

# Afaria<sup>®</sup> Overview



**iAnywhere**<sup>®</sup>  
A SYBASE COMPANY

## Driving Success at the Front Lines

It's on the front lines of business where your employees—such as mobile sales people, field service engineers, and workers in remote offices and retail sites—interact with your customers. It's where technology can give you a competitive edge, offering you the opportunity to radically improve market share and profitability.

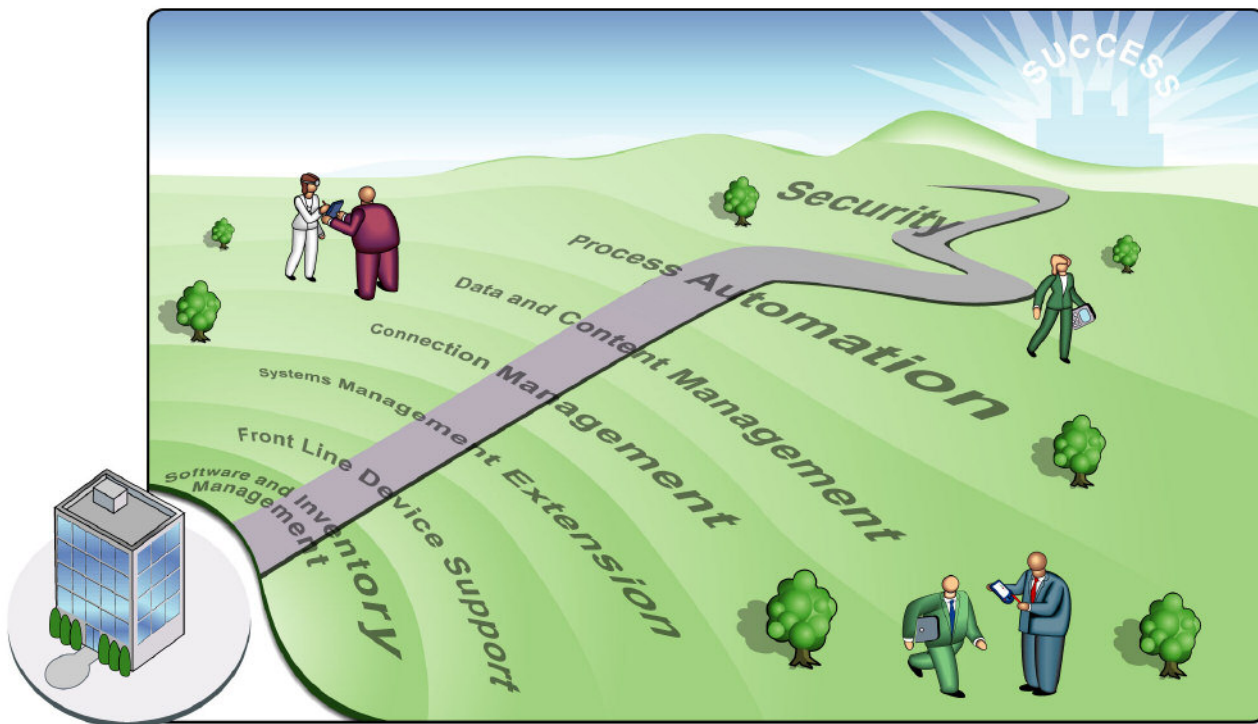
But just having devices and applications on the front lines is not a guarantee your company will achieve breakthrough improvements, because of the unique challenges of the frontline environment:

- **Security:** More and more of your enterprise—along with its data and transactions—is moving to the front lines. Because devices on the front lines represent your most vulnerable computing environment, the data on these devices needs to be secured, particularly if the devices become lost or stolen. Further, the ability to enforce security policies centrally is paramount—security needs to be in the hands of IT, not in the hands of workers, who may fail to follow, or try to work around, safe computing practices.

- **Lack of adoption:** Workers on the front lines face low bandwidth and unreliable connections, as opposed to the always on, high-speed LAN of a headquarters environment. However, regardless of the bandwidth available, workers on the front lines need the latest versions of applications, content and data to effectively do their jobs. If they can't depend on their devices to provide them with reliable, up-to-date information, they'll quickly toss them aside.

- **Loss of control:** With hundreds or thousands of frontline devices, IT faces some major challenges. How do you know what applications are on each device? How do you update applications, content and data over low-bandwidth connections? How do you handle different requirements for different groups? And how do you accomplish all this for a variety of devices, including handhelds, smartphones, laptops and tablets?

Afaria is frontline management software that has been built from the ground up with these challenges in mind. While traditional LAN management solutions are designed for a high-speed LAN environment, Afaria frontline management



software incorporates the capabilities you and your workers need to overcome challenges and succeed on the front lines. With Afaria you can secure your devices, automate processes, and manage your software, content and data regardless of the bandwidth available. The result? Information is secure, IT is in control, and workers have the data, content and applications they need to achieve breakthroughs for your company.

## Afaria Capabilities

Created with frontline worker success in mind, Afaria is an enterprise-class, scalable solution with a web-based console that allows you to centrally manage a host of key functions from a browser. With Afaria's ability to tie into enterprise directories, these functions provide everything necessary to extend your company's management capabilities to wherever devices are used on the front lines. At the same time, frontline workers are freed from the burden of maintaining technology and can focus on the job at hand.

