

Teleran Uses & Benefits for Business Objects

iGuard™ - Query Management / User Messaging

Uses	Benefits	User Message Examples
<p>1. Improves Business Objects and Database Performance</p> <ul style="list-style-type: none"> Prevents runaway or inappropriate queries/reports before they reach the database. 	<ul style="list-style-type: none"> Query governor protects Business Objects application and database from bad queries. Increases service levels and user effectiveness. 	<p>"This report will return more than 5 million rows. Please add a condition to your report."</p>
<p>2. Real-Time Messaging Guides Users</p> <ul style="list-style-type: none"> Sends customizable real-time message to users if they violate a usage policy. 	<ul style="list-style-type: none"> Sends the message to individual BusObj user explaining why their query needs to be restructured. Lowers IT support costs. Improves user productivity 	<p>"The Sales Package now has 'Returns' data. Please check the release website for details."</p>
<p>3. Prevents User Errors</p> <ul style="list-style-type: none"> Stops incorrect queries from reaching the database. Sends user message with corrective guidance. 	<ul style="list-style-type: none"> Prevents Business Objects and database system resource waste. Increases application quality, user effectiveness, confidence. Decreases IT support effort. 	<p>"A Non-Join Condition is Not Allowed in a Join Expression for the Commissions Table."</p>
<p>4. Enforces Compliance Policies Across All Tools</p> <ul style="list-style-type: none"> Enforces granular data privacy policies by user, application, and database object and row. 	<ul style="list-style-type: none"> Improves content level data security and privacy. Reduces risk of data misuse. Centralizes security controls. 	<p>"You are not authorized to access social security numbers." "Sales staff is not authorized to view financial data."</p>
<p>5. Reduces ETL Load Times</p> <ul style="list-style-type: none"> Dynamically prevents query access to those tables that are being updated. 	<ul style="list-style-type: none"> Speeds ETL process by preventing user interference. Improves availability and service levels. 	<p>"The Sales_Fact table is being updated and is unavailable. Please query again in 15 minutes."</p>
<p>6. Blocks Rogue SQL Applications</p> <ul style="list-style-type: none"> Prevents non-authorized SQL applications from accessing the data warehouse. 	<ul style="list-style-type: none"> Improves performance by preventing poor SQL generating applications from consuming resources. Ensures data is protected. 	<p>"WebIntelligence is the only tool allowed against the data warehouse. MS Access is not allowed. Please contact help desk for a Business Objects ID."</p>
<p>7. Enables Priority Access</p> <ul style="list-style-type: none"> Gives priority access to specific users or user groups during defined schedule. 	<ul style="list-style-type: none"> Controls access by application, user ID, time period or shift. Protects priority users from poor performance during critical times. 	<p>"Only Finance can access financial data 7:00 a.m. to 11:00 a.m. Please run your report against these tables after 11:00 a.m."</p>
<p>8. Manages Query Scheduling</p> <ul style="list-style-type: none"> Enforces scheduling across all SQL tools in alignment with BCA/CMS availability time. 	<ul style="list-style-type: none"> Improves user effectiveness, service levels, performance, and application availability. 	<p>"Sales data is being updated and is unavailable. Please query again in 15 minutes."</p>
<p>9. Increase Reporting Accuracy</p> <ul style="list-style-type: none"> Broadcasts critical application and data updates to users and user groups. 	<ul style="list-style-type: none"> While Business Objects offers a controlled Semantic Layer, not all other SQL tools have controls to prevent incorrect joins. 	<p>"It is not valid to perform a self join on table."</p>
<p>10. Delivers SQL Alerts</p> <ul style="list-style-type: none"> Alerts IT or security staff to problem or inappropriate queries. 	<ul style="list-style-type: none"> Prevents problems from impacting service levels and business performance. Speeds IT support response. 	<p>"Problem query alert! See iSight Erroneous Query Report to identify and diagnose problem SQL query."</p>

Teleran Top 10 Uses and Benefits Continued

iSight™ - Query Monitoring and Analysis

Uses	Benefits	Report Examples
1. Tune Universes <ul style="list-style-type: none"> Improve query performance based on actual queries, Universe activity and database usage patterns. 	<ul style="list-style-type: none"> Identify optimal aggregates, indexes, partitions, views. Analyze join patterns. Speed problem resolution. Pinpoints Universe design issues. 	Join, Group By, WHERE Clause, Aggregate, Views, Tables, Columns Performance Analysis, Universe Performance Trending
2. Manage BOUSERS and Applications <ul style="list-style-type: none"> Report on BOUSER, Report Name, application and data object use for information security and compliance. 	<ul style="list-style-type: none"> Proactively identify users' database errors. Track BOUSER behavior. Enhance user effectiveness and optimize Universe efficiency. Speed helpdesk resolution time. 	BOUSER Profiles, Queries Errors by BOUSER, Query Performance Over Time, Applications in Use, Application Performance Analysis
3. Optimize Reports <ul style="list-style-type: none"> Identify performance issues by tracking Report Name, SQL text, BOUSER correlated with database metrics. 	<ul style="list-style-type: none"> Which Reports are duplicates? Increase report performance, user productivity. Decrease Business Objects system resource waste. 	Universe Performance Trending, Long Running Reports by Universe, Database Performance by Universe
4. Track Universes and Application Use <ul style="list-style-type: none"> See all activity against Universes and identify all SQL applications accessing your database. 	<ul style="list-style-type: none"> Track Universe usage. Audit Business Objects license use identifying unused licenses. Lower software costs by redeploying unused licenses. 	Client Application Usage, Resource Utilization by Application, Application Usage by BOUSER and Group
5. Analyze Data Usage <ul style="list-style-type: none"> Document business-critical data. Identify unused or dormant data. 	<ul style="list-style-type: none"> Track tables, views and columns accessed in Universes. Identify and delete or archive dormant data. 	Data Usage Summary, Joined Table to Column Analysis, Group Function Analysis, BOUSER and Group Data Usage
6. Audit for Compliance <ul style="list-style-type: none"> Document data access to comply with regulatory compliance and privacy policies. 	<ul style="list-style-type: none"> Ensure policies and regulations are met. Identify if multiple ID's logging in from non-server IP's. Identify potential data misuse. 	Database Object Access, BOUSER or User Group Access, OS User by IP Address, Blocked Queries, IP Address Used, Client Application Usage
7. Budget Based on Usage <ul style="list-style-type: none"> Track activity and resource use by user, group, or business unit. 	<ul style="list-style-type: none"> Allocate and budget resource costs by actual usage. Chargeback on usage parameters including query time, data used. 	Resource Utilization Summary by BOUSER Group, Summary Chargeback by Group, Report Group Table Usage Summary
8. Manage Service Levels <ul style="list-style-type: none"> Report on and improve performance, availability and quality service levels. 	<ul style="list-style-type: none"> Meet service levels and business objectives. Proactively identify problems before SLA is impacted. 	Average Query Performance and Resource Use by User or Group by hour day, week, month
9. Reduce ETL Load Times <ul style="list-style-type: none"> Improve availability and service levels as database size grows. 	<ul style="list-style-type: none"> Minimize data load windows by reducing dormant data. Identify least disruptive time for ETL processes. 	Dormant Table, Column, Row (Predicate Analysis) Usage, iSight System Summary
10. Improve Resource Efficiency <ul style="list-style-type: none"> Minimize server / storage demand by reducing dormant data. 	<ul style="list-style-type: none"> Avoid costly server and storage upgrades and new unit purchases. Reduce server and storage costs. 	Resource Utilization, Dormant Data by Table, Aggregate, Column, Row (Predicate Analysis)