Tech Note

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International Sybase User Group
Member Survey Report

Sponsored by
Embarcadero Technologies, Inc.

August 2010

ISUG MEMBER SURVEY

INTRODUCTION AND METHODOLOGY

The International Sybase User Group, a trade association representing more than six thousand members in more than sixty countries around the globe, conducted a membership survey in July, 2010. This report summarizes the results of that survey.

The opinions reflected in this report are from a wide array of Sybase data management professionals (developers, DBAs, systems engineers, and executives) that make up ISUG's membership.

The purpose of the survey was to collect information about their top IT and data management challenges, key initiatives, and trends, as well as their adoption of various technologies and tools.

A total of 283 responses were received during the web-based survey which was open the week of July 19, 2010. Not all questions were required. The sizes of the respondents' companies were well represented with fairly equally-sized small, medium and large organizations.

EXECUTIVE SUMMARY

The Sybase data management professionals that took our survey were quite senior (most had well over 10 years of experience). Regardless of this fact, these professionals are challenged by an environment increasingly characterized by:
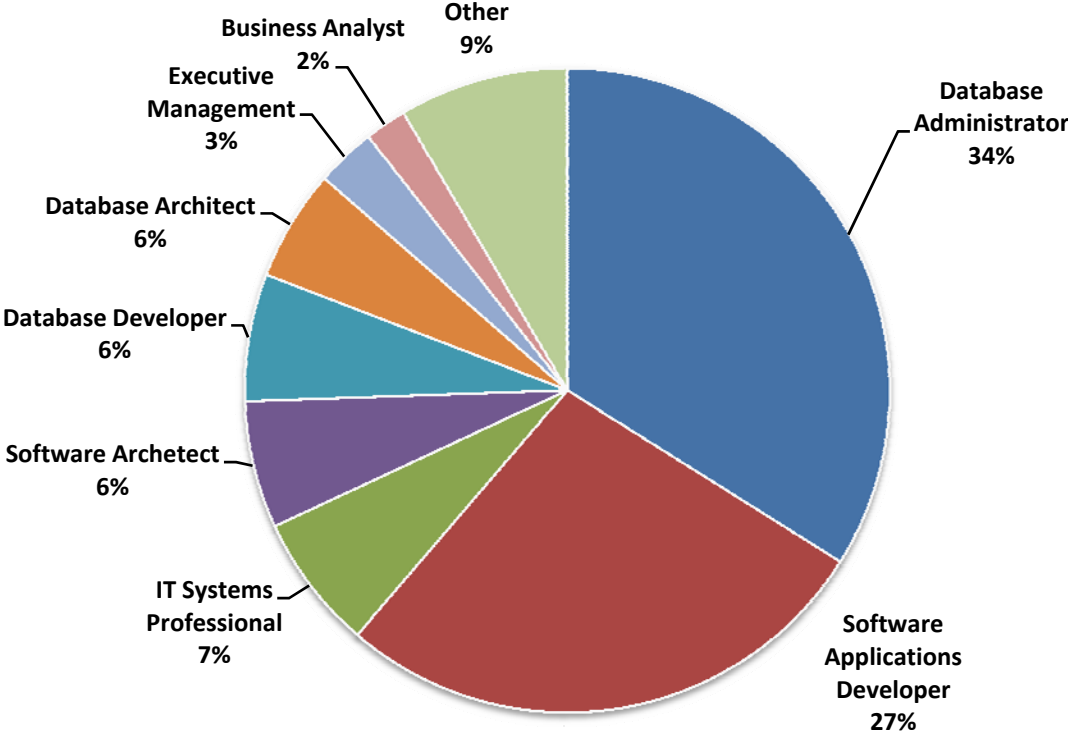
- Heterogeneous environments— Almost 80% claimed to be working with multiple database brands and most (68.8%) were working with multiple versions of the same database brand

- Increased collaboration— Across all departments (Application Development, QA, Database Development, IT Operations, Line of Business Managers and Support/Help Desk), responders were trending towards either More or Much More collaboration with other departments than they were just three years ago

- Lean teams— Most responders had database-related teams of fewer than five people (57%) and the number one challenge as a database professional (41.85%) was "Not enough time to accomplish work tasks." The three tasks they wish they had more time to do were Tuning (31.5%), Fixing Poor-Performing SQL code (29.7%) and Database monitoring (23.4%)

- Performance Concerns— Database-performance emerged as the number one concern that keeps our respondents "up at night"

