



iGuard: user and QUERY CONTROLS

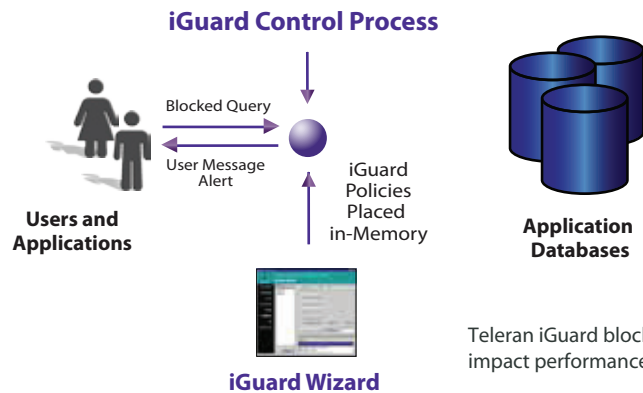
managing users and QUERIES IN REAL-TIME

PROTECTING SYSTEMS from inappropriate, resource-wasting transactions

Teleran iGuard delivers rules-based policy enforcement for analytical, business intelligence (BI) and data warehouse applications. It ensures that applications aren't bogged down by errors and inefficiencies that occur in the interactions between user, application, and database.

CHALLENGES

System use in BI and data warehouse environments is subject to inappropriate user behavior, rogue applications and malformed queries that can slow overall application performance, generate incorrect results, violate compliance or security policies, and waste system resources. These user-generated problems reduce business performance, while increasing support and system costs and



Teleran iGuard blocks requests that can impact performance and security

the iGUARD SOLUTION

Teleran's iGuard usage policies prevent inappropriate, malformed, unauthorized, or rogue queries from reaching the database and:

- Impacting service-level agreements
- Returning incorrect answers
- Violating data security and compliance policies
- Wasting system resources

iGuard automatically applies selected query control and user management policies through a patented high-speed policy action engine. This highly efficient, patented process uses a small memory footprint to evaluate queries in milliseconds, introducing no material latency, while protecting the system from performance-degrading, inappropriate queries. iGuard identifies queries that violate active policies and stops those queries before they reach the database.

At the same time, iGuard instantaneously sends a customizable message to the application user that guides them on ways to improve the efficiency and effectiveness of their query. In conjunction with iGuard policies, user messages dynamically "tune" users, improving their productivity while minimizing help desk calls and IT support costs.

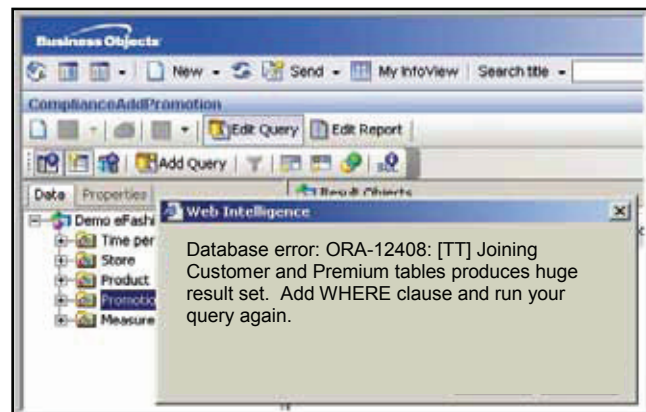
product features and DIFFERENTIATORS

iGuard provides over 60 customizable usage policies that are applied with an easy-to-use policy wizard.

In test or "simulation" mode, the system records and reports on what queries would have been acted upon, and shows how changed policies can improve performance, accuracy, or security when activated.

iGuard is implemented as an upgrade to Teleran's iSight monitoring product. iSight information is used to identify and recommend the best iGuard policies to activate based on actual user behaviors and application performance.

iGuard Guides and Informs BI Users



iGuard messages dynamically manage BI users, improving their productivity while minimizing help desk calls, system resource waste and IT support costs.



iGuard BENEFITS

iGuard policies protect against a wide range of unwanted user behaviors. These include preventing queries that:

- Consume huge database resources, significantly slow down performance or can in many instances crash the database system
- Allow unauthorized access to sensitive data
- Generate nonsensical or misleading query results

By preventing these user behaviors, iGuard improves business performance and productivity as well as:

- Minimizes costs by improving system resource efficiency
- Reduces help desk calls and facilitates end-user self-service
- Lowers the cost and effort of supporting growing numbers of users
- Protects data for compliance and security
- Prevents conditions such as full database table scans, Cartesian products, and unconstrained or wild card queries

iGuard compliance and security policies can prevent a user from accessing any database object or group of objects including views, tables, columns, or specific database cells. Examples include preventing a sales manager from accessing customer records for anything except their own sales region.

for more INFORMATION

To learn more about Teleran products and services, visit us online at www.teleran.com. To see what our solutions can do for you, contact the sales department by phone at 973-439-1820, or by email at sales@teleran.com.

iGuard Messages Inform and Guide BI Users, Extending Self-Service, and Lowering Support Costs

User Guidance	"Joining 'Customer' and 'Premium' tables will produce a very large result set. Add a 'where' clause and try again."
Performance	"Your report will be costly. Please confine your analysis to smaller data sets."
Compliance	"You are not authorized to access individual patient data due to PHI compliance regulations."
Maintenance	"The Inventory table is being updated. It will be available again at 1:00 p.m."
Accuracy	"Joining 'Sales' and 'Sales Component' tables will produce incorrect results. Join tables 'Sales' and 'Order Details'."

iGuard messages help users to make better requests. This not only gives them better results, but better service at a lower cost.



about TELERAN

Teleran offers innovative solutions uniquely designed to address the growing challenges of managing analytical, BI, data warehouse and big data environments. Teleran's patented software suite provides a complete and automated management model that **monitors, analyzes, alerts and acts** to ensure these business-critical analytical and BI applications deliver the performance, compliance and value the business expects.