NEWS/4YOU

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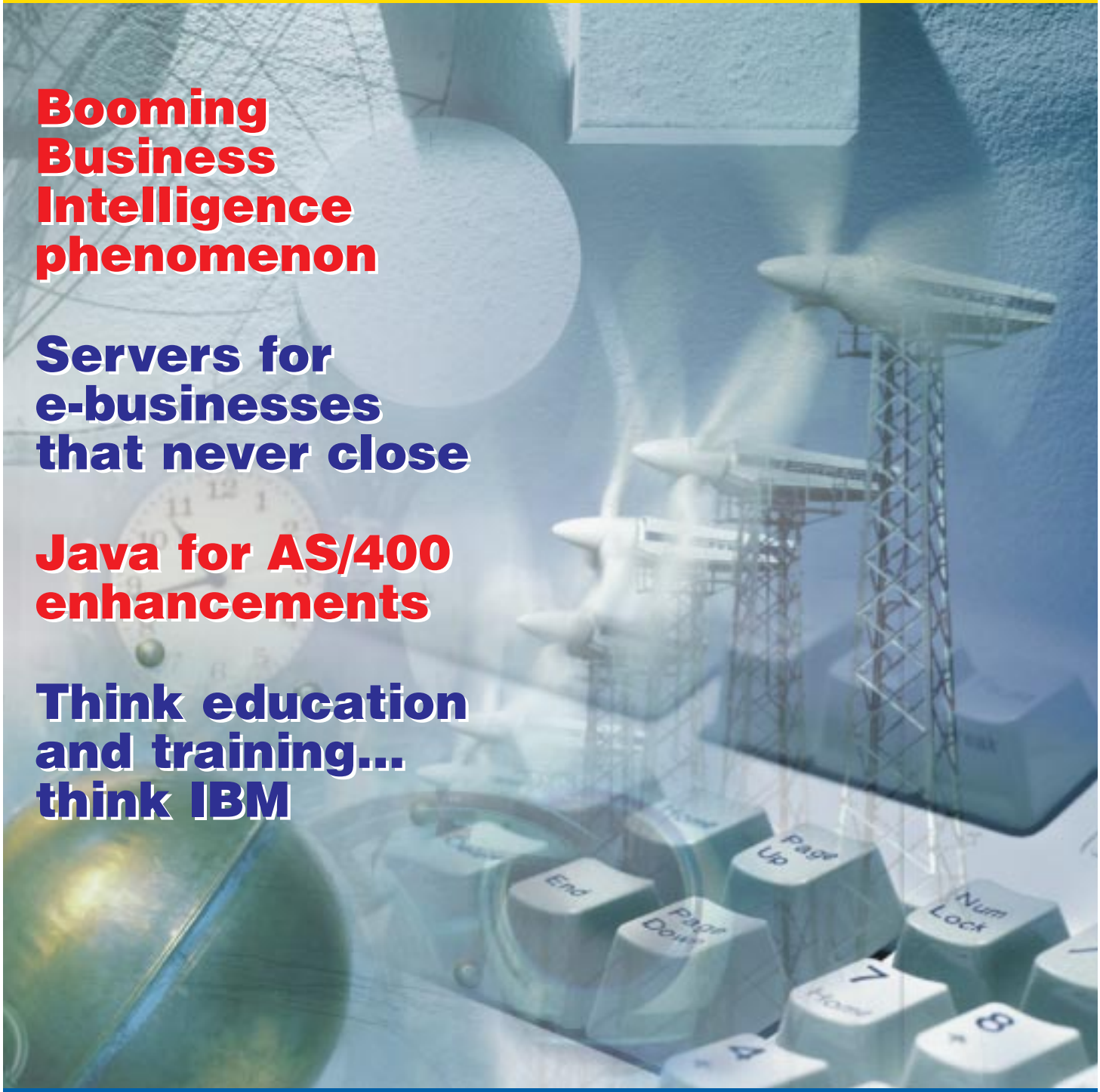

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NEWS/4 YOU

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IBM Business Partner

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NON-TECHNICAL | MODERATE | TECHNICAL

The booming Business

MODERATE

Business intelligence is the gathering, managing, analysis and distribution of data for strategic decision-making.