- Pending Sybase ASE upgrades— For respondents running Sybase ASE, versions 15.0.X and 12.5.X were the most popular, while only 13% were running 15.5

Looking to the future, Databases in the Cloud (29%) and Virtualization (26%) were chosen as the upcoming technologies that will have the greatest impact on the database community at large. Most respondents had either a neutral or positive outlook on SAP's pending acquisition of Sybase.
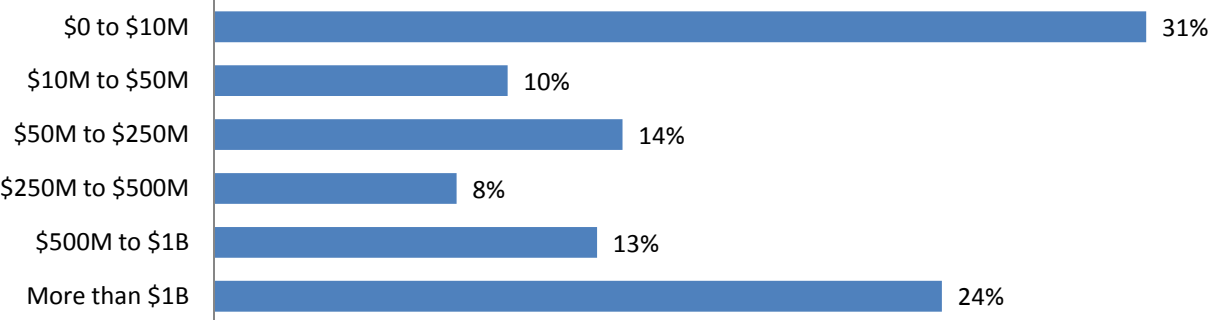
PROFILE OF SURVEY RESPONDENTS

The majority of respondents were either Database Administrators or Software Applications Developers.

What is your primary role within your organization?

Other
9%

Business Analyst
2%

Executive
Management
3%

Database Architect
6%

Database Developer
6%

Software Archetect
6%

IT Systems
Professional
7%

Database
Administrator
34%

Software
Applications
Developer
27%

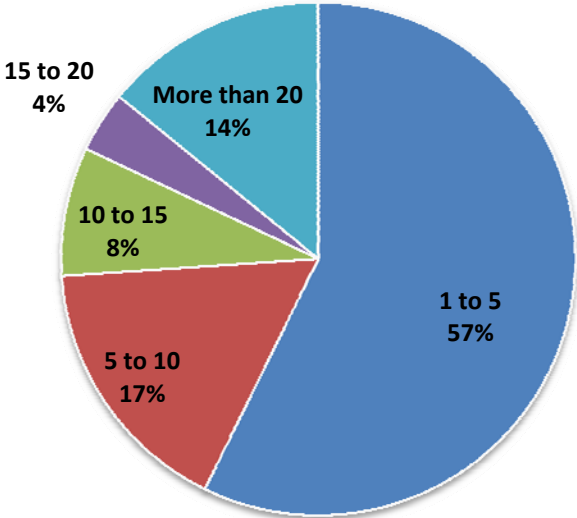The smallest organizations, those with annual sales revenues of $0-$10 million, made up 31% of respondents. At the other end of the spectrum and coming in second were 24% of respondents who represented the largest organizations, with revenues greater than $1 billion.

What is the size of your organization in terms of annual sales revenues?

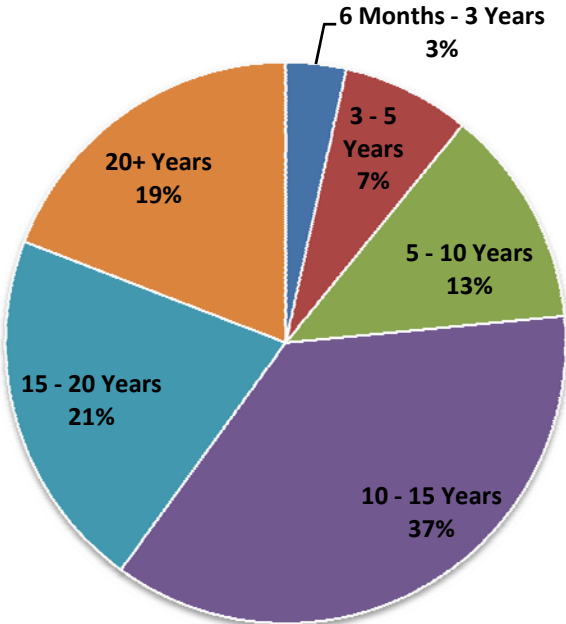|	
$0 to $10M	31%
$10M to $50M	10%
$50M to $250M	14%
$250M to $500M	8%
$500M to $1B	13%
More than $1B	24%

Team size tended to be on the smaller size with more than half (57%) of the respondents working on database-related teams of five people or fewer.

