



Proven performance.

Global sales.  
Global partners.  
Global support.



Syncsort Incorporated develops, markets, and services high-performance software for data management and data protection. With emphasis on technical excellence and superior service, Syncsort products are assisting customers around the world in realizing the performance potential of their data processing systems.

---

### ***About the Company***

Syncsort is a privately owned company that has been profitable for more than 100 consecutive quarters. Headquartered in Woodcliff Lake, New Jersey, Syncsort has built a reputation for superior product performance and reliable technical support for 40 years. Syncsort products are used at over 12,000 customer sites worldwide and by over 90 percent of Fortune 100 companies. Our company has partnered with many leading IT software and hardware vendors including Network Appliance, Microsoft, and Novell.

### ***Global Commitment***

Syncsort has international subsidiaries in the United Kingdom, France, and Germany, which serve companies throughout Europe. In addition to the North American support center at Syncsort headquarters in the United States, an international support center is located in Amsterdam, Holland. An international network of resellers provides Syncsort products as integral components of IT solutions. In addition to the U.S., resellers are active in Europe, Japan, Asia, and Central and South America.

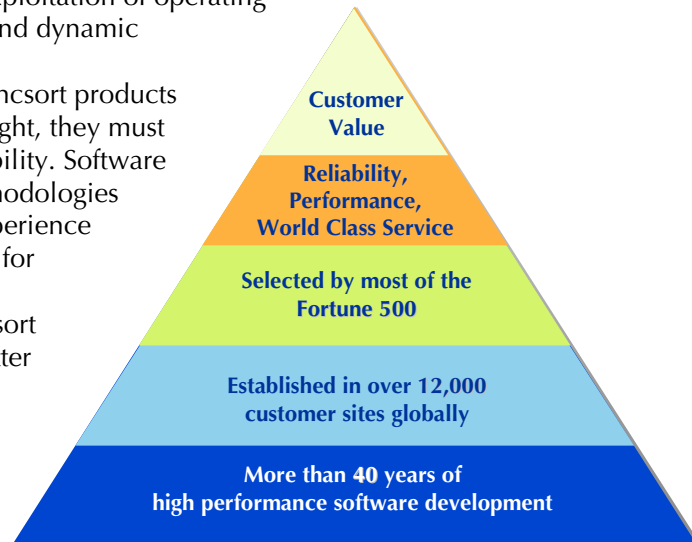
---

## Foundation for Excellence

---

Syncsort customers worldwide rely on the company's proven dedication to excellence -- excellence founded on a commitment to three goals:

- **High performance.** Syncsort products utilize advanced technologies, including proprietary algorithms, patented data handling methods, sophisticated exploitation of operating system and network architecture, and dynamic optimization.
- **Exceptional reliability.** Because Syncsort products run critical applications day and night, they must meet the highest standards of reliability. Software engineering and management methodologies based on years of development experience have established a solid reputation for reliability.
- **Top-rated customer support.** Syncsort provides true 24/7 support. No matter the day or time of day, you can count on expert Syncsort Technical Support.



## Products

---

Syncsort's products are used in more than 50 countries to speed data warehouse processing, improve database loads, improve query performance and back up and protect data in distributed environments. As companies face the mountains of enterprise data their business-critical applications are generating, data management and protection are becoming increasingly important. Designed to take advantage of distributed network architectures, Syncsort products provide high-performance data management and data protection solutions for multi-platform environments.

*“When there was a seemingly intractable problem that was indeed within Syncsort's ability to fix, it was fixed in minutes. I was very happy with the support I received”*

– Will Seabrook, UNIX Administrator,  
National Human Genome Research Institute

---

## DMExpress



DMExpress is the high-speed data management solution for ETL, data warehousing, BI, and other mission-critical applications. DMExpress

replaces long-running processes so applications run faster. This can save many hours, even days, especially when processing large amounts of data. For UNIX, Windows, and Linux, DMExpress integrates disparate data from multiple, heterogeneous sources. It transforms and aggregates the data at high speed to create consolidated views for reporting, analysis, or other downstream applications. Most importantly, it translates into tangible business value for your organization in both performance and lowering your total cost of ownership.