> *"Business intelligence enables companies to make strategic marketing decisions about which markets to enter and which products to promote."*

The knowledge gained can drive critical business decisions: what markets to enter, and when; which customers to serve, and how to retain them; what products are most profitable; which marketing campaigns are most effective. As businesses worldwide aggressively seek new ways to differentiate themselves and grow market share in the face of increased competition, they are relying increasingly on data warehouses and business intelligence to accomplish their goals.

Motivating factors

Customers in mature, competitive industries can no longer establish competitive advantage through transaction systems or business process improvement. To distinguish their strategies and operations from those of competitors they must discover and extract strategic value from their operational data. Companies generate enormous amounts of data during the course of doing business, and business intelligence is the process of transforming this data into knowledge.

Business intelligence is implemented in many different ways, in many different industries. It enables companies to make strategic marketing decisions about which markets to enter and which products to promote, all in an effort to increase profitability. Some companies use it for marketing purposes (relationship marketing, cross-selling and campaign management). Some companies use business intelligence to detect fraud. These practices can also reduce operating costs through more effective financial analysis, risk management, fraud management, distribution and logistics management, and sales analysis.

Other types of business intelligence solutions address:

- Discovery and analysis systems supporting the areas of customer care, customer segmentation, market basket analysis, profitability analysis and fraud detection;
- Development and deployment of statistical data mining models for pattern recognition and exception discovery;
- Consolidation and reconciliation of existing disparate operational data into "single source" operational data stores, data warehouses and data marts;
- Delivery of analytical data directly to knowledge workers, using network computing decision support and executive information systems models.

In addition, IBM is investing in the development of AS/400 to ensure it keeps ahead of the market in this important business area to provide customers with the best alternative on which to implement a business intelligence solution.

IBM has announced major enhancements to its AS/400e series integrated database and business intelligence offerings. This release of the DB2 for OS/400 (V4R2) database is one of the largest database releases for the AS/400 in the past five years. It provides AS/400 customers with access to some of the industry's most powerful new database technologies within its integrated database architecture. Database improvements, along with major announcements from all AS/400 business intelligence partners, greatly improve AS/400 support for business intelligence applications.

Web-based Warehousing allows companies to leverage business intelligence for "real time" decision-making. Web-enabled business intelligence applications from Silvon and ShowCase provide outstanding

Intelligence *phenomenon*

functionality through Web browser interfaces. These features allow AS/400 customers to build, deploy and manage their business intelligence solutions with remarkable speed – and at a remarkably low cost.

Industry-specific application data mart solutions

Large AS/400 customers have business partner transaction processing systems installed. Application data marts have been built which automatically read the source data, move, cleanse and populate data models built for a variety of industries. There are at least 18 unique, industry-specific data mart applications or templates currently available for insurance, banking/finance, retail, manufacturing and distribution. All of these applications are designed to provide rapid implementation with growth and flexibility to meet a variety of customer needs.

Advanced database technology in an integrated, easy-to-use package

New database features include SQL stored procedures, CASE and CAST support, remote journalling, parallel index building and data loading, large table support and much more. Native middleware support includes DataJoiner and Visual Warehouse direct access on the AS/400, as well as DRDA TCP/IP support.

SQL Stored Procedures

The ANSI SQL standard for Stored Procedures is supported by DB2 for AS/400. Not only can you write standard Stored Procedures that leverage skills you have in RPG, COBOL, C, etc. (this support has been available since V3R1), in V4R2, you can also write procedures purely in standard SQL. IBM is also making available free of charge a conversion utility to convert proprietary stored procedures common in other DBMSs to this open standard version.