How large is your database-related team?

15 to 20 4%
More than 20 14%
10 to 15 8%
5 to 10 17%
1 to 5 57%

Survey responders tended to be very senior with a majority having well over 10 years of experience.

How long have you been a DBA or involved with databases?

6 Months - 3 Years 3%
3 - 5 Years 7%
20+ Years 19%
5 - 10 Years 13%
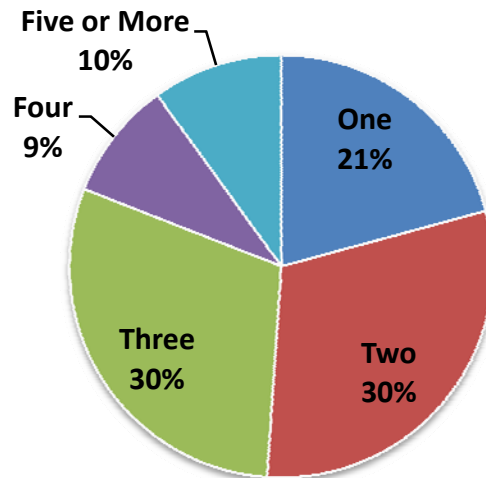**15 - 20 Years** 21%
10 - 15 Years 37%

SURVEY RESULTS

When asked to identify **the single biggest database-related challenge you'll be facing in the coming year**, the top issues selected were:

- SQL Development (10% chose this as their single biggest challenge)
- Followed closely by Tuning (9%), and
- Tied for third place were Managing Multiple Database Platforms and Learning New Tools and Technologies (with 8% each).

These four challenges were the most commonly selected from a list of 32 different challenges.
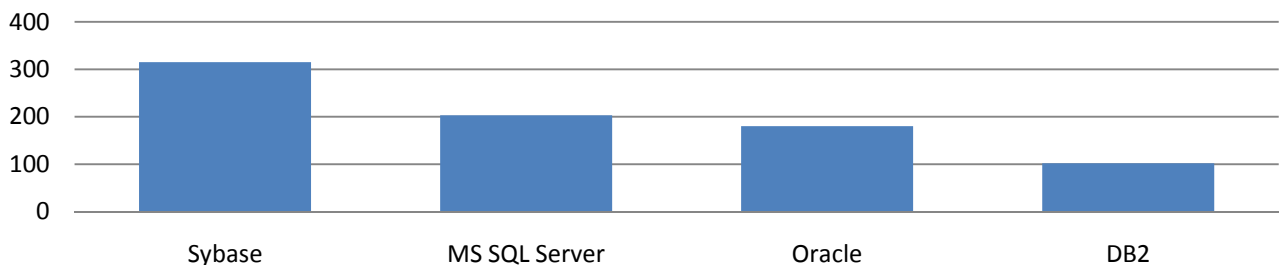

It's interesting to note that almost 80% of respondents work with two or more brands of databases.

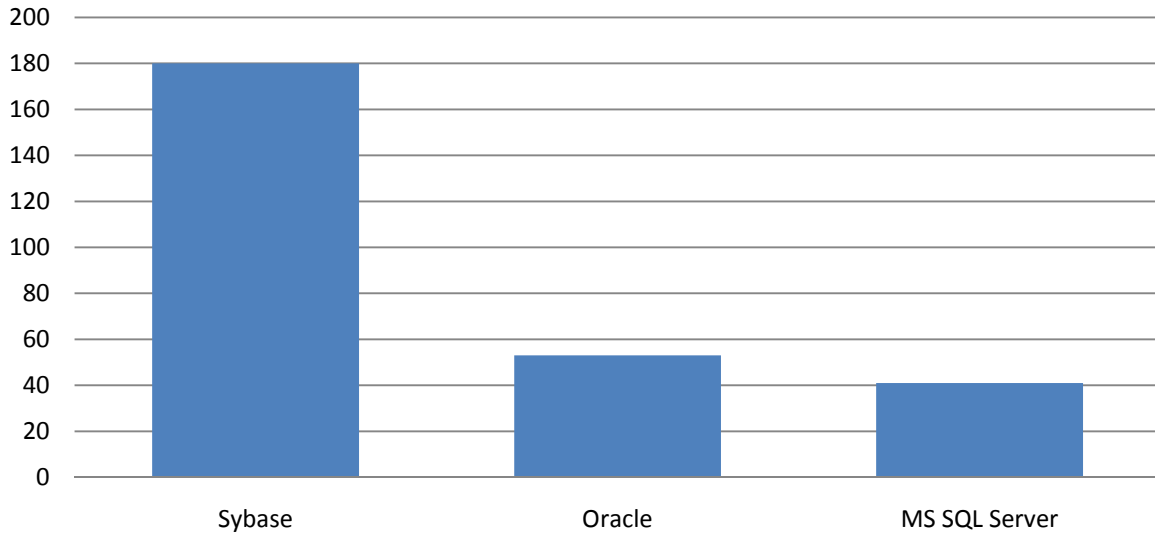### How many different database brands do you manage or work with?

