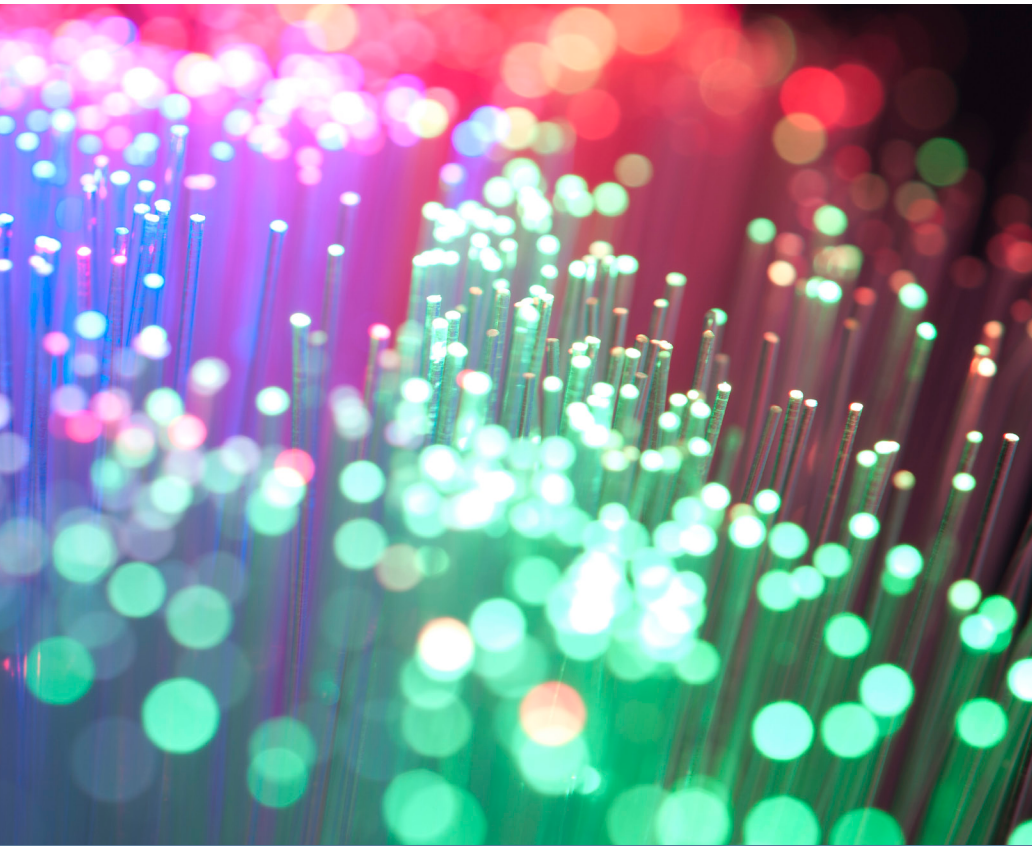




Quest® SharePlex® Aids Global Telecom with Data Replication, Availability and Disaster Recovery



“SharePlex is being used extensively in our organization. It’s part of our DNA, primarily when it comes to high availability of applications and maintenance, because without having real-time data available in the other data center, we wouldn’t be able to provide this kind of availability and scalability for our infrastructure and for our customers.”

Abhijit Arun Gujaré
Senior Oracle DBA at Cisco IoT

CUSTOMER PROFILE



Company	Cisco Internet of Things (IoT) Control Center
Industry	Telecommunications
Country	United States of America
Employees	400
Website	Cisco.com

BUSINESS NEED

Cisco Internet of Things (IoT) Control Center (formed through Cisco’s acquisition of Jasper Wireless) was facing challenges keeping their data replicated among multiple data centers. Cisco IoT needed a way to ensure that their thousands of daily transactions made it from one data center to another without the replication issues encountered with the previous solution.

SOLUTION

Quest® SharePlex® has the simplicity, scalability and support Cisco IoT was looking for. According to Abhijit Arun Gujaré, senior Oracle DBA at Cisco IoT, “We use it for business continuity, so that if we run into any issues in the primary data center where the application is currently hosted, we are in a position to switch over to the secondary data center with SharePlex to do a failover, pretty much in real time.” SharePlex also helps Cisco IoT avoid outages worldwide, perform timely maintenance, maintain high availability and reduce related hardware and storage costs.

The application has been running smoothly for Cisco IoT since its installation. “It is a very simple installation,” says Gujaré, “right from setting up new databases between two data centers and setting up replication, to configuring it... Anybody who understands English and databases would be able to follow a few prompts and install the software. Adding tables for replication is also very simple.”

Cisco IoT also takes advantage of Quest Premier Support: a 24x7 customer support team comprised of senior engineers and designated Technical Account Managers (TAM). Each Quest customer's designated TAM focuses on their unique IT environment and business objectives to ensure long-term success with their product. Basically, Quest TAMs become an extension of the customer's IT staff. "Any type of support case we submit is looked into almost instantaneously," says Gujare. "We can call the support number, and if it's a severity-one case, we literally have someone working with us in a few minutes."

"SharePlex is being used extensively in our organization," says Gujare. "It's part of our DNA, primarily when it comes to high availability of applications and maintenance, because without having real-time data available in the other data center, we wouldn't be able to provide this kind of availability and scalability for our infrastructure and for our customers... It's very simple to use and to install and the support Quest provides helps with the return on investment."

BENEFITS

- **Data Replication** — SharePlex replicates selected tables and sequences to Oracle for reporting, disaster recovery, cost-effective data warehousing, staging and archiving

- **High Availability** — Since SharePlex avoids many single points of failure by replicating into a completely separate target database that is always available in full read/write mode, Cisco IoT's customers always have access to the company's website and other applications
- **Disaster Recovery** — By immediately moving records from the source to the target database, SharePlex significantly reduces the chances of data loss, even during unplanned outages

SOLUTIONS AT A GLANCE

- SharePlex

ABOUT QUEST SOFTWARE

Quest Software creates technology and solutions that build the foundation for enterprise AI. Focused on data management and governance, cybersecurity and platform modernization, Quest helps organizations address their most pressing challenges and make the promise of AI a reality. Around the globe, more than 45,000 companies including over 90% of the Fortune 500 count on Quest Software. For more information, visit www.quest.com or follow Quest Software on X (formerly Twitter) and LinkedIn.

View more case studies at Quest.com/Customer-Stories