

The FairCom c-treeACE SQL server offers Spillman agencies an unparalleled combination of reliability, ease-of-use, accessibility, and value. The FairCom database server requires zero maintenance while allowing agencies to maximize the benefits of their Spillman systems.

▶ Industry-Leading Database Technology

Founded in 1979, FairCom is a worldwide leader in database server technology. With offices in North America, South America, Europe, and Asia, FairCom serves hundreds of major corporations including Visa, ACL, McKesson, IBM, Verizon, and Thomson Reuters. In fact, more than 40 percent of Fortune 100 companies rely on FairCom's technology, and Spillman has utilized FairCom for more than 20 years. FairCom's large customer base and decades of highly specialized database experience translate into a reliable product designed to meet agencies' critical needs.

FairCom is a commercial "developer's database" that is delivered directly to independent software vendors (ISVs) like Spillman Technologies who design applications around it. As a result, many end users do not realize they are interacting with FairCom technology on a daily basis. For example, anyone who has recently used a MasterCard to make a purchase, updated their computer's Adobe software, tracked a package shipped by FedEx, or listened to NPR, has benefited from FairCom functionality.

▶ Convenient Access to Data

As a 100 percent ANSI-compliant Structured Query Language (SQL) database, FairCom allows agencies to conveniently access critical data. FairCom enables data access through industry-standard application protocol interfaces (APIs) including .NET, ODBC, PHP, and JDBC. In addition, FairCom customers can utilize virtually any third-party data mining tools, including SAP Crystal Reports, Microsoft Access, and Microsoft Excel.

FairCom enables easy access to the system data dictionary and database schema directly from the Spillman application. By right-clicking on a field in Spillman, users can easily identify table and field names. This simplifies the act of writing reports and eliminates the need for large manuals and reference documents.

▶ Intuitive Administration

FairCom is designed to be a zero-administration solution. Because the database is developed cohesively with the Spillman application and deployed as a completely integrated solution, the administration and maintenance requirements are minimal. Once FairCom is installed, it runs behind the scenes. This means that agencies only need to interact with the Spillman application, whereas agencies using other databases are often required to interact with both their database and the application.

Spillman's consolidated solution with FairCom provides agencies with a streamlined approach to data administration.

Because other databases must be purchased, installed, maintained, upgraded, and supported separately from the software application, they often come with a higher total cost of ownership. With FairCom's integration within Spillman, users have a single point of contact through Spillman for purchasing and licensing.

Often, agencies that have to maintain a database component in addition to a software component don't know where to turn for technical support. Because FairCom offers a consolidated solution, users can look to Spillman for all of their support needs. The FairCom server is engineered to automatically perform backups and can do so even while applications are running. It also boasts a wide array of stability features to ensure that critical data remains secure in the event of a system failure. FairCom has a 99.999 percent measured uptime—which means customers experience less than a fraction of one percent downtime. In fact, many Spillman customers measure its uptime in years, and FairCom's database is designed to run without agency personnel needing to make adjustments.



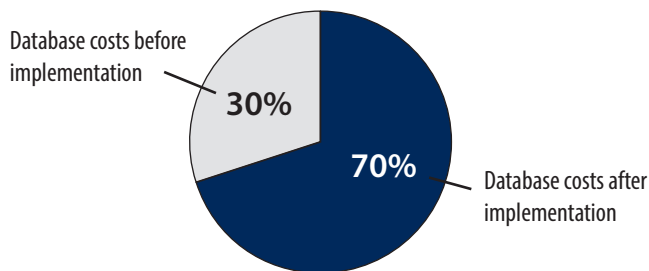
Advantages of the FairCom c-treeACE SQL Server

Additionally, the FairCom c-treeACE server enables users to maximize the functionality of Spillman Sentryx®, offering better protection against data corruption and more efficient interface operations. Spillman's Sentryx database architecture provides agencies with increased flexibility and performance, as well as improved compatibility with advanced NG9-1-1 requirements through the ability to collect wireless call data.

▶ Additional Advantages

Value

Unlike other databases, the integration between the Spillman application and the FairCom c-treeACE server eliminates the additional licensing, support, and upgrade costs that come after a database is implemented. As a result, agencies using FairCom are able to achieve a lower total cost of ownership and higher ROI.



According to a study by professional services firm PricewaterhouseCoopers, 70 percent of database costs occur after implementation.

Stability

FairCom is extremely scalable, which means that as an agency's needs grow, so does the database's ability to handle

additional demands with minimal upgrades. FairCom is a high-capacity database, which allows data to be backed up on the server itself. In comparison, most competitors require their customers to purchase and "cluster" three to four databases in order to achieve the same stability as FairCom. Investing in a FairCom database allows agencies to invest in a simple, stable solution for their data.

Just as Spillman focuses 100 percent of its resources on public safety software, FairCom focuses exclusively on database servers. As a result, FairCom customers benefit from partnering with a highly specialized company where all of its resources are focused on helping companies reliably store and access mission-critical data.

Efficiency

FairCom is a cross-platform database that allows users to choose their operating systems. The way in which it is integrated into the Spillman application allows users to perform instantaneous indexing and searching across multiple tables directly from entry screens. Full integration allows for direct access to business logic, ensuring faster searches. FairCom is also a high-performance database that requires limited archiving, adding to the overall system efficiency.

▶ Summary

For more than two decades, FairCom has provided Spillman with the most intuitive and cost-effective database administration technology on the market. Spillman customers benefit from FairCom's 30-year history of database expertise and a fully ANSI-compliant SQL database that requires zero administration. With exceptional stability and efficiency, FairCom offers Spillman customers the ability to achieve a much higher return on investment and lower total cost of ownership.

For more than 30 years, Spillman Technologies has provided public safety professionals with unparalleled software and customer service. Today, Spillman's integrated public safety software is used by more than 1,000 public safety agencies nationwide.



4625 Lake Park Blvd.
Salt Lake City, Utah 84120
800.860.8026
info@spillman.com
www.spillman.com