The most popular database brands among respondents were Sybase (#1), MS SQL Server (#2), Oracle (#3), and DB2 (#4). In the graph below, all flavors of DB2 were combined together. Sybase ASE, Sybase Advantage Database Server, Sybase IQ and Sybase SQL Anywhere were also combined. Of those, Sybase ASE was the most popular with 166 installations.

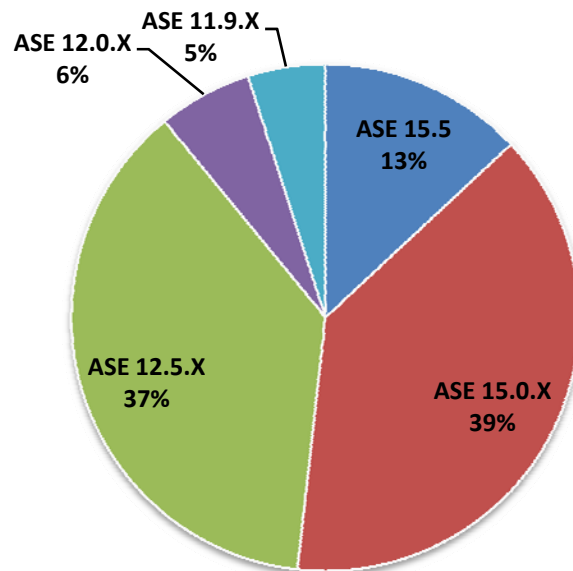### Which databases does your organization have in house? Select all that apply.

When asked to choose the one database with which they primarily work, 65% of respondents selected a Sybase product. Oracle was selected by 19% and Microsoft SQL Server followed by 15%.

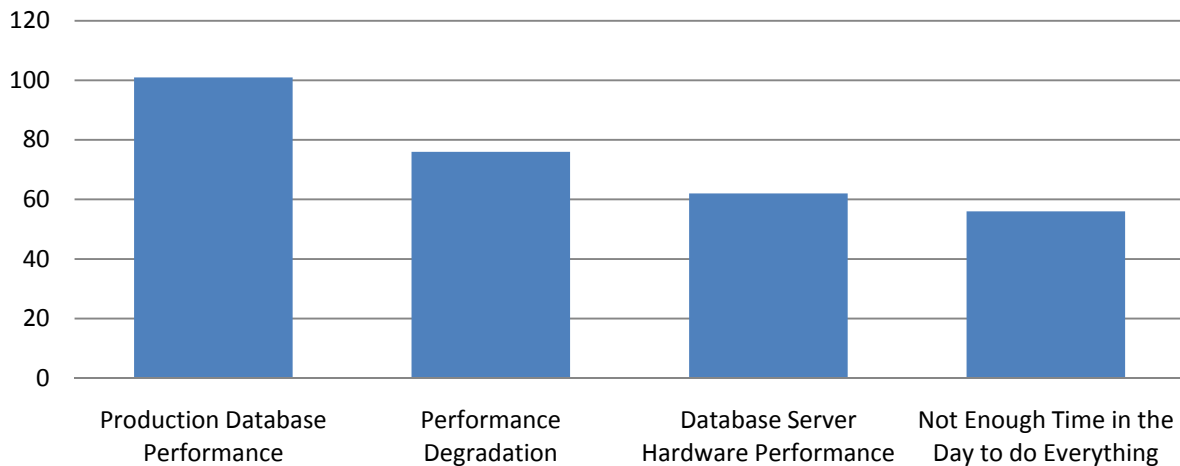**Which ONE database do you primarily work with? Select one.**

For respondents running Sybase ASE, versions 15.0.X and 12.5.X were the most popular, while only 13% were running 15.5.

