



GOLDENGATE[®]



GOLDENGATE SOFTWARE
HELPS AMDOCS PROVIDE
INTENTIONAL CUSTOMER
EXPERIENCE

amdocs

GoldenGate provides real-time data integration and high availability solutions based on its Transactional Data Management (TDM) technology. GoldenGate TDM provides continuous, real-time, and low-impact capture, transformation, and delivery of the most recently changed data between source and target databases that support one or more deployed Amdocs solutions.

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Through its global reseller agreement, Amdocs can leverage GoldenGate TDM to complement the functionality that helps deliver the company's overall Intentional Customer Experience initiative.

Amdocs provides Communications Service Providers (CSP) with business-critical solutions, many of which generate large transactional data volumes that are expected to grow exponentially. This data growth is driving more aggressive requirements for many of Amdocs customers in the following areas: Data consolidation, data integration, data availability, up-to-date data access as well as overall IT flexibility and scalability.

GoldenGate TDM complements Amdocs solutions that support a host of initiatives designed to help CSP's reduce costs and improve their customer and partner interactions.

GOLDENGATE ALLOWS SMOOTH MIGRATION/CONSOLIDATION PROJECTS WITHOUT DOWNTIME

In their quest for ever increasing operational efficiency, Amdocs customers frequently need to migrate/decommission critical applications or even consolidate multiple data centers to a single one. These complex projects impact day-to-day operations, and any extensive downtime to business-critical applications cannot be tolerated.

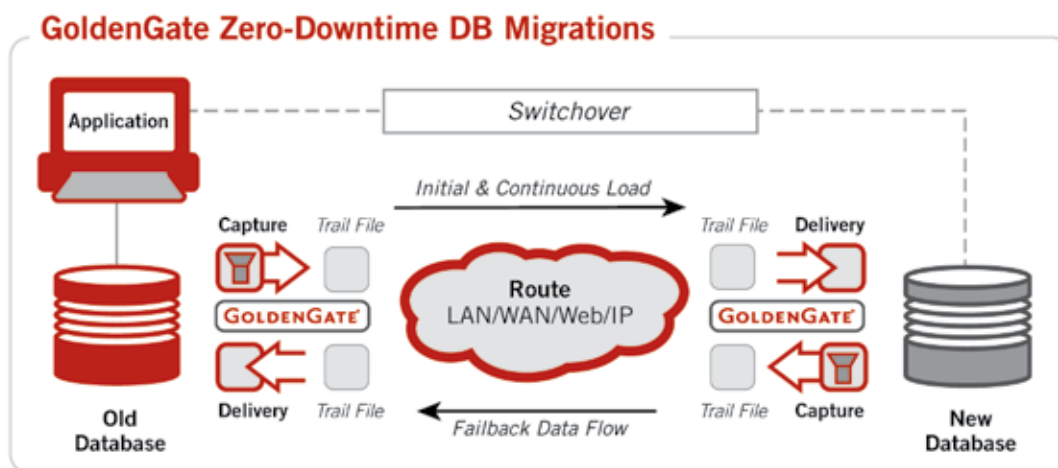
Driving Data Center Consolidations and Migrations

GoldenGate's real-time, bi-directional data movement capabilities eliminate downtime during upgrades, maintenance, and migration projects. The solution synchronizes between old and new systems while maintaining transactional integrity. GoldenGate technology can provide Amdocs

customers with the ability to consolidate several disparate databases into a single platform whilst eliminating the operational risk associated with such a complex migration or consolidation project.

By utilizing GoldenGate's Zero-Downtime Migration solution, Amdocs customers can benefit from:

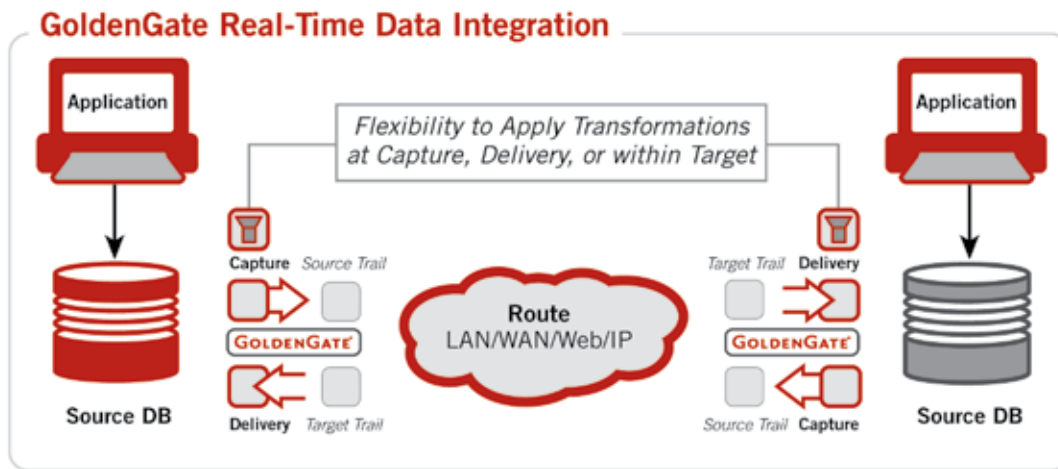
- Accelerated completion of often lengthy database migration projects without any downtime.
- Fail-back capability due to bi-directional synchronization that keeps data sources consistent after switching to the new database.



