



**Sybase® Professional Services**  
Linux Services

solutions

Linux is gaining ground in the enterprise marketplace, for good reasons. There are the obvious cost advantages of Linux. But there are also performance benefits—the Linux kernel can be customized to leverage the component resources in a computer, which means better performance than other operating systems. And Linux is renowned for its unerring stability.

Because of its roots in UNIX®, Linux offers a fairly painless migration path for systems and applications running on UNIX. Support staff trained in UNIX can easily be retrained to support Linux. More and more applications are being written to work on Linux—in fact, Linux is moving beyond the edge of the network into the core of the enterprise. In addition to the common edge functions like Web caching, firewalls and proxies, Linux is being used for mid-tier applications like distributed databases, Java application servers and mail servers. Linux is even being leveraged for heavy-duty technical computing applications that used to be the domain of mainframes, such as design and animation, genetic research, 3D data analysis, computer clusters and render farms.

Of course, Linux does all this while also helping reduce total cost of ownership—thanks to dramatically lower licensing costs, improved hardware price/performance, inherent Linux flexibility, smaller hardware footprints and robust manageability tools.

## The question is no longer why Linux? It's why not Linux?

### **Sybase Professional Services for Linux**

Sybase Professional Services (SPS) is your Linux partner when it comes time to plan, architect, deploy, and support your Linux system. After all, Linux is fairly new to the enterprise, and chances are your IT staff is still learning its ins and outs.

SPS offers a comprehensive portfolio of professional services including software engineering, consulting and support that span the lifecycle of a Linux-based solution. Our trained Sybase certified professionals are ready to support Linux deployments worldwide, and to help you integrate Linux into your existing IT infrastructure.

Do you need help porting your existing applications over to Linux? Are you ready to migrate a ported application into your existing environment? SPS offers migration services to reduce business risks. Do you need consulting advice involving sizing, architecting and storage? SPS can help with architecting systems to derive the most value from your hardware resources. Maybe you need someone to manage the entire implementation project from start to finish. SPS offers project-management and managed services that

reduce operating expense. We also provide deployment services that include everything you need to get started, including delivery coordination.

Once your Linux system is in place, SPS has more than 15 years of experience in providing award-winning support for mission-critical environments. We offer support with tiered coverage levels designed around each customer's needs. Consistent levels of support are available at multiples sites through a single toll-free telephone call and a single point of accountability.

Training support is also available from SPS for a Linux ASE certification and from online and on-site training partners like Learning Tree®, SAIR® and Red Hat®.

There's a certain irony in the fact that an open-source operating system like Linux—which offers true platform independence—still relies on close cooperation among partners. Without joint development, without shared innovations, Linux is just another closed operating system. Our Linux partnerships include all major hardware platforms, as well as strong, collaborative relationships with the top Linux distributors, including Red Hat and SuSE.

**Linux from start to finish:  
SPS is at your service.**

## Linux System Migration and Services

Sybase Professional Services offers customers the complete range of Linux services and solutions. Whether your requirements are for installation tasks, advice on planning Linux activities, migration, technical support or consultancy we are able to supply the professional services that you need.

We support a number of Linux distributions but focus on Red Hat and SuSE.

We also support Unix systems and the integration between Unix and Linux and the support thereafter.

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## Service Planning

Our experience with tasks such as Linux installations or disaster planning helps you to avoid the pitfalls of these activities. Our organizational skills provide seamless coordination in addressing upgrades, integration, or migrating existing services to new equipment.

## Installation Planning

Before commencing a systems or network installation, thorough planning is necessary. This will avoid problems during the system installation itself and ensure the best quality implementation. Time spent here reduces the installation time and leads to a more robust and more easily supported service.