Thinking specifically about Sybase ASE, which versions are you currently running within your organization? Please check all that apply.
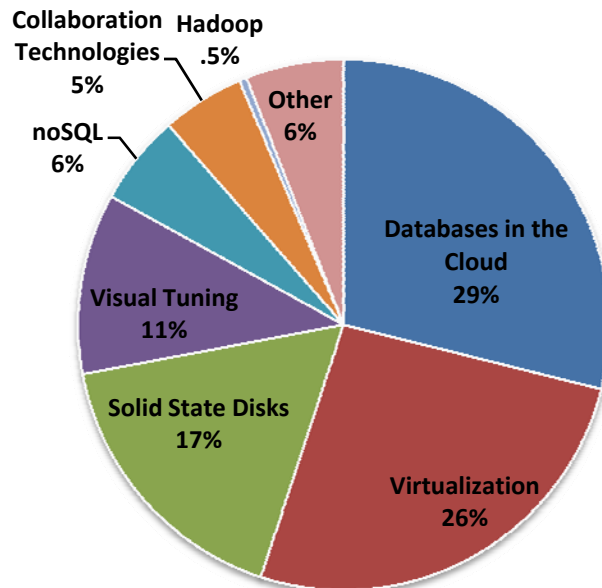
Respondents said they were losing sleep over Production Database Performance (46%), Performance Degradation (34%), Database Server Hardware Performance (28%) and simply "not having enough time in the day to do everything" (25%). The graph below shows the number of respondents that selected each of these four options (out of a possible 12 choices, in addition to the option to write in their own answer).

What are the three most pressing database-related issues that keep you up at night? Select up to three that apply.
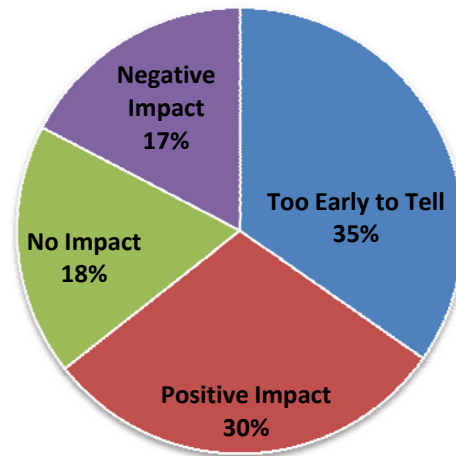

Looking to the future, the two technologies regarded as having the greatest impact on the database community at large were databases in the cloud and virtualization.

What upcoming technology do you think will have the greatest impact on the database community at large?

Regarding the acquisition of Sybase by SAP, most said it was too early to predict the nature of any impact, while 30% expect a positive impact, 17% expect a negative impact and 18% expect no impact.

Thinking about the (pending) acquisition of Sybase by SAP, what kind of impact do you think it will have on you?

A selection of survey questions and the strongest answer for each question:

Q. Versus 3 years ago, how much more or less time are you spending on the following tasks?

A. A third of respondents said they were spending either "Twice as Much time" (23.6%) or "Three Times More Time or More" (9.8%) managing multiple database brands.