Additional SQL standards support

New support for SQL standard features like CASE, CAST and POSITION scalar functions, column level security and CHECK constraints allows customers to put more of their business rules within the database manager, allowing for simpler and more consistent application programming. CASE support allows conditional logic to be placed within your SQL statements to provide a greatly simplified programming environment. CAST provides facilities for data conversion and the POSITION function makes it easier to write queries for text searches. Column level security and CHECK constraint provide the database administrators with the ability to provide a consistent set of information access and security to your corporate information without requiring complex I/S implementation models.

Optimiser enhancements – SQL performance

The DB2/400 Optimiser adds additional algorithms and functionality to drive new levels of performance in an SQL/Query environment. This includes additional techniques for optimising database access, like the Dynamic Bit Mapped Indexing support and SQL Query Rewrite functions, as well as continually "parallelising" database functions such as the Parallel Data Load and Index Builds. These functions

greatly improve data load and query performance and no application changes are necessary.

The Rochester Teraplex Center, where "scalability day occurs every day", has delivered some astounding results in its testing of high-end data warehousing environments, much of which is due to the high performance DB2/400 Optimiser. Recent test results include:

- Loading and querying one of the largest single files – 2.5 terabytes – of any computing system in the industry
- Using Coglin Mill's Rodin data warehouse manager, achieving data warehouse load times of 113 million records/hour
- 500 heavy-duty query users running concurrently against a data warehouse

"Business intelligence is implemented in many different ways in many different industries."

DB Monitor and Index Advisor

In V4R2, not only will Database Monitor (already available in V3R7) assist in analysing queries and reporting statistics like start and end job times, optimiser messages, join method, total rows queried and selected, but Index Advisor will also give you specific advice on how you can improve performance by detailing a suggested permanent index to create with fields identified.

Remote Journalling

Remote Journalling provides high-performance (microcode level) journalling of database record changes and stores those journal receivers on a remote system, providing better plumbing for data replication and high availability solutions. In a data warehousing environment this eliminates the data propagation time from operational systems to a target warehouse, as all these database changes are saved directly in journals on the warehouse system. This feature completely eliminates the most critical workload in a business intelligence environment.

"Business intelligence is the process of turning data into knowledge."

Additional DB administration functionality through Operations Navigator DB2 for AS/400 functionality will continue to be added over time to Operations Navigator GUI Interface. V4R2 adds the ability to manage Triggers, Journals, Column Security and Check Constraint through the GUI interface.

Data Joiner middleware support

Data Joiner provides heterogeneous database access transparently from AS/400 applications through its middleware capability, allowing applications to seamlessly exchange data via SQL with Oracle, Informix, SQL Server and others. This product provides the most advanced heterogeneous database join facilities in the industry, including complete query rewrite based on the source and target databases, star*burst query optimisation.

Data Propagator Enhancements

New GUI Interfaces and integration of remote journalling are all being delivered in V4R2. Future support for Update Anywhere make Data Propagator one of the most advanced data movement and management products in the industry.

OLAP functionality

Adding to today's current OLAP products on the AS/400 – including ShowCase's ESSBASE/400, Silvon's Data Tracker – IBM is delivering DB2/OLAP for the AS/400 through IBM's Visual Warehouse product suite.

Data mining

In 1998, Version 2 of IBM's Intelligent Miner product will be generally available to further improve the ease of use of the multiple data mining algorithms contained in Intelligent Miner. *Data Management Review* recently recognised Intelligent Miner as the leading data mining tool product for 1997.

Future plans

The AS/400 Division is also announcing its plan to deliver universal database support to AS/400 users through the addition of integrated multimedia support and object relational constructs, including user-defined functions, user-defined types, data links, binary large objects (BLOBs) and data links. This, along with new parallel features in every new release of OS/400, Update Anywhere for data propagation, and hierarchical storage management make the AS/400 an outstanding platform for business intelligence or transaction processing.

