# IDERA

# ER/Studio Team Server

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# Introduction

IDERA ER/Studio Team Server is a model and metadata collaboration platform that provides greater meaning, understanding and context to enterprise data. Database professionals, developers, and business analysts gain better comprehension and compliance using integrated model, metadata & collaboration tools. Team Server's collaborative enterprise glossary brings together the entire organization to foster improved metadata, business definitions, governance, compliance, and security policies. Online models showcase data relationships, while powerful search capabilities help users locate enterprise data with ease. Integration with IDERA's database management tools, including Performance IQ licenses for Team Server, extends the reach of enterprise metadata with interactive "on-the-fly" tool-tips containing glossary definitions, policy information and associated metadata in the client tools.

### Product benefits by audience

Data Consumers	<ul> <li>Integrate effective data comprehension capabilities in to daily workflows, delivering context and meaning to every user.</li> <li>Enable collaboration around data among teams across business units or business functions.</li> <li>Support corporate compliance initiatives by driving responsible use of sensitive or private data</li> </ul>
Data Modeling Professionals	<ul> <li>Integrate the glossary's business definitions with internal web assets to provide on-the-fly business context with tool-tips and pop-ups.</li> </ul>
	• Create a single registry of all available data sources.
	<ul> <li>Adhere to industry regulations and business standards regarding security and privacy, by alerting users who view or modify sensitive data within the tools.</li> </ul>
Data Management Professionals & Developers	<ul> <li>Develop applications faster by using business terms to easily locate data elements.</li> </ul>
	<ul> <li>Monitor access to and use of business glossaries and associated functions, to understand immediate data management requirements.</li> </ul>
	• View in-line metadata in DBArtisan & Rapid SQL.
	<ul> <li>Monitoring capability with Performance IQ Team Server.</li> </ul>

### About this guide

This guide helps you get started using IDERA Team Server as part of the ER/Studio product family.



The design of the guide is to enable you to, read through and see the exciting features that Team Server delivers, or if you have a demo environment set up, you can follow our evaluation step-by-step sections. These sections are highlighted with the 'mouse' icon and allow you to get first-hand experience at the exciting new features.



Should you wish to experience some of the more advanced features in the evaluation, you will be required to configure your installation so that these features can be demonstrated. These sections are highlighted with the 'configuration/tools' icon.



The reading sections enable you to walk you through some more complicated features and give an overview for you to read through only. These are highlighted by the 'reading' icon.

To complete this guide fully, you will need to have latest versions of DBArtisan or Rapid SQL and Team Server installed. For more information, an up-to-date installation guide is available online. Please see <a href="https://www.idera.com/support/productdocuments">https://www.idera.com/support/productdocuments</a> for details.

You will need additional files for this evaluation, they can be found under Evaluation Resources on the main page of the Team Server wiki (http://docwiki.embarcadero.com/TeamServer/ERStudio/200/en/Main Page).

The tutorials are divided into 14 sessions in three parts, do them all at once or complete them individually as your time permits. You can use this basic tutorial as a road map of some product highlights, but also to help you find your own path in exploring Team Server.

Part 1 - The basics

- <u>Getting Started with IDERA Team Server</u>
- <u>ER/Studio Team Server glossaries and terms</u>
- <u>Create a new glossary</u>
- Import glossaries and terms
- <u>Searching for terms A usage example</u>
- <u>Filtering search terms</u>

Part 2 - Set up, Alerts and DB Team Server

- <u>Setting up for further evaluation</u>
- <u>ER/Studio Data Architect configuration</u>
- <u>ER/Studio Team Server configuration</u>
- <u>ER objects Viewing alerts</u>
- DB Team Server and DB PowerStudio product integration