GOLDENGATE HELPS AMDOCS CUSTOMERS SHARE CRITICAL DATA ACROSS THE ENTERPRISE

GoldenGate provides real-time data integration that helps Amdocs applications share information in seconds. Using up-to-date data from any of Amdocs applications, a CSP can make more informed decisions—especially for proactive customer initiatives. For example, by moving data bi-directionally with sub-second latency between an Amdocs OMS and the CSP's customers/partners/dealers portal, the CSP gains tremendous

visibility into their business activities. As a result, they can proactively make personalized cross-sell or up-sell offers for each interaction based on up-to-date and complete customer information, launch targeted initiatives to increase customer loyalty, decrease time-to-service for new customers, and facilitate new customer self-service capabilities.



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GOLDENGATE TDM'S KEY CAPABILITIES

Real-Time Data Movement – Transactions are moved continuously from source to target systems with sub-second latency, removing the need for a batch processing window.

High Performance with Low Impact – GoldenGate technology architecture moves only committed changed data by reading from transaction (or redo) logs (without creating extra tables), thus imposing negligible overhead. GoldenGate enables consistently excellent performance even when moving thousands of transactions per second.

Heterogeneous Support – Transactional data can be integrated from and applied to many different databases (including Oracle, Sybase, Microsoft SQL Server, IBM DB2, and others) across all major platforms and operating systems. GoldenGate can also deliver to JMS queues and flat files.

Versatile, Bi-Directional, Extensible – Transactional data can be moved from one source to one target database, or from many-to-one, one-to-many, many-to-many, or via cascading topologies. GoldenGate also provides open APIs to enable businesses to extend the software's value to third-party products.

Transaction Integrity – GoldenGate moves transactions across heterogeneous systems with referential integrity so that true business history is kept intact. The redundant architecture helps ensure there is no single point of failure, which minimizes data loss and removes the risk of corrupted data propagating to the target systems

Data Transformations – GoldenGate can apply transformations and mappings within either its Capture or Delivery modules, or within the target database itself. It does not require a middle-tier server and supports table and row filtering based on user-defined criteria. Complex mapping and transformation rules can be applied via built-in GoldenGate functions, user-supplied code, and stored procedures. Integration with additional transformations, data quality, aggregation, or other functionality is also supported.

Continuous Availability and Reliability – GoldenGate solutions work without requiring system interruption or outage windows. Its architecture allows high availability of both source and target databases, and provides assurances that data will not be lost or corrupted while en route, even in the presence of an unexpected interruption or disaster.

GOLDENGATE VS. ALTERNATIVE SOLUTIONS

Block-Level Replication – With its “transaction-aware” and heterogeneous, real-time data replication capabilities, GoldenGate TDM is complementary to physical replication technologies. GoldenGate’s bi-directional replication eliminates downtime during planned outages. It also has dynamic rollback and point-in-time capabilities that enable immediate failover without data loss even in the case of a data corruption.

Native Database Tools – GoldenGate offers full heterogeneity to move data between different databases in real time. In addition, because GoldenGate makes minimal native database connections and queues changed data outside of the database, it has very low impact and high performance.

ETL – GoldenGate TDM moves changed data with sub-second latency while applying transformations as needed. Because there is no batch processing, it enables low-latency information distribution without adversely affecting system performance. GoldenGate can complement an existing ETL solution by capturing data in real time and feeding the ETL server via staging tables or flat files instead of moving data directly to a data warehouse.

EAI – EAI is designed to bring together applications to create or refine business processes. GoldenGate is an easy-to-implement, non-intrusive solution, designed to provide real-time data movement between databases cost effectively.

CUSTOMER USE-CASES: AMDOCS CUSTOMERS USING GOLDENGATE FOR REAL-TIME REPORTING AND CONTINUOUS AVAILABILITY

Reliance Communications

Reliance Communications Limited (RCOM), the flagship company of the Reliance Anil Dhirubhai Ambani Group, is India’s foremost integrated telecommunications service provider and the largest private telecommunications company in India. The company was experiencing a surge in business volume as users from all over India were turning to it for their telecom needs. Especially, Amdocs Clarity™ application was experiencing a 30-50% load because of the volume of users accessing it for daily reporting needs. Secondly, the company had no “Plan B” in case of a system outage or natural disaster.

Reliance deployed GoldenGate TDM software to continuously capture changed data from the primary Oracle 9i database (with approximately 1.8 terabytes of data) and move them in real time to a secondary server dedicated for reporting. Before deploying the GoldenGate Live Reporting solution, the team at RCOM conducted a manual synch at the end of each business day, which took approximately 4-6 hours to complete and left

employees with day-old data from which to run reports. With GoldenGate, the delay is minimized and business reports are in-sync with the current real time production data.

This secondary system for reporting also serves as a live standby so that in the case of a disaster or system outage, all users point to the secondary database for continuous access to the Clarity application.

Large U.S. Telecommunications Provider

The telecommunications provider experienced a serious database corruption to its in-house Amdocs billing application that supported one of its largest markets. The provider needed to migrate this critical information from the corrupted database while keeping the billing application online. After exhausting all options with native database and other in-house tools, the customer turned to GoldenGate. Using the GoldenGate TDM software, GoldenGate consultants were able to troubleshoot the issue within two days and recovered the billing data of this large U.S. telecommunications provider without any major impact to the system availability.

ABOUT GOLDENGATE SOFTWARE

GoldenGate Software Inc. is a leading provider of high availability and real-time data integration solutions for improving the availability, accessibility and performance of critical data across heterogeneous enterprise IT environments. More than 400 customers worldwide, including Visa, Bank of America, US Bank, UBS, Sabre Holdings, DIRECTV, Comcast, Federated Investors, Mayo Foundation and Overstock.com, standardize on GoldenGate solutions for real-time access to real-time information. The company broadens its global market reach through relationships with ACI Worldwide, Amdocs, Business Objects, Cerner, Eclipsys, Fujitsu, GE Healthcare, HP, IBM, Ingres, Microsoft, Oracle, Teradata and others. For more information, visit www.goldengate.com.

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