Even more impressive is the fact that all of these features are being delivered in the seamless, easy-to-use fashion that AS/400 customers have come to expect. No other vendor delivers so much function in a simple, easy-to-use environment which requires no release migration or other complex procedures to make use of these functions. ■

FOR MORE INFORMATION

For further information on the benefits of business intelligence to customers, refer to the article on pages 16-17 of this issue of NEWS/4 YOU.

Editor's column

Welcome to the second issue of NEWS/4 YOU for 1998.

This issue contains some exciting and significant announcements for AS/400 customers. The recent announcement of the new highly available IBM Servers for "e-businesses that never close" is covered in detail on page 10. The latest V4R2 enhancements of Java for AS/400 on page 12 illustrate why the AS/400e series is becoming the Java server of choice for so many developers. Other significant announcements in this issue include IBM Software Subscription for AS/400 – making software upgrades easier for customers, and Performance Management/400 (PM/400) which helps you manage your AS/400 to ensure you are getting the most out of your server. (See special insert and below.)

Don't miss the "booming business intelligence phenomenon" article which explains how to turn volumes of data into valuable business knowledge. Then read about how Laminex looks set to achieve a 1000% return on investment with their business intelligence solution! Other key customer stories include Porsche – picking up speed with LANSA and AS/400, and Balfours – expanding their bakeries with the help of SAP R/3.

The IBM Users Conference, being held in Melbourne during July, is the most comprehensive educational event of the year for AS/400 users. It is a fantastic opportunity to meet with your peers and hear about the latest industry and product developments from leading international speakers. We look forward to seeing you there!

Cameron Bayfield
AS/400 Brand Marketing
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Performance Management for AS/400

In yesterday's world, performance and capacity management was often a matter of responding to crisis. Problems were solved by relying on your own experience and intuition, hiring extra staff or calling on external consultants. Effective? Not always. Expensive? Most likely.

Today there's a better way – with PM/400. Performance Management for AS/400. PM/400 is a diagnostic tool that is already built into your AS/400, just waiting for you to take advantage of it and optimise the power of your AS/400.

FOR MORE INFORMATION

For further information and to take advantage of a special offer for a limited time, refer to the PM/400 insert in this issue of NEWS/4 YOU.

IMPORTANT ANNOUNCEMENT

New Software Subscription for AS/400

NON-TECHNICAL

The new way to get software updates – IBM Software Subscription for AS/400.

OS/400 Version 4 (V4) brought e-business to the AS/400. Now IBM hopes to make it easier for you to keep up to date with AS/400 software releases.

In today's fast changing world, keeping current levels of software on your system can present a major challenge. New functions are available at a dizzying pace, and it is increasingly necessary to install them to stay competitive in the marketplace.

Software Subscription for AS/400, IBM's new software update program, changes the way you acquire new AS/400 software releases and versions. In fact, it applies to all customers who purchase a new AS/400 running any Version 4 release or who upgrade their existing operating system to Version 4. Software Subscription is now the only way to receive future software updates without purchasing a new licence.

Support changes with Version 4

IBM is changing the way we do business. In the past, you paid a one-time charge that entitled you to future releases at no additional charge, while new versions were available for a reduced charge. Under Software Subscription, you pay a single price for which you will be entitled to receive any updates to software products which are on the Eligible Product List and for which you have valid licences on your AS/400.

While enrolment is not required immediately on purchase of a new system or after a Version 4 upgrade, IBM strongly encourages you to participate in Software Subscription. If you do not elect to purchase Software Subscription within 30 days of installing Version 4, at a later date you will be subject to a currency access fee when you order a software product update.

How it is priced

There are two options for Software Subscription pricing: several prepayment options or a monthly charge. The prepayment options are one, two, three, four or five year contracts with attractive discounts. Prices are based on the hardware machine group of the AS/400. Support Line remains available to provide software voice defect and usage support.