## The SyncSort Family



SyncSort is the high-performance commercial-strength sort and data manipulation product. SyncSort also generates reports, minimizes processing

time for large volumes of data, and provides record filtering, reformatting, and summarization for file and data conversion. SyncSort is available for UNIX, Linux, and Windows, plus IBM mainframe systems such as z/OS and VSE. Mainframe products include mainframe-to-unix application converters, PipeSort to speed sorting from multiple input files, and PROC SYNCSORT to speed SAS sorting.

---

***"Simply put, we throw tons of data at SyncSort, and it works every time, exactly the way we want it to."***

– Michael Wacey, Partner, ASI

## Backup Express



Backup Express is unique enterprise data protection software that provides disaster recovery and business continuance solutions to customers so they can dependably meet business user Service Level Agreements (SLA's) for Recovery Time

Objectives (RTO's) and Recovery Point Objectives (RPO's). In only minutes,

Backup Express can recover to any one of many points in time – for bare metal restore and application recovery, including MS Exchange, SQL Server and Oracle application recovery. Backup Express provides customers three critical capabilities other products can't match:

- Bare metal recovery in minutes, including operating system, settings, and application software – without special disaster recovery backups.
- Near-instant read/write access to SQL, Exchange, and Oracle recovery points - providing customers the ability to clone an Oracle database, of any size, in minutes.
- Fast recovery and application access from snapshots on almost any kind of disk storage -- including NetApp, EMC, HP, Data Domain, Clarion, and even low-cost generic storage.

---

***"Backup Express has provided us with many advantages which now allow us to successfully manage our heterogeneous enterprise."***

– Michael Weyer, Project Manager, KarstadtQuelle Versicherungen

## Services

---

### Technical Support

Over the last 40 years, Syncsort has built a reputation for superior product

performance and reliable technical support. Because of our experience with the most advanced computing environments, we understand what it takes to develop and support mission-critical software. Our quality products are matched with the highest level of support in the industry.

Syncsort customers receive support from our company's own staff of senior engineers, who have extensive experience in product development, management and implementation, and direct customer support. Syncsort engineers also provide extensive training to partners around the world to ensure that all customers experience the same high standards of service.

*"Typically connected immediately to an engineer with an intimate knowledge of the product."*

– Diane DelVecchio  
Sr., LAN Engineer, ACS

### Professional Services and Training (Backup Express)

Highly experienced Syncsort engineers provide you with expert training, walking you through the installation and implementation of Backup Express Services include:

- **Express Implementation Services.** Enhanced assistance implementing a new Backup Express installation.
- **Express Training Services.** Customized Backup Express product training to meet specific customer needs.
- **Express Operations Services.** On-site operations support at Backup Express installations.

*"I am very impressed that all of the techs that I have dealt with have a great knowledge of the product. Their support was very helpful. Also, every tech had knowledge with support in Novell, which is a big plus."*

– Christopher Mazella, Senior Management,  
MetroPlus Health Plan

## Partners

---

Syncsort makes a strong commitment to all of our partners, backed by the best technical support.

### Channel Partners

Syncsort partners with only the best value-added resellers and agents, and has established an extensive worldwide network of partners and agents. All offer top-of-the line sales, products and services.

### Technology Partners

Syncsort stays current with the latest technologies and releases. We work closely with several partners to develop joint and integrated solutions based on our proven performance and reliability. With other partners we continually certify and test to ensure our customers have the utmost confidence in our interoperability.



# Performance, Reliability, Support...Worldwide

*"Prompt, courteous, patient, understanding, lucid support!"*

– Roger Hawkinson, Op Sys Engineer, Wells Fargo



DAIMLERCHRYSLER



*"It only took two days for things to start running smoothly over a SAN, through a central catalog, and cross-platform support, with Backup Express."*

– Joerg Schilasky, System Administrator for Novell and Microsoft Systems at Nuremberg Airport, Germany



We are here for you.  
24/7/365.

The answers you need.  
When you need them.

**World Headquarters**

(USA)

*Syncsort Inc.*

(201) 930-8200

info@syncsort.com

**France**

*Syncsort S.A.*

(33) 1 46 31 22 22

csaliou@syncsort.com

*For more information  
about Syncsort products  
and services visit  
[www.syncsort.com](http://www.syncsort.com)*

**United Kingdom**

*Syncsort Ltd.*

(44) 1 732 849000

pterrell@syncsort.com

**Germany**

*Syncsort GmbH*

(49) 2102 95460

SyncsortGmbH@syncsort.com