SAFE is a well developed methodology used in the planning and analysis phase. SAFE establishes the system requirements, and then creates a gap analysis and a thorough understanding of what is needed, at what stage. Our methodology considers activities such as:

- Identifying all the hardware and software components required
- Capacity planning to ensure that adequate resources are available for the system load
- For large installations, determining whether the environment is suitable for the machines such as adequate power and ventilation
- Where will the equipment be sited? How will the cabling be organized to avoid hazards?
- What is the backup strategy? How quickly does data need to be recovered?
- What data security measures are required? How sensitive is the data?
- How to build in supportability, reliability, and performance through installation 'best practice'?
- How can an upgrades be planned to maintain data integrity and keep downtime to a minimum?
- For service migrations, how can we move the components of the service to minimize downtime?
- What automatic housekeeping routines are required to reduce problems?
- What simple manual procedures need to be put in place to help keep the service running smoothly and reduce support costs?
- How will the system be supported? Local users, telephone support, dial-in access?

## Service Migration

Sybase Professional Services can plan the movement of existing services to new machines and networks. We will identify the risks involved and the potential issues that need to be addressed.

Our service includes:

- Identifying the elements of the current setup that are to be retained
- Discussing any new requirements
- Specifying the new components (hardware and software) to meet your additional needs
- Planning the migration to minimize downtime and the effect on your business
- Carrying out the migration plan, including all the installations and configuration work
- A detailed SAFE migration plan that is documented via our standard migration methodology. A detailed migration plan will be provided before any migration take place.

## Disaster Recovery Planning

Once a system problem has struck, you'll need to bring your recovery plan into operation. If you have no plans for dealing with these problems—from the loss of a service component through to a full scale disaster—then the time taken to be back online will increase dramatically. You could even find yourself in an unrecoverable situation.

Therefore, you need to identify the risks to your environment and ensure that you have plans and assets (such as backup tapes, and copies of software) in place to enable the recovery process. Sybase Professional Services will examine your Linux environment and develop the plans to recover from specified risks. The changes required to your daily computer operations can then be implemented either by your staff or by Sybase Professional Services.

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## Systems Installation and Configuration

Building stable and reliable computer servers and networks is fundamental to a quality service that will bring the desired business benefits. Sybase Professional Services provides a complete Linux installation and configuration service covering:

- Installing the basic operating system software
- Configuring the servers to operate within your environment (network, user setup, disk allocation)
- Installation and configuration of third party software
- Configuration of layered services such as email, web servers, printers
- Implementation of backup procedure and security measures
- Implementing house-keeping routines and advising on day-to-day support tasks

We will also:

- Help you specify the appropriate equipment and software for your requirements
- Provide capacity planning services to ensure that the system has enough CPU, memory and disk space for its intended purpose
- Upgrade existing operating systems and software
- Review systems/networks and suggest upgrade plans

We also have a number of Linux-based solutions for specific tasks such as web serving, file serving for PCs and Unix, centralized printing, or to provide network services such as DNS.

Naturally, all of our installations are fully documented using our SAFE methodology to aid on-going support.

## Data Security and Integrity

All computer systems should be secure from data loss, damage, or unauthorized modification. This requires good quality backups, the implementation of good security practice and monitoring, and the presence of a disaster recovery procedure.

Sybase Professional Services will:

- Conduct security reviews of your Linux systems and suggest changes on the system and in procedures
- Implement new security measures and tools
- Review your backup strategy and suggest improvements where necessary
- Implement new backup procedures and tools
- Examine your disaster recovery plans and develop new ones where necessary
- Advise on good systems administration practices

Good day-to-day house-keeping activities on your systems aid security and recoverability.

## Performance Monitoring and Tuning

For clients who have system performance issues, are planning service expansion and need to know whether more equipment is required, or who have a problem system that needs trouble-shooting, Sybase Professional Services provides the following services:

- System performance reviews and suggested improvements
- Implementation of system changes to improve performance
- Capacity planning to meet projected requirements
- Implementation of data gathering routines for on-going in-house performance monitoring
- General trouble-shooting and technical support

## Technical Support and General Consultancy

Sybase Professional Services has many years experience in supporting IT systems and can provide Linux technical support and general consultancy. For example, we can provide the following services as required:

- Linux migration problems
- Linux installation problems
- Linux startup/boot problems
- Networking Linux systems
- Shell Script
- Linux applications



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