Customers who wish only software updates or Support Line coverage, may continue to contract for these services separately.

IBM believes this offering simplifies the process of acquiring and maintaining AS/400 software while allowing you to plan and budget for future software release and version upgrade charges. This offering is also in line with how many major software vendors deliver software updates to their customers.

Special early subscription offer

For those who purchase Software Subscription in 1998, monthly charges will be waived until January 1, 1999. In addition, prepayment options will have reduced charges in 1998.■

FOR MORE INFORMATION

For further information on IBM Software Subscription for AS/400, call IBM Direct on 132 426 in Australia or 0800 426 376 in New Zealand and ask for 'Software Subscription/INFO.'

AS/400 and Year 2000 Special Update

MODERATE

The Year 2000 transition is an industry-wide issue which will affect most users of computer systems and information technology users in general.

IBM's goal is to ease the transition for its customers through effective communication, a range of offerings, tools and support and working with Business Partners and other industry organisations to expand the capabilities and resources available to meet the challenge.

"The starting point for important Year 2000 related information is www.ibm.com/year2000."

Much of the Year 2000 support from IBM can be found online. The starting point for important Year 2000 related information is **www.ibm.com/year2000.** This site also provides links into AS/400 and the Year 2000 related sites.

Featured here are two of the tools which might be relevant for AS/400 customers: IBM SEARCH2000 for AS/400 and BYPASS2000 for AS/400. The website above contains information on all IBM tools to assist with the Year 2000. ■

IBM BYPASS2000 for AS/400

IBM BYPASS2000 for AS/400 (Version 3) is now available to customers and IBM Business Partners.

BYPASS2000 for AS/400 is a tool to assist in migrating AS/400 RPG and COBOL applications to properly handle the transition to the Year 2000.

Unlike other Year 2000 tools, BYPASS2000 for AS/400 uses application-understanding technology to track the affected code, significantly reducing the amount of manual work required.

BYPASS2000 for AS/400 uses program-understanding technology to locate and change areas of an application that need to be changed to accommodate four-digit years. Once complete, the program source and data files can be recompiled and tested to ensure the application continues to execute as required.

IBM SEARCH2000 for AS/400

IBM SEARCH2000 for AS/400 Version 3 helps you evaluate the impact of date fields in database files. With IBM SEARCH2000 for AS/400 (Version 3), you can identify the dates in your database files, the programs that use these dates and the formats of the dates.

IBM SEARCH2000 for AS/400 Version 3 offers two functions: a date finding tool and an object reference tool.

The date finding tool scans database files for fields that contain values consistent with common date formats. The object reference tool uses the information gathered by the date finding tool. It identifies the programs that use the files containing the date fields. You can use the information collected to modify programs that are not Year 2000 ready.

The key prerequisite is OS/400 Version 3 Release 1, or later.

IBM SEARCH2000 for AS/400 Version 3 is a stand-alone tool. It can be used also as a companion product to IBM BYPASS2000 for AS/400. The information collected by IBM SEARCH2000 for AS/400 Version 3 can be passed to IBM BYPASS2000 for AS/400.

FOR MORE INFORMATION

For further information on the Year 2000 visit www.ibm.com/year2000, or contact the Year 2000 Technical Support Centre via e-mail at y2ktscap@au1.ibm.com or call 1800 637 713 in Australia or 0800 444 714 in New Zealand.

New servers for e-businesses that never close

TECHNICAL

David Russell
Manager, IBM Business Servers
Australia and New Zealand

> *"...highly available scalable enterprise servers are no longer a luxury, they are imperative."*

Industry leaders support IBM clustering technology

Businesses requiring 24x7x365 high-availability computing for their business critical applications and e-business solutions can now benefit from new packaged "clustered" servers from IBM.

These packaged cluster solutions offer high-availability at an affordable price and address the growing demand for "99.99%" availability among small and medium customers and departments of larger enterprises. These servers support enterprise resource planning (ERP), collaborative computing, e-commerce and other leading e-business applications.

