



# iSight: comprehensive actionable METRICS TO MANAGE YOUR ANALYTICAL, BI and data warehouse application

delivering optimal performance, productivity AND COMPLIANCE TO THE BUSINESS

It's one thing to know you have performance or compliance issues. But pinpointing where and why is often more challenging. And, without that detailed knowledge, fixing the problems is often a hit-and-miss affair that consumes time and resources. Now there's a better way, Teleran iSight.

## CHALLENGES

Every IT department tries to achieve effective BI and data warehouse performance management. The goal is to keep applications running optimally, minimize downtime, and meet service-level agreements.

But these environments are complex and current tools don't really give you a comprehensive view of it. A view that helps immediately identify and remediate performance issues, address compliance regulations, and minimize operating costs.

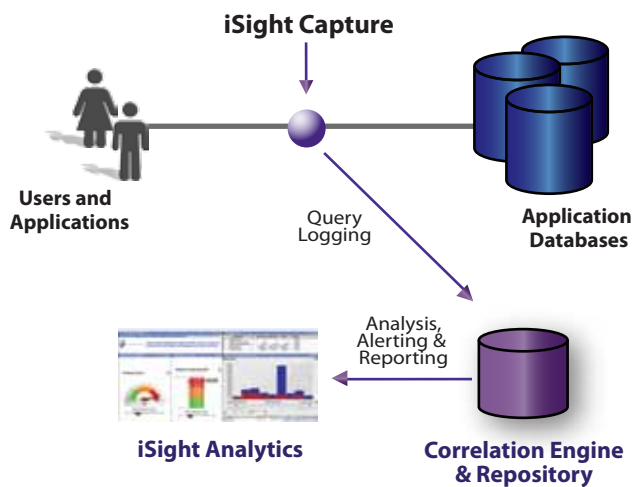
In addition, you need the information to strictly enforce policies controlling access to, and use of applications and the underlying databases, and to maintain an audit trail of who has accessed the information for regulatory requirements of all types.

**That's a big challenge. And most tools only address a part of it. Until now.**

## the iSIGHT SOLUTION

Now, Teleran's iSight continuously captures performance and usage activity, providing comprehensive visibility on business-user behavior, plus application and data usage trends over time.

iSight captures this information across key dimensions of the BI and data warehouse environment: named business users and their organizational context, application activity, and data usage, as well as performance, errors, and result set metrics. Because iSight focuses on users and applications, it highlights problems in the environment that are not visible using database-only utilities and application-level monitors.



Teleran iSight tracks and correlates queries between users and application databases to provide real-world usage information

## product DETAILS

Most applications log into the database with a generic or proxy ID, masking the user identity to any database-monitoring facility. The *iSight Identity Persistence™* and *Business Context™* features associate the named business user and specific business context - business unit, location, department, and role - with the actual query that is processed by the database. This maintains the user's identity as the transaction is processed at the database. iSight also creates a repository of performance and usage metrics that allows IT to understand and meet business needs, to appropriately prioritize performance fixes, and comply with regulatory mandates.

Elapsed Time	User	Department	Role	Geography	IP Address	Application	Date	Shift	Run Time
9,850	Amanda Royce	Marketing	Manager	West	100.0.1.79	Bus Objects	12/3/2009	Prime Time	Long
4,910	Chris Flynnax	Marketing	Manager	Europe	104.21.1.176	OBIEE	12/3/2009	Batch	Long
4,893	Alok Jain	Human Reso...	Admin	South	104.21.1.98	Cognos	12/4/2009	Prime Time	Long

iSight enables IT management to justify and allocate resources to support key business units, functions and processes.

By modeling the application system files and database catalogue tables, iSight maintains a current understanding of users, applications, and database objects, and their relationships - including tables, columns, views, joins, indexes, stored procedures, and more - for the most complete insight into your application environment.



## iSight ANALYTICS™

iSight Analytics transforms the granular level of data captured by iSight into actionable information. It gives managers insight into application activity across users, applications, SQL, and the data warehouse.

Using a fast, intuitive, business intelligence interface, iSight Analytics facilitates decision-making with four solution modules that address key management areas:

- Performance and Service Level Management
- Compliance Auditing, Alerting and Reporting
- Usage and Process Optimization
- Consolidation Acceleration



iSight Analytics Performance Dashboard highlights risks, exceptions and trends with drill-down to identify issues and take action.

iSight Analytics associates user, application, and data-usage activity with specific business unit, geographies, roles, and other organizational attributes. This allows application managers to see the big picture and ensure that all resources are aligned to address the business needs and deliver the highest return on investment to the business.

## for more INFORMATION

To learn more about Teleran products and services, visit us online at [www.teleran.com](http://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](mailto:sales@teleran.com).

## product features and DIFFERENCES

A lightweight, non-invasive, network-based software tool, iSight requires no database agents or processes that degrade performance. iSight provides continuous monitoring without any overhead on the database or application latency and complements and extends the value delivered by application monitors as well as database-level monitors such as DB2 Work Load Manager or Oracle Enterprise Manager with:

- Granular database protocol packet analysis combined with user, application, and database activity information that delivers deep insight across your entire application environment
- Real-time analysis that pinpoints issues and immediately alerts IT staff
- Easy installation with no complicated instrumentation on applications or databases
- Comprehensive capture of 100% of network traffic from all applications to the database
- Compliance auditing and reporting that delivers additional value and protection

## iSight BENEFITS

iSight provides real-time performance analytics for application performance monitoring and diagnostics to:

- Reduce maintenance costs by cutting the time to identify, diagnose, and correct complex performance problems
- Minimize risk of downtime and application failure with proactive diagnostics and alerts
- Improve application usability by detecting application errors encountered at the database
- Lessen compliance risks by delivering detailed user, application, and data-usage patterns
- Justify ongoing investment in applications, based on tracking business use of applications
- Deliver management dashboards and detailed analyses that provide value to the entire application support team

## 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.