#### Part 3 - Advanced features

- ER/Studio Team Server More features
- People
- Glossary tooltips

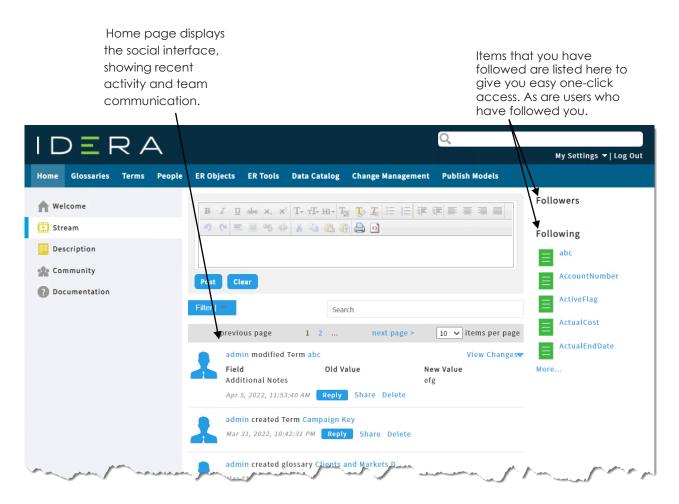
ER/Studio Team Server Evaluation Guide

# Getting started with IDERA Team Server

When you first log in to Team Server, you are presented with the Welcome page.

NOTE: The default login being Username =Admin > Password =Admin.

The graphic below names and describes the functionality of some key elements of the Team Server user interface.



# ER/Studio Team Server glossaries and terms

Now that you have logged in, you can start to explore the rich features of Team Server.

Your Home Page includes Streams to keep you informed of any modifications or activity with, for example, ER Objects, Glossaries or Terms that you have an interest in. These are especially useful to keep in touch with any discussions.

The top navigation menu allows you to navigate through the features available. The left menu bar gives further features related to the current top menu item.

#### Create a new glossary



- 1. To create a new Glossary, on the top ribbon, click Glossaries.
- 2. On the top right of the window, click the **New Glossary** button to open the New Glossary dialog.
- 3. Enter the Name, 'My Glossary' and a Definition of your choosing.
- 4. Click **Save** to create your new Glossary.

#### That's it!

Creating Terms in your new Glossary is just as easy. However, if you would like to create many Glossaries and Terms quickly and easily, we have an import function that can create Glossaries and Terms simply.

#### Import glossaries and terms



- 1. To import a .csv file, on the top ribbon, click **Glossaries**.
- 2. On the top right of the window, click the Load Glossaries button.
- 3. Browse and locate the glossaries\_demo.csv file that is supplied for this example and click the **Load** button.
  - NOTE: You are welcome to choose the glossaries\_full.csv file, which is a much larger file, packed with Glossaries and Terms available for you to use. Please be aware that it will take a few minutes to import the fully loaded csv file.

You can download the supplied files under Evaluation Resources on the main page of the Team Server wiki (<u>http://docwiki.embarcadero.com/TeamServer/ERStudio/200/en/Main P</u> age).

You can now start to explore and relate Terms to your ER Objects.

## Searching for terms – A usage example

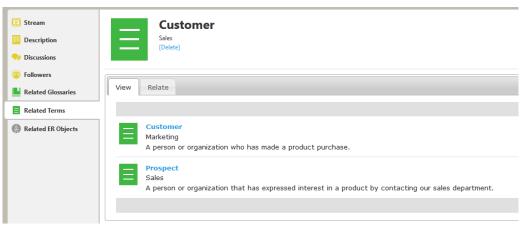
To search for a Term, on the top ribbon, click Terms.

- 1. In the Search Bar, type 'Customer'.
  - TIP: You will notice that as you type, the search function matches results while you are typing. This makes your time spent looking for items more efficient.
- 2. From the search results, click on the item **Customer** with a **Term Type of Sales**.

The description of this Sales Glossary Term is "A person or organization that has expressed interest in a product by contacting our sales department." However, in the Marketing department, this may be referred to as a '**Prospect**'. Clearly defined business terms made available in your organization can explain and simplify the use of the same terms in different departments.