Q. What are the biggest challenges that you face as a database professional?

A. 41.85% said that their biggest challenge was "Not enough time to accomplish work tasks."

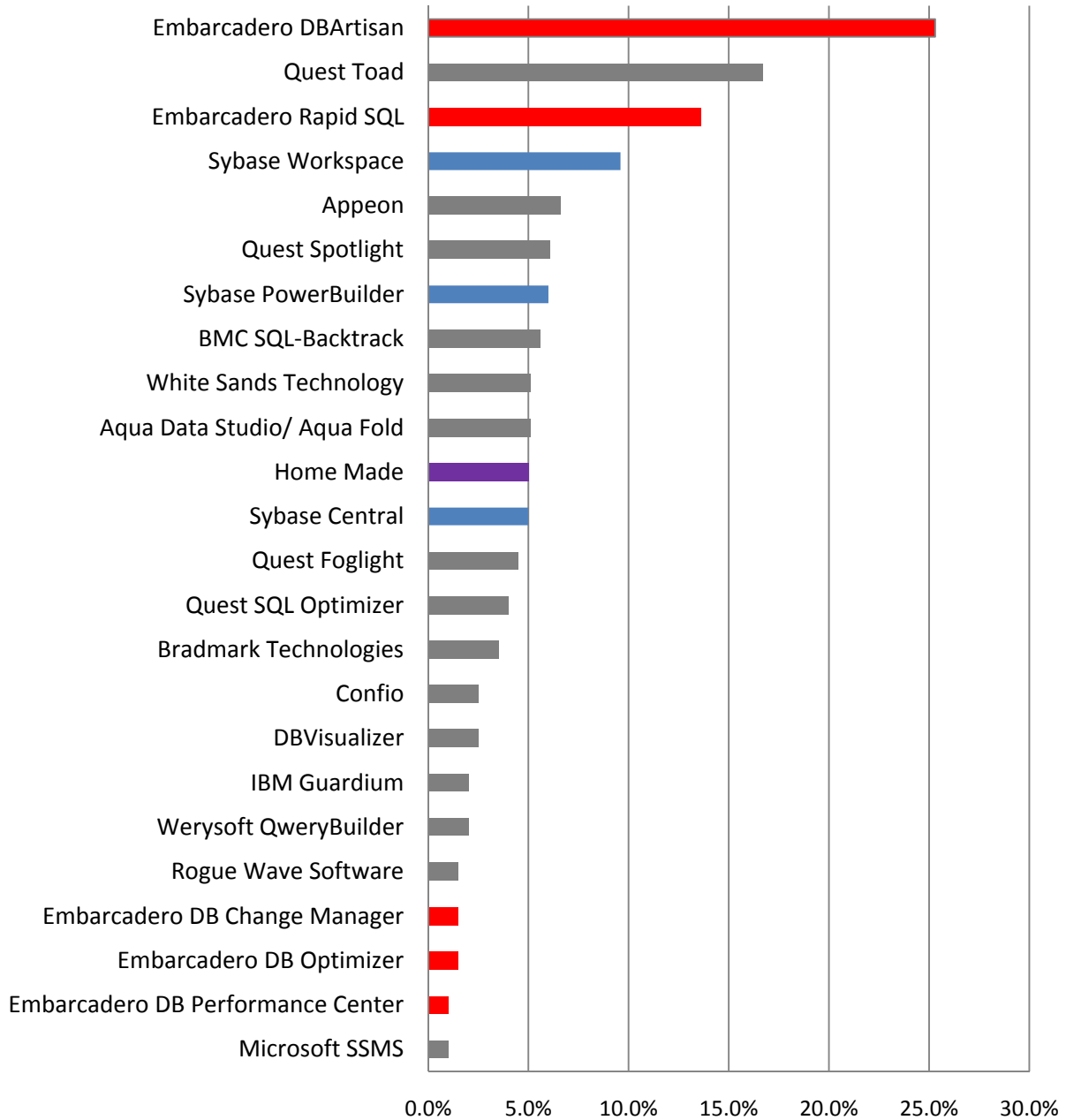**Q.** Are you collaborating more, less or the same with other departments than you were 3 years ago?

A. Across all departments (Application Development, QA, Database Development, IT Operations, Line of Business Managers and Support/Help Desk), responders were trending towards either More or Much More collaborations with other departments.

Q. What types of database activities do you wish you had more time to do? Select up to three that apply.

A. The three top three selections were Tuning (31.5%), Fixing Poor-Performing SQL code (29.7%) and Database monitoring (23.4%).

The most popular technology tool found among respondents was Embarcadero DBArtisan which was present in 25.3% of respondents' organizations, followed by Quest Toad and Embarcadero Rapid SQL.

What technology tools are you currently using to do your job? Select all that apply.

ABOUT EMBARCADERO

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Embarcadero Technologies, Inc. is the leading provider of software tools that empower application developers and data management professionals to design, build, and run applications and databases more efficiently in heterogeneous IT environments. Over 90 of the Fortune 100 and an active community of more than three million users worldwide rely on Embarcadero's award-winning products to optimize costs, streamline compliance, and accelerate development and innovation. Founded in 1993, Embarcadero is headquartered in San Francisco with offices located around the world. Embarcadero is online at www.embarcadero.com.

Questions about this survey? Please email elias.terman@embarcadero.com.

ABOUT ISUG

Founded more than 20 years ago, the International Sybase User Group is an independent association that represents thousands of users of Sybase products in more than 60 countries around the world. Members network together through local, regional and virtual meetings to share ideas, solutions and insights into Sybase technologies, all of which results in increased learning, and thus increased earning potential. Membership in ISUG is obtained by simply joining one of ISUG's regional, local or virtual user groups. For more information on ISUG, or to become a member, please visit www.isug.com.