query/user controls to ensure that system resources are used efficiently and performance meets business expectations.

FILLING A GAP IN THE BI/DW STACK

Teleran's Visibility and Performance solution offers critical capabilities uniquely designed for tracking, analyzing and controlling BI user, application and DW activity.

With a focus on BI/DW applications, it complements database monitoring, administration and performance management tools.

UNIQUE BI/DW FOCUS

Network-based architecture puts no overhead on the database

Continuously captures all activity across user, BI, query and DW layers

Out-of-the-box analytics, dashboards and alerts deliver complete BI/DW visibility

User controls and messaging deliver real-time management

Targeted to IT executives, information management, DW and BI support staff

Tracking and Analyzing Key Dimensions of BI/DW Environments

Teleran's monitoring product is iSight™, designed for information managers, and application and data warehouse staff to gain visibility on how all users and applications are interacting with the database at the database object level. This information enables you to identify unused data, adjust the application data model, identify inappropriate or wasteful user activity and processes and understand how the business actually uses the applications and data.

Because in BI/DW environments almost every transaction is different, iSight captures each and every transaction across key dimensions of the application environment. These dimensions include:

- Who the actual application users are
- The users' organizational context
- BI applications used
- Specific BI semantic layers used
- BI report names
- SQL queries launched by the application including DML such as inserts, updates and deletes
- Data objects accessed
- Query performance and result set metrics

Tracking User Identity

It is critical to know who the business users really are to identify who is generating bad queries, who is accessing sensitive data or who may be using an unauthorized application. But, most applications due to the use of connection pooling, single sign-on, or proxy database user IDs mask the user identity at the database. So if you are just monitoring at the database, you can't determine who is doing what.

iSight's Identity Persistence™ feature associates the named business user with the actual query that gets processed by the database. It ensures that the user's identity is not lost, a critical requirement for optimizing performance, addressing compliance mandates and managing business users.

Integrating with BI Applications

It is not only important identify and track business user activity. It is also critical to understand how users are interacting with the BI tools they are using, and putting that together with what is happening at the data layer. iSight captures what BI tools are being used, what BI semantic layer is generating the actual SQL query (such as SAP BusinessObjects Universe, Oracle BI CEIM, IBM Cognos Framework or Microstrategy Project), and the

specific BI report name (ex. Northeast Region Sales Report). Now you have visibility across users, applications and database activity to quickly identify where performance issues really lie and who within IT should take immediate action to resolve them: information management, DBAs or application support staff.

Putting It In a Business Perspective

iSight also puts BI/DW usage in a “business context”, correlating system use to specific users, departments, business units, geographies and functions. This enables both you and business management to understand and manage BI/DW resources and budgets to specific organizational objectives, allocating the right resources to the most critical business activities and processes.

Business alignment metrics such as Business Performance Index and Business Process Risk measures alert management to possible risks to business functions and decisions that rely on the BI/DW for critical analysis. IT organizations also leverage Business Context to associate technology investments to business priorities, and to allocate IT budgets to business units based on actual resource usage.

Business Alignment Report associates organizational context with BI/DW use, performance and effectiveness.

User Analysis in Business Context														
Elapsed Time	User	Department	Role	Geography	IP Address	Application	Date	Shift	Run Time	Schema	Semantic Layer	Report Name	SQL Text	
	Elapsed Time / User	Department	Role	Geography	IP Address	Application						Market	Future Orders	SELECT sales_person
													Market Basket Anal...	SELECT * ...
													Territory Analysis	SELECT employee_id
													Territory Analysis	SELECT employee_id
4,746	Chris Nocon...	Sale												
4,733	Bob Jones	Sale												
4,664	Jim McDonald	Hum												
4,594	Jim McDonald	Human Reso...	Admin	West	100.0.1.29	Bus Objects	12/4/2009	Prime Time	Long	HR and Admin	HR Data Mart	Employee Analysis	SELECT employee_id	

Delivering Management Insight with Dashboards, Analytics & Alerts

iSight Analytics™ is Teleran’s reporting and analysis application. It transforms the usage data captured by iSight into actionable BI/DW management information. iSight Analytics delivers management-level dashboards that highlight overall risks, exceptions, and performance indicators compared to baselines and SLAs.