3. From the left Menu bar, click **Related Terms**, to see which other Terms might be useful to you, that you may not have directly searched for.

In this example you can see that '**Prospect**' is a related term. Misunderstandings of similar terms in your organization can be overcome by relating terms, allowing your users to easily find and clarify business terms.



## Filtering search terms

As you have found already, searching for Terms can be simple but powerful; giving your users the capability to collaborate effectively.

Sometimes users across your organization can be confused with different abbreviations and searching on the Internet can often just confuse matters. Your organization's Glossary, is the single, common source for truthful metadata for your organization.

If you would like to narrow your search, you can filter what is included in the search by changing the values in the **Search In** filters.

1. Click on Terms in the top ribbon, and then in the search box, type 'FOS'.



2. In the 'Search In' check boxes, clear all items except Aliases/Synonyms.

Home Glossaries	Terms
🔍 All Terms	
🔍 My Terms	
Search In:	
Name	
Aliases/Synony	ms
Abbreviations	
Definition	
Notes	
Custom Attribu	tes

Only Factory Outlet Store is remaining from the search results. The Search In filters enable you to search not only queries the Term name, but also Aliases/Synonyms, Abbreviations, Definition, Notes (not by default) and Custom Attributes.

# Setting up for further evaluation

Before viewing Model data in ER/Studio Team Server you will need to synchronize with the Repository data. Adding a Model to the Repository is done from ER/Studio.

Open ER/Studio Data Architect. If you need assistance on installation please see: <u>Installing</u> <u>ER/Studio Data Architect</u>.

## ER/Studio Data Architect configuration



 From your ER/Studio DA program window, Open the AOE.dm1 file which is found with the evaluation files under Evaluation Resources on the main page of the Team Server wiki (http://docwiki.embarcadero.com/TeamServer/ERStudio/200/en/Main Page).

- 2. Click Repository > Log In.
- 3. Log in using the name and password that you set during the Repository install.
- 4. In the Data Model Window (the left pane) right click the AOE.*dm1* Model icon and from the context menu, click **Add Diagram**. On the Add Diagram options window, click **OK** to add the diagram to the Repository.
- Right Click the AOE.DM1 model icon again. You will now see more options available. Click Check Out Diagram. At this point you can also choose to check out the model exclusively if you require. For this demo, you can accept the default setting.

You have now added a diagram and checked out a diagram from the Repository!

This allows many users to collaborate on a model and check in their changes for

others to see. The icons change from a 'locked' padlock 💼, to an open padlock

to show which objects you have checked out. Your model should now have green 'open padlock' icons.

#### Setting up a sensitive data alert



1. Click the Data Dictionary tab to change the Data Model window to a Data Dictionary window.



Expand the following selection **Data Dictionary > AOE\_DD > Data Security** Information > Data Security Classification and double-click Privacy Level. You will be asked to check out the item from the Repository, click **Check Out** to open the editor.

 In the Data Security Property Editor, change to the Binding Information tab and in the Object Class List, click on Attribute. In the Object list pane, expand AOE.DM1 > AOE PDM > CrtCrd. Select the checkbox for CrtCrd, which will include: CrdCrdID, CrdTyp, CrdNmb, ExpMonth, ExpYear, MdfDte.

Name Value	Binding Information	
Object Class List		Object List
Attribute Entity Model Submodel		AOE_DM1 Logical AOE DW AOE DW AOE PDM Adr AdrTyp Adr AdrTyp AWBuildVm BIIOfMIs Cct CctCrCrd CctCrCrd CctCrCrd CctCrCrd CctCrd

- 3. Double click CrdNmb and set the Value Override as 'Regulated Customer Info'.
- 4. Click **OK** to close the editor.
- 5. Right click **Data Dictionary > AOE\_DD** and click **Check In Data Dictionary**.
- 6. Click **OK** to sync your changes. Then click **Yes** and **OK** in the following popup windows.

NOTE: You have now bound information to columns in ER/Studio Data Architect.