## Security

Making users responsible for securing their own data often leads to unprotected data. The best solution? Centrally defined, deployed and maintained security policies that don't rely on frontline worker involvement.

### Patch Management

- Administrators determine which Microsoft security patches need to be deployed to individual systems.
- Patches are automatically downloaded and then deployed to the appropriate systems on a group basis.
- Detailed logs and reports show the current patch levels of all clients and the protection levels employed.

### Security Management

- Full 128-bit data encryption protects data both on the device and during transfer.
- Centrally defined security policies enforce power-on password and data on device control.
- Users automatically receive the latest anti-virus updates and standard configurations for anti-virus software.
- Digital certificates change after each session and must match for any future connection to take place.
- Data is remotely wiped from lost and stolen devices.

### Data Backup

- Afaria provides automatic backup and restoration of data, profiles and configurations.

## Process Automation

With Afaria, complex, multi-step processes (such as delivering prioritized policy alerts to insurance agents or updating critical information for public safety workers in the field) are personalized and automated to make them faster and easier.

- Wizard-driven point-and-click scripting allows infinitely customizable activities on server or client systems.
- File transfer or process sessions can be scheduled, initiated manually (by server or client) or automatically.
- Scripting delivers unlimited possibilities: file transfers, hard disk checks and changes, system reboots, configuration changes, and even logic processes for complex tasking (e.g., "if-then" clauses).

## Data and Content Management

Afaria synchronizes file-based information from any source and format, including HTML, database files, documents and other electronic content.

### Application Services

- Afaria adds significant management capabilities to 3rd party or custom applications.
- Afaria functionality is fully integrated into applications via published APIs.

### Document and Content Distribution

- Document files are securely delivered to frontline users using a forced or subscription model, and old documents are automatically replaced.
- Document owners have control over content, enabling easy addition, deletion and updating.

## Connection Management

Afaria uses a variety of optimization techniques to help you make intelligent decisions about how to best utilize your connectivity to the front lines.

### Scheduling and Prioritization

- System administrators control the content, timing, parameters and method of communication.
- Comprehensive scheduling enables completion of work at the most efficient times.
- Prioritization of different tasks ensures quick completion of the most important activities.
- Tuning of the communications protocol and optimization of package profiles maximizes efficiency from different network types.

## Bandwidth Optimization

- Comprehensive bandwidth management supports applications across all network types.
- On-the-fly data compression, checkpoint restart, file segmentation, file-level and byte-level differencing minimize data volumes for both large and small transfers.
- Dynamic Bandwidth Throttling releases bandwidth to other applications when activity levels increase and then reclaims bandwidth when other applications grow idle.

## Systems Management Extensions

Frontline devices, by their very nature, create unique demands on systems management software. Afaria provides a full range of capabilities to address these needs.

### Configuration Management

- Headquarters has central control of the configuration of frontline devices.
- Administrators maintain desired software and hardware settings across groups of systems including device identification, network settings, connection profiles, regional settings and alerts.
- Settings are checked against centrally defined configurations and reset when appropriate.

## Software and Inventory Management

Afaria gives you visibility into the front lines so you know exactly what software, system configurations and devices your workers are using.

### Inventory and Asset Control

- Administrators perform comprehensive inventory scans of hardware and software.
- Changes to hardware and software are automatically detected, generating alerts for review and action.
- Help desk personnel have access to asset information for rapid issue resolution.

### Remote Control

- Systems are remotely controlled with integrated pcAnywhere for fault diagnosis and correction.

### License Control

- Administrators track the installation and usage of software licenses against those purchased.
- Detailed reports include information about the last time an application was accessed.

## Software Distribution

- Afaria enables the electronic distribution, installation and maintenance of applications.
- Central administration controls software installations, including version management, rollback and criteria checking.
- Afaria enables automatic software maintenance and “snapshot” installation utilizing efficient byte-level differencing.

## Afaria Architecture

- Afaria provides integration with key directory technologies, such as NT and LDAP-compatible directories.
- Afaria runs on SQL Anywhere, providing the convenience of a single-vendor solution. SQL Anywhere delivers enterprise performance with minimal maintenance and cost. Afaria also runs on Microsoft SQL Server and Oracle.
- Afaria supports a wide variety of client types, including Windows CE/Pocket PC devices, Windows Mobile-based Smartphones, Palm handhelds, Symbian smart phones, RIM BlackBerry devices and Windows 32-bit laptops, tablets, desktops and point-of-sale systems.
- Afaria’s console, which supports Microsoft .NET technologies, allows you to administer your system and control business and IT information through any web-browser.
- Afaria supports a broad range of connectivity options, such as TCP/IP over wireless or wired connections, dial-up remote access connections (RAS), WAN, and high-speed LAN connections.
- Afaria also supports HTTP to allow users to connect over the Internet and have a secure access point through corporate firewalls.

## About iAnywhere

iAnywhere provides software solutions that enable applications used on the front lines of business to be just as reliable, secure and available as those at headquarters. Built from inception for the unique frontline environment, our solutions hold worldwide market leadership positions in mobile and embedded databases, mobile device management and security, and mobile middleware. Millions of subscribers, 15,000 customers and 1,000 partners rely on the company’s award-winning technologies, including SQL Anywhere®, Afaria®, and the AvantGo® mobile Internet service. iAnywhere is a subsidiary of Sybase, Inc. (NYSE: SY). Visit [www.iAnywhere.com](http://www.iAnywhere.com) for more information.