The new RS/6000 HA50 server (High Availability Cluster Server) and the AS/400e custom mixed-mode server ensure that e-business means "open for business".

"As more and more businesses move to e-business, highly available, scalable, enterprise servers are no longer a luxury, they are imperative," said David Russell, Manager Business Servers, IBM Australia and New Zealand. "This recent announcement provides businesses with the high availability required for e-business."

The server solutions reduce complexity and lower the cost of entry for "clustered systems" while providing enterprise-class reliability and availability.

"Clustering" technology allows more than one computer to be linked together to provide superior reliability and availability for computer systems that must be available nearly every moment of the day and night.

The RS/6000 and AS/400 solutions include services and support from IBM Global Services and IBM Business Partners and attractive financing options from IBM Australia/New Zealand.

High-availability solutions for the AS/400e custom mixed-mode server are now available from Business Partners DataMirror Corp., Lakeview Technology and Vision Solutions, Inc.

In addition, the following database and software application providers are supporting IBM's new servers and using IBM clustering technology to make their applications more readily available: IBM DB2 Universal Database, Lotus Domino, IBM Net.Commerce, IBM TXSeries, Baan, Oracle.

IBM also has a series of enhancements to its enterprise clustering solutions reflecting IBM's strategy of using its industry-leading clustering technology across its server lines to provide superior application and system availability:

- S/390 – IBM has announced the S/390 Parallel Enterprise Server, Generation 5 (S/390 Server).
- RS/6000 – Announced plans to support Netfinity (the IBM Intel server) nodes running side-by-side with RS/6000 UNIX nodes on the RS/6000 SP.
- Netfinity – Plans to support Oracle Parallel Server on NT using IBM clustering technology for high availability.
- Storage – IBM's 7133 Disk System features failover technology optimised for clustered server environments.
- Networking Hardware – IBM's routers support clustering for improved network availability, reliability and security. By way of a virtual private network (VPN), remote workers and partners are able to use the Internet as their secure connection to corporate servers, enhancing e-business solutions.

High availability solutions for AS/400e custom mixed-mode servers

The High Availability (HA) applications from DataMirror™ Corp., Lakeview Technology and Vision Solutions, Inc., maintain an up-to-date copy of source production data on a target system(s) while protecting data in transit through synchronous remote journal functions. This provides protection from rarely occurring unplanned outages as well as providing continuous operation during planned

outages. This current copy of the data can be used for workload balancing, non-disruptive system maintenance and additional applications like business intelligence, while minimising the impact on day-to-day operations.

The AS/400e Solutions Packaging program allows customers who buy an HA application from any of the three HA Business Partners named below to purchase a custom mixed-mode server, model S20 or S30, from IBM.

Clusters for all business applications

Clustering technology has enabled AS/400, already known for its legendary availability and reliability (average 99.9+ per cent single system availability), to continue to meet the growing demands of its customer base. AS/400 clusters can support:

- the scalability and availability needs of ERP
- collaborative computing functions via Lotus Domino 4.6
- business intelligence, enabled by DB/2 MultiSystem for OS/400
- Net.Commerce for high availability requirements for e-business

High performance interconnections for building clusters

There are several ways to connect AS/400s together to build a cluster. The connection method is determined by a customer's performance, cost, scalability and disaster tolerance requirements.

- OptiConnect for OS/400 is used to construct the highest performance cluster utilising system bus connections.
- Asynchronous Transfer Mode (ATM) allows for high speed connections across geographic distances.
- Standard Ethernet and Token Ring communications are available to support economical cluster solutions.