7. Finally, right click the **AOE.DM1** in the data model window and choose **Check In Diagram**.

## ER/Studio Team Server configuration

Now that you have synchronized your ER/Studio model to the Repository, we are going to publish the data model on Team Server to be able of view it and work it.



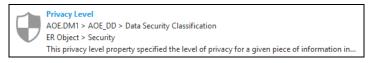
- 1. Log in to Team Server using a web browser and browsing to the server address/port, and username and password that you chose during installation.
- 2. Click **Publish Models** in the ribbon menu.
  - NOTE: To publish the model, you will need to have added it to the Repository from ER/Studio DA.
- 3. Click the checkbox for the AOE.DM1 Project in the main window.
- 4. Click **Publish** to sync the Repository data to ER/ Studio Team Server.
- 5. If this is the first time you have visited the web page, you may have popups blocked in your web browser. If this is the case, you will need to 'Allow pop-ups' for your server's address by clicking on the alert bar.
- 6. Once the publication process is complete, you will see the status as *Published*. If you would like to check on progress, click refresh.

You have now published the Repository data in Team Server and it is ready to work!

#### ER/Studio Team Server configuration – Adding an alert



- 1. To set up an Alert, click **ER Objects** in the ribbon menu.
- In the Search Box, type in 'Privacy Level.' Click the Security Object Privacy Level in the Object list.



- 3. On the Privacy Level Security Object page, click Alerts from the left menu.
- 4. To create a new Alert, click the **New Condition** button.
- 5. Fill out the **New Condition Alert** settings, Value, Regulated Customer Info, Warning and any additional text you require.



6. Save the new Alert.

## ER objects – Viewing alerts

Searching for ER Objects is made simple in Team Server.



- 1. From the top ribbon menu, click **ER Objects**.
- 2. In the search box, type 'credit card.' You will see from the search result that the column CrdNmb is listed.

The name of the column does not correspond with your search, but because Team Server is searching all fields, it makes it easy to find Objects that are abbreviated or shortened.

- 3. Open the ER Object **CrdNmb** and you can see the security alert that you set up earlier!
- 4. If you have a DB Artisan Team Server license, the alert that you see here is also available when viewing the column in DB Artisan.

## Relating terms

It is very easy to relate Objects to Glossary Terms.

- 1. On the ribbon menu, click on **Terms**.
- 2. Type 'CLV' in search box.
  - 3. Click on **Customer Lifetime Value** term.
  - 4. Click Related ER Objects from the left menu.
  - 5. Click the Relate tab.
  - 6. In the **search box**, type 'datefirstpurchase' and relate it to the Customer Lifetime Value term using the **Relate** button.

#### Terms – Advanced use

You have already imported terms, and seen how relating different terms can be useful.

Let's have a look at a more advanced term.

NOTE: The related objects used here were set up in a previous section, see <u>Relating Terms</u>.



- 1. On the ribbon menu, click **Terms**.
- 2. Type 'Customer Lifetime Value' in to the search box.

TIP: You can also type 'CLV' as the search will find the term through its abbreviation.

3. Click the Term **Customer Lifetime Value** to open the Term.



In this example, you may have been asked to organize the data required for the CLV equation. Normally this information would be in disparate locations and finding and confirming that data may be a difficult process.

With the Terms you have set up in previous sections, you can simply click **Related ER Objects** and collect all of the data required for the equation. While having 'Stewards' listed for your Terms, you can easily find the organization's expert for that particular data.

# DB Team Server and DB PowerStudio product integration

DB Team Server can be integrated with the following DB Power Studio products:

- **DBArtisan** aimed primarily at DBAs, DBArtisan provides a comprehensive DBMS toolbox. General feature categories include object management, a SQL editing, execution, and debugging environment, and a variety of monitoring and analysis tools.
- **Rapid SQL** aimed at developers, Rapid SQL also features object management and a SQL editing, execution, and debugging environment. A collection of coding aids is also provided.

