

# Top 10 Teleran Uses and Benefits

## iGuard™ - Query Management / User Messaging

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

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