

Success WITH CA

Unicenter®

Client Info AT A GLANCE

Company Name:

Informative, Inc.

Industry:

Application Service Provider

Geographic Location:

Worldwide; headquartered
in Brisbane, California

CA Solution Used:

Unicenter® Log Analyzer®
for Oracle

Biggest ROI:

Created a master file
based on retrieved data



Computer Associates™

Informative, Inc. Recovers Customer Data with CA's Unicenter® Log Analyzer® for Oracle

Informative, Inc. is a leading provider of customer feedback solutions that empower companies to increase lifetime customer revenue by more efficiently aligning strategic business objectives with customer needs and expectations. By utilizing the Internet and other key interaction channels, Informative captures real-time feedback directly from customers and prospects and immediately presents this information to decision-makers throughout an enterprise. Armed with this direct customer feedback, business leaders can quickly and decisively fine-tune key strategies to improve customer satisfaction and loyalty.

One morning, Informative was presented with a threatening development. About 300 megabytes of critical customer data in its key knowledge database had become corrupt. This database contains real-time customer feedback necessary to construct and deliver a variety of reporting and analysis capabilities. Informative's DBAs were unable to open specific Oracle log files containing this crucial information. Falling back to an older database backup, the DBAs could not continue to recover as the Oracle database kept delivering error codes. "We had all the log files and couldn't apply the changes in Oracle," said Hagit Faibish, Informative's Database Administrator. "There were no features in Oracle available to us that would enable us to read those files." Operating in archive log mode, Informative DBAs took on the time-consuming task of manually matching up control files with log files, with limited success. They needed to quickly recover the data in order to restore customer functionality and faith, and time was running out.

"The official answer from everyone we spoke to was, 'Forget about it, it's a lost cause,'" said Faibish. They consulted with Oracle Support as well as

numerous other vendors and data recovery software companies before contacting Computer Associates International, Inc. (CA). "I was very close to dropping the whole problem and moving on to defeat," said Faibish. "It was so frustrating—I had all the parts of the puzzle, but there was no available solution to fit them together. Nothing, until we talked to CA."

Unicenter Log Analyzer was the Solution

CA support representatives directed Informative to Unicenter® Log Analyzer® for Oracle (Unicenter Log Analyzer), a set of mainframe and open systems data protection and recovery solutions for the help it needed. Unicenter Log Analyzer analyzes transaction logs on Oracle, Sybase, DB2 and Microsoft SQL Server databases. It enables users to audit data transactions and updates, undo or redo data changes and analyze transaction-level detail to reduce data loss or troubleshoot application performance problems. Users can recover lost or altered data and back-out committed transactions. Unicenter Log Analyzer provides a sequence of logged actions that show how applications run on the server, and it monitors database security, identifying targets of security breaches. Database activity is monitored with minimal CPU and database resource usage, so performance impact is negligible.

"When everything is working normally, you don't need the tool, but when odd situations arise, like with this log file mismatch... what a life saver," said Faibish. "After being so close to giving up, we were really lucky to find the CA solution." Unicenter Log Analyzer opened the database, read all the contents of the log files and allowed Informative to put it all back into the clean database. Essentially, a master file was created based on the retrieved



INFORMATIVE™

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**Unicenter
Log Analyzer
has an excellent
filtering algorithm,
and in terms
of ease-of-use,
Unicenter Log
Analyzer is
much easier
than Oracle's
Log Miner. It
really saved us
and our company's
business.**

”

Hagit Faibish
Database Administrator
Informative, Inc.

data from Unicenter Log Analyzer and easily integrated back into the database.

Informative could have used the Log Miner tool in Oracle 8i, but they found Unicenter Log Analyzer easier to use. Oracle's Log Miner utility is a tool used to analyze online and archived redo logs.

“Although Log Miner is a nice addition in Oracle 8i, features in Unicenter Log Analyzer are even better. Unicenter Log Analyzer has an excellent filtering algorithm, and in terms of ease-of-use, Unicenter Log Analyzer is much easier than Log Miner.

It really saved us and our company's business,” said Faibish.



Computer Associates™



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