IBM also announced a new processor for the AS/400e custom server model S20. A 2-way server that can increase interactive processing at a competitive price for mixed-mode environments. In addition, a custom server for MAPICS™ now complements the growing list of software vendors that participate with IBM in offering ERP application software. MAPICS XA™ Release 4 modules and supporting applications will be available pre-loaded on AS/400e custom mixed-mode servers for MAPICS customers. ■

Editor's Note: These Business Partners join IBS, Intentia, JBA, J.D. Edwards, MAPICS, SAP and System Software Associates, Inc. (SSA), who have packaged solution offerings for AS/400e custom mixed-mode and custom application servers.

LAKEVIEW TECHNOLOGY

Lakeview Technology

MIMIX® Availability Management software includes both intelligent AS/400 replication and switching capabilities. It ensures that critical data and a viable application environment are always available, protecting users from all types of downtime. Now over ten years on the market, MIMIX has proven itself a robust product that makes efficient use of AS/400 journalling to capture transactions on multiple systems as they happen. It consumes minimal CPU overhead and requires no application modifications. While MIMIX is a highly effective insurance policy against unplanned outages, its success in the AS/400 market, where unplanned outages are relatively infrequent, is largely due to its ability to eliminate reasons for planned outages, guaranteeing uptime during nightly backups, application upgrades, database reorganisations and other routine maintenance tasks.

Australian/New Zealand Distributor –
Aspect Computing
Contact: Shehan Wijetilaka
Phone: 61 2 9928 1188
Email: shehan.w@aspect.com.au

DataMirror

DataMirror Corp.

DataMirror™ High Availability Suite is a proven mirroring and switching solution for AS/400 high systems availability and clustering. It is capable of instantly mirroring data and objects between primary systems and fail-safe machines in order to secure operations from business interruption. For the IBM AS/400, DataMirror's High Availability Suite includes data and object mirroring as well as systems monitoring and high speed switching to fail-over systems in the event of disruption.

Australia/New Zealand Distributor –
A.H. Technology Pty Ltd.
Contact: Amir Har-el
Phone: 61 3 9509 1911
Email: aharel@ibm.net or info@ahtech.com.au

VISION SOLUTIONS

Vision Solutions, Inc.

Vision Solutions has been providing high-availability clustering solutions to the AS/400 marketplace for over nine years. Vision Suite, their availability product line, has received outstanding acceptance from high-end AS/400 users. With the new AS/400e custom server models, customers of all sizes can now take advantage of high availability solutions for all their mission-critical applications.

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Email: Scott.Wilson@Madison-Wellington.co.nz

Java for AS/400: developing solutions today

TECHNICAL

The February V4R2 AS/400e announcements include dramatic proof that AS/400 is rapidly evolving into a major e-business solution.

Major V4R2 functional improvements include Java, Domino for AS/400, NT on Integrated PC Server, Data Warehousing improvements and more.

The support of Java is obviously one of the most important parts of V4R2 and includes five major initiatives:

- Java Virtual Machine (JVM) integrated below the AS/400 Machine Interface
- AS/400 Developer Kit for Java
- AS/400 Toolbox for Java
- IBM's VisualAge for Java® Enterprise Edition includes AS/400 Toolbox for Java
- IBM San Francisco® Product Preview

Java is a complete computing environment, developed by Sun Microsystems, Inc, which includes three primary functions:

- an object-oriented programming language;
- a Java Virtual Machine (run-time environment);
- a standardised set of class libraries (packages), that support the creation of GUIs controlling multimedia data, communicating over networks, and accessing data in stream files and relational databases.

Java's primary benefit is to enable development of portable client/server applications using the Internet and corporate intranets.

Starting with the OS/400 V4R2 operating system, IBM has integrated a Java-compatible Java Virtual Machine under the AS/400 Machine Interface. The AS/400's integrated JVM has been implemented beneath the Machine Interface (MI) to optimise Java software performance on an AS/400.

The AS/400 Developer Kit for Java is a no-cost tool designed to produce Java applets and full-scale applications. It includes a collection of development tools, help files and documentation for Java programmers.

As Sun Microsystems rolls out new Java technologies and provides updates, the AS/400 Developer Kit for Java will be updated.