The following section is a read through only. To demo these features, you will need a working data source and a DB Artisan installation. If you need an introduction to the features and benefits of these products, see <u>DB Artisan product page</u> and <u>Rapid SQL product page</u> for details.

#### Enabling and configuring DB Team Server usage



If you are familiar with either product, then you know that the Options Editor (File > **Options**) is where you set up DBArtisan/Rapid SQL features. A **Team Server** panel lets you enable DB Team Server usage and provide the URL required to connect. Once configured, a **Tools > Login** command lets you sign in to your DB Team Server instance.

Type filter text	Team Server		
Datasource     General     General     Connection     Java     LDAP Configuration     Logging     Mail     Perf Center     Team Server	and no restrictions are in Team Se	http://ROMLABE	er URL, please make sure you are not logged in
	User: Passwo		MyAccount OK Cancel

#### Using Team Server as the data source catalog



DBArtisan and Rapid SQL, also provides the option of registering data sources from the Team Server Repository. To allow that, there are two options. In Quick Start Setup, select **Use Team Server as the data source catalog**.



You can also go to Tools > Options > Datasources and select Team Server based datasource catalog.

General       Datasource Storage Management         Connection       Windows Registry datasource catalog         Explorer       Legacy datasource storage that is compatible with previous versions of Embarcadero products.         SQL       File based datasource catalog         Debug       Datasources are stored in the current user's application data folder.         DbL Extract       Network shared datasource catalog         Datasources are located in a common resource that is shareable between multiple users.       Datasources are not propagated to other users and are not retained between instances of this application.         Migration Options       Location of shared managed datasource stalog         Outs Editor       @ Uery Builder         © Space Analyst       @ Team Server based datasource catalog	/pe filter text	Datasource
	Explorer ISQL Debug DDL Extract Results Data Transfer Migration Options	<ul> <li>Windows Registry datasource catalog         Legacy datasource storage that is compatible with previous versions of Embarcadero         products.</li> <li>File based datasource catalog         Datasources are stored in the current user's application data folder.</li> <li>Network shared datasource catalog         Datasources are located in a common resource that is shareable between multiple users.         Datasource are located in a common resource that is shareable between instances         of this application.         Location of shared managed datasources file:         <ul> <li>Image: Team Server based datasource catalog</li> <li>Datasources are located on Team Server and are shareable between multiple users. Datasource changes are propagated to Team Server.</li> </ul> </li> <li>Recent Datasource List Contains:         <ul> <li>B Datasources (1-32)</li> <li>Re-sort the Datasource Combo based on Connection state</li> <li>Default to Alias Usage When Defining New Datasources</li> <li>Datasource Category Settings             <ul> <li>Color the status bar using the datasource's category color</li> <li>Color the tabs using the datasource's category color</li> </ul> </li> </ul></li></ul>

For organizations with multiple copies of Rapid SQL or DBArtisan, when a datasource definition must be changed due to an operational change, the change can be made in one location and automatically propagated to all Rapid SQL/DBArtisan instances. When registering a datasource to DBArtisan or Rapid SQL, a single control attaches the locally registered datasource to the Team Server version.

Database Type	Available database types:
Connection Information Security Parameters Custom Driver Properties Datasource Properties Datasource Group	IBM DB2         Microsoft SQL Server         MySQL         Oracle         Sybase Adaptive Server         Sybase IQ         Windows Azure SQL Database         Teradata (Technical Preview)         Generic ODBC         Generic JDBC
	Related Team Server Data Source: @@ROMLABSQL12_2_Conn ROMLABSQL08_3 ROMLABSQL08_3 ROMLABSQL12_1

Once initially registered, an attached, local datasource definition is resynchronized with the Team Server version each time you connect to that datasource.

#### Other datasource management features



A Rapid SQL or DBArtisan user has access to a feature (**Datasource > Reconcile Data Sources**) that lets you manage multiple Team Server and local datasource definitions simultaneously.

