



SharePlex® for Oracle is a Key Architectural Solution for #1 Enterprise e-Business Integrator

Cintra Software and Services, Oracle's 1999 reseller of the year, routinely positions SharePlex® as a crucial solution for improved performance and fault tolerance of Oracle-based B2C and B2B architecture solutions. Cintra is an enterprise e-business integrator specializing in the deployment of Web solutions based on Oracle database technology.

The Challenge

Cintra Software and Services deploys and manages Oracle-based, fully redundant enter-prise-class Web architectures for diverse, high-profile clients such as the New York Times on the Web, priceline.com and Freeride.com.

Despite the vast system differences among Cintra's clients, they share a common platform: the Oracle database. Without adequate protection, the database can still be a single point of failure. If the database fails, the entire system—and its many technology layers—fails as well. Hardware-based high availability options provide protection against only 20 percent of logical database failures, but the remaining 80 percent are caused by application, database, or human errors.

"Our evaluation of replication solutions hit on some major points such as performance, ease of implementation, ease of ongoing management and fault tolerance," said Abdul Sheikh, founder and CTO of Cintra Software and Services. A new technology was required to handle these issues and to provide relief from high, often unpredictable transaction rates incurred by Internet-based companies with millions of subscribers. Cintra also noticed a growing demand for a lower-cost solution that offered greater scalability for future architecture changes.

The Quest Solution

SharePlex—which facilitates one or many live, real-time standby copies of the production instance—was an immediate standout for fault tolerance and improved performance through offloading reports from the main database servers. "SharePlex is a fundamental requirement for any distributed solution. It's about providing redundancy at all levels of the architecture. The solution must be effective for more than just components such as Web servers, application servers and network components, but larger and more significant components such as the database server, which represent the bulk of most organizations' financial investment," Sheikh explained.

Sheikh measures success through resources saved and superior performance. "One of the ways we measure quality is by achieving and quantifying an immediate return on investment. What does it take to get the client to market as soon as possible and minimize the cost of implementation, while effectively utilizing our consultants and customer resources? SharePlex is easy on the system and the people who use it," said Sheikh.

SharePlex provides a flexible, scalable architecture that enables companies to grow. Replicating thousands of tables and thousands of transactions per minute, SharePlex supports business volumes of data. Its extensible architecture provides clients with choices about how to configure SharePlex to best support their present and future needs. "SharePlex can evolve with the needs of the organization using it," said Sheikh.

Sheikh also endorses Quest Software's technical support. "SharePlex is certainly a key part of the solutions we provide for clients, and the support has been consistently excellent," he said.

Overview

"We have selected many best-of-breed technologies that facilitate highly available Web architectures that rely on multiple redundant network components, Web servers and application servers. But all these solutions still rely on a single database to process transactions. SharePlex is the key technology we deploy to solve that last remaining single point of failure—true protection against physical and logical database failures."

- Abdul Sheikh,
CTO,
Cintra Software and Services



ROI

- Enables Cintra to provide business continuity/enhanced disaster recovery and high performance for business needs such as report offloading or load balancing
- Because the product has been proven since 1997, Cintra has been able to offer a consistently high quality product for many years to build strong customer relationships

Benefits

- Protects clients against the majority of database failures: application, database or human errors
- Reduces planned and unplanned downtime
- Flexible configurations enable organizations to determine the best solution for them, even over wide area networks

The Bottom Line

SharePlex is a key component of the overall enterprise-class solutions provided to clients by Oracle's 1999 reseller of the year, Cintra Software and Services. "We position SharePlex as a best-of-breed product that has been selected on its technical merit. It plays a key part in our architectural work. Our ongoing due diligence allows us to look for the best products to complement the Oracle database, and SharePlex is a given," said Sheikh.

With its flexible configurations, SharePlex offers up-to-the-minute databases for anything from load balancing to high availability to multi-source (master-to-master) replication. Database outages need not disturb the end users, which is an especially acute need in the Internet business community. "With SharePlex, performance is unparalleled—especially in terms of the memory base and disk space queues. Memory base gives you the performance you need with the staggering transaction rates dot-coms face," said Sheikh.

By switching end users to a copy instance, maintaining the database without disturbing end users and online customers is also possible," said Sheikh. "With SharePlex, companies need not lose the revenue associated with planned downtime, while still reaping the considerable benefits of optimal performance."

Finally, for protecting the database against corruptions, SharePlex offers a much more lightweight, inexpensive alternative to hardware solutions. "Distributed architectures and especially dot-coms support multiple Web servers or application servers. We've never really been able to accomplish multiple redundant distributed databases—within the data center or geographically—and that's what SharePlex allows us to do," said Sheikh.

About Cintra

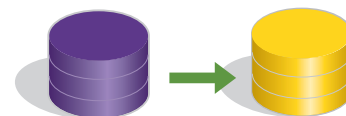
Cintra Software and Services defines and implements enterprise e-business solutions for some of the most prominent Web organizations in the world. The company's long-standing strategic relationships with companies such as Oracle, as well as the practical use of lead-ing-edge technology, defines Cintra as one of the most qualified e-business integrators in the market. In 1999, Cintra was recognized by Oracle as the leading Oracle integrator in the U.S. within its general business division.

Cintra has established itself as a trusted business partner to the Internet and Fortune 500 worlds. Through its innovative business strategies, Cintra has developed an unprecedented reputation for delivering e-business solutions that are highly available, fault-tolerant application architectures based on the Oracle database.

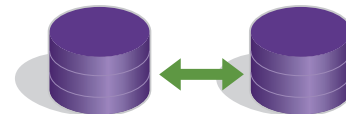
About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com

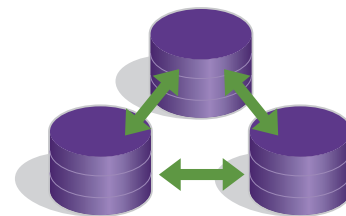
Environment



Unidirectional Replication



Bidirectional Replication



Peer-to-Peer