

How accessible is your data?

Everyday more businesses make the move to customer-accessible Web sites. They do so for a myriad of reasons including providing better customer care, raising visibility, driving revenue and decreasing costs. As customers increasingly rely on company Web sites for information, the need to keep that information current escalates.

The Environment

The businesses of yesterday had clearly defined hours of operation that provided adequate downtime for routine updates and modifications. In our new 24 x 7 world, this luxury has disappeared. Users are now requiring non-stop access to information from Pervasive.SQL™-powered applications through corporate data warehouses and via Internet and wireless technologies like data portals. The influx of customer inquiries through access mechanisms other than existing enterprise or departmental applications has placed tremendous demands on IT infrastructure supporting mission-critical applications. These demands must be adequately addressed to ensure applications remain operational. Data must always be fresh or it is rendered useless to users and customers. Additionally, security must be continually enforced so that mission-critical systems remain intact and data is protected from unauthorized access and malicious behavior.

The Impact

Successfully providing remote or self-service access to previously closed systems results in many benefits, including: improved

productivity, increased customer satisfaction, streamlined decision-making and reduced customer service costs. By providing users with immediate access to desired information, satisfaction rates for customers, partners and employees soar.

Implementing a solution is not without risk, however. To be effective, a portal or warehouse cannot disrupt existing mission-critical systems. Large ad-hoc queries must be performed without slowing down the primary system. Infrastructure must be robust so that networks do not crash. Data freshness must be assured or additional customer inquiries will be generated, resulting in an increase in costs and a decrease in satisfaction – the very antithesis of your goals.

A Real World Implementation

A Northwestern financial services company relies on an asset management application powered by a Pervasive.SQL database to track computers, copy machines and software. When a computer failed, a user informed a facilities person who entered a repair order in the system. To check the status of the repair, the user phoned the person who entered the repair order. For any given failure, employees made repeated status check calls and left numerous messages. This process resulted in tremendous dissatisfaction on the user's part and inefficient facilities operations as productivity was impacted by the handling of calls and call backs.

To reduce the number of status checking calls, the company implemented an employee self-service portal. The portal gives employees the ability to check the status of a repair order without needing to speak to a facilities person. The portal application software does not access the database of the asset management system directly so it does not impact facilities operations. Instead, it accesses a duplicate Pervasive.SQL database, which Pervasive DataExchange™ keeps in perfect synchronization with the application's database. Having a separate database for the portal enhances security as well as reduces the processing load on the application's database. This solution effectively met the needs of both the employees and the facilities personnel, while simultaneously reducing costs and increasing productivity and satisfaction.

The Solution



The DataExchange Data Portal Solution successfully overcomes all of these obstacles by utilizing one or more synchronized databases. These databases handle the processing load generated by the portal or warehouse, allowing the primary database to continue to serve the existing application. Pervasive DataExchange uses its sophisticated database replication technology to link the duplicate databases with the main application database. The resulting benefits include:

- Real-time replication so that all databases and users view the same information
- Enhanced security as communications are encrypted and sent over TCP/IP, allowing for physical and network distance between the system and the databases
- An unmodified mission-critical application permitting quick implementation with no disruption of normal operations.

Pervasive Software® delivers complete solutions by working with our service consultants or through one of our partners. The total solution includes: an analysis to document the sources of data and the requirements of the portal or warehouse; implementation of the customized databases and configuration of the replication components; and the installation of components at all necessary locations.

About Pervasive Software

Pervasive Software, a leading provider of embedded and Web database management solutions for small and medium-size enterprises, serves a channel of more than 10,000 independent software vendors, developers, value-added resellers and partners. Pervasive Software's flagship product, Pervasive.SQL, is a leading application development database, combining low-cost, reliable, resource-efficient operations with world-class performance and usability. Founded in 1994, Pervasive is based in Austin, Texas, and also has offices in Europe and distributors covering 100 countries.

For more information

If you would like to learn more about DataExchange, please visit our Web site at www.pervasive.com. To reach the North American sales office, call **1.800.287.4383, extension 2**. In Europe, for Belgium, France, Germany, Italy, Luxembourg, The Netherlands, Spain, Sweden, Switzerland and the United Kingdom, call **+800.12.12.34.34**. For any other European, Middle Eastern, African or Asian countries (excluding Japan), call **+32.70.23.37.61**.