Team Server Name	Local Name	Туре	Server/Instance Nam	
ROMLABSYBIQ152_1 ROMLABSQL08_3 @@ROMLABSQL12_2_C ROMLABSOL02_jdbc ROMLABSOL12_1	ROMLABSYBIQ152_1 romlabsql08_3 ROMLABSQL12_2_Conn ROMLABSQL02 ROMLABSQL02	Sybase IQ MS SQL	ROMLABSYBIQ152_1 romlabsql08_3 ROMLABSQL12_2 ROMLABSQL02 ROMLABSQL02	=
Inmatched Team Server data so	urces (Select Team Server Type	data sources l	to import and link)	
ROMLABARTSY157_jdbc     \$ROMLABSY157_1_Conn_0:     \$ybase IQ Demo     IDBCTEST	Sybase			
Inmatched local data sources (S	elect local data sources to	export to Tear	n Server and link)	
SAMDB10 SAMPLE	Type DB2 DB2 IDBC			

A full set of options is provided for managing the relationship between Team Server datasource definitions and those registered locally.

#### Advanced datasource search



In addition to simple browsing of datasources available on a DB Team Server instance, a **Datasource > Team Server Data Source Search** command issued from DBArtisan or Rapid SQL opens a dialog that lets you perform an advanced search of datasources.

earch: ROM						Search	Save	-
Name	-	ls	•	ROM		•		
Data source type	•	ls	-			+-		
Name					Туре		Version	
ROMLABSOL02_jdbc					Sybas	e IQ	Å.	
ROMLABSQL08_3					MS SC	2L		=
ROMLABSQL12_1					MS SC	2L		

You can search by name or by one or more AND criteria. Specific conditions include items such as database type and version as well as operational characteristics like performance and storage details. The advanced search mechanism attempts to anticipate the differing needs across an enterprise. For example:

- IT personnel might be interested in all datasources with free space issues.
- A developer might be looking for all datasources of a specific DBMS type and version.
- A quality assurance engineer might be looking for a specifically-configured datasource in order to duplicate a customer issue.

#### Using model data in the SQL editor



Rapid SQL and DBArtisan both have powerful SQL Editor environments that let you develop, debug, and execute SQL scripts. Key features include automated coding assistance and error detection options. When you open a SQL Editor (File > New > ISQL in DBArtisan or File > New SQL in Rapid SQL) against a datasource attached to a DB Team Server definition, editor features can make use of associated model data.

For example, if a line of code references an object with associated meta data, a warning icon is displayed in the gutter, beside the page number. On execution, details from the model data for that object definition are displayed in the **Error** pane.

rror			ER_LAST_NAME is null	
	line	Column	Error type	Error Message
	2 4	6 28	Metadata Information Syntax	BROKER (Broker) Data Steward : Larry Encountered unexpected token "nulli"

Similarly, when hovering the mouse over a column name, table name or view name, a tooltip showing the entity/attribute description is displayed.

1	select *
2 🔘	from gim.dbo.BROKER t1
3	where t1.BROKER FIRST NAME is not null and t1.BROKER LAST NAME is null
4	Metadata Information: BROKER (Broker) Data Steward: Larry
5	1

Subsequently clicking in the tooltip opens a browser window on DB Team Server, with the associated ER/Studio model data definition for that object.

While those features provide immediate access to model data from DB Team Server, you can also have entity/attribute information automatically written to a script. The Format feature, primarily aimed at beautifying code, is initiated using the **Format** button.

#### 省

When invoked, a comment with element/attribute details is written to each line referencing an element with associated model data.

1	select t1.col1 "Agent_First_Name"
2	, t1.col2 "Agent_Middle_Initial"
3	, t1.col3 "Agent_Last_Name"
4	, t1.col9 "Agent_Years_With_Firm"
5	from GIM.dbo.FINTAB_44 /* Entity: Finance_Agent_Table */

A developer subsequently opening script, a function or procedure for example, can quickly see that it references data that may be regulated.

## Other DB Team Server functionality

Miscellaneous DB Team Server functionality in Rapid SQL and DBArtisan includes:

- Users can monitor their own activity stream or the activity stream for a datasource definition. Similarly, users can open a window to monitor their notifications.
- Rapid SQL and DBArtisan let you open a browser window on the connected DB Team Server for direct access to Team Server features.

# ER/Studio Team Server – More features

#### People



Collaborating is made easy with Team Server. On the top navigation menu through the People menu item, you have access to follow, discuss and collaborate with your social connections.

#### Glossary tooltips

To enable the Glossary Tool Tip feature:



- 1. Ensure you are running your Team Server window in Mozilla Firefox.
- 2. On the ribbon menu, click **Glossaries** and then click **Glossary Tool Tip**.
- 3. Install Greasemonkey add-on using the Add to Firefox link provided.
- 4. You may also receive a warning before installing similar to the following pop up message. Click 'Install Now' to proceed with the add-on installation.

Software In	Istallation	
	Install add-ons only from authors whom you trust. Malicious software can damage your computer or violate your privacy.	
You ha	You have asked to install the following item:	
	Greasemonkey (Author not verified) https://addons.mozilla.org/firefox/downloads/latest/748/addon-748-latest.xpi?src=dl	
, L	Install Now Cancel	

- 5. When the install has finished, click Add Glossary Tool Tip.
- 6. Click **OK** to install. NOTE: You may be required to restart your browser.
- 7. Click My Settings > Admin.
- 8. From the left navigation bar, click Glossary Tool Tip.
- 9. In the top right of the page, click New Association.
- 10. Fill out the fields of the New Association pop-up window, clicking **Add** to save each field before adding another.

**URL Patterns** - The URL list of the web sites/pages that you would like to associate with your Glossary. Type in this field http://en.wikipedia.org/\*\*.

**Glossaries** - A list of one or more Glossaries that you would like to associate with the web sites in the URL Patterns field. Type 'Sales' then click **Add**.

**Definition** - You can add a definition of your association between the URL and Glossary.

- 11. Click Save.
- 12. Go to <a href="http://en.wikipedia.org/wiki/Customer">http://en.wikipedia.org/wiki/Customer</a> to watch the magic!

On the page that opens, you can see how the fields are highlighted, and when you hover your mouse over the highlighted 'customer' words, a definition is given from your Sales glossary.

#### Customer From Wikipedia, the fr A person or organization that has expressed interest in a product by contacting our sales department. View in Team Server G<sup>2</sup> "Clientele" redirects here. For the British rock band, see The Clientele. A customer (sometimes known as a client, buyer, or purchaser) is the l

#### Conclusion

Thank you for completing the tutorials. It should have given you a good start to continue working with your diagrams in a collaborative environment. You should now know how to import and relate Glossaries and Terms, create Data Sources and Object alerts, and set up Glossary Tool Tips to enable user collaboration and simplify data compliance in your organization.

## Additional evaluation resources

IDERA, Inc. provides a variety of resources to help support your evaluation and selection of a Data Modeling product for your organization.

Web siteVisit our Web site for current product and company information, educational<br/>materials, and supporting information. Visit <a href="https://www.idera.com">https://www.idera.com</a>.SupportPlease log a case through the website at <a href="https://www.embarcadero.com/support">https://www.idera.com</a>.

#### Telephone Support

We encourage you to call us anytime you would like help or have questions during your evaluation, we value your feedback. Open a case online at: <a href="https://www.embarcadero.com/support">https://www.embarcadero.com/support</a>

North America and Latin America (Hours: Monday to Friday, 7:00am to 5:00pm Pacific time) United States/Canada: 800-523-7070 Brazil: +55-11-3741-5555 All Other Americas: 800-523-7070

Europe, Africa and the Middle East (Hours: Monday to Friday, 9:00am to 5:30pm UK time English Only)

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