Using an intuitive in-memory business intelligence engine, it identifies performance inhibitors and immediately pinpoints poorly performing activities and anomalies, whether they are caused by applications, users, database errors, queries, ETL or other maintenance processes.

BI/DW Performance Dashboard highlights issues and risks.



Managing BI Users and Queries in Real-Time

No matter how much planning and support goes into BI/DW and other dynamic application environments, end-users unknowingly and inevitably issue inappropriate or "runaway" queries that degrade performance, deliver inaccurate results, or breach governance policies.

Teleran's iGuard™, a query and user policy management system, prevents users from launching these resource wasting or inappropriate queries. If a user's query is blocked a customizable message is instantaneously sent by iGuard to the user that guides him or her on ways to improve the efficiency and effectiveness of their query. iGuard policies in conjunction with user messages dynamically "tune" and manage users, improving their productivity while minimizing help desk calls and IT support costs.

Intelligent messages guide and inform BI users to interact with the data warehouse more efficiently and effectively.



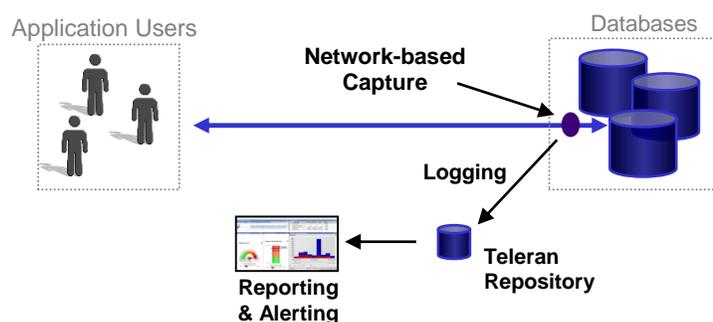
iGuard operates in conjunction with iSight on the network. It automatically applies selected query control and user management policies via its patented high speed policy action engine. This highly efficient, small memory footprint process is designed to evaluate queries in milliseconds, introducing no

material latency, while protecting the system from performance degrading, inappropriate queries.

Unobtrusive Architecture, Easy-to-Install Software

Teleran's product architecture is network-based, requiring no database agents or traces that degrade database performance and resource efficiency. Teleran's software resides on the network between applications or middleware and databases and operates effectively on premise and in hybrid and public clouds. Teleran's products are designed for fast and easy installation typically requiring one to two hours. Developed in Java, the Teleran solution supports all major operating systems and server platforms and supports single and multi-node environments.

Teleran captures usage traffic on the network outside of the database and logs to its analytical repository.



Key Benefits

Teleran BI/DW Application Visibility and Control solution provides the following benefits that enable you to deliver high levels of service and value to the business while controlling operating costs.

- Improves performance and efficiency by preventing inefficient application, database and user behavior
- Reduces operating risks by identifying and preventing inappropriate use
- Minimizes support costs and effort by automating user guidance and control
- Provides visibility on how the business is using and valuing BI applications and data
- Helps define and justify IT investments by tracking business use of applications and infrastructure
- Delivers immediate value with quick installation and minimal administration

Conclusion

BI, analytical and data warehouse applications are subject to unpredictable query patterns, changing user demands, and the inevitable user-created query problems that degrade performance, diminish productivity, and reduce service levels. It is challenging to continuously manage the performance, user satisfaction, and business value of these dynamic environments while minimizing support staff and system operating costs. Teleran's objective is to help you meet these challenges with software products that deliver essential BI and data warehouse management disciplines.

Teleran's software products provide comprehensive awareness and management of user behavior, application activity, and database usage. They uniquely complement system level monitors and database utilities, bridging the gap between understanding and managing users and applications and managing underlying database and system resources. With Teleran, you can now cost-effectively manage BI/DW environments to get the greatest value from your investments in people, information, and infrastructure.

Contact Us

For more information about Teleran Visibility and Performance Solution visit Teleran.com or call +1.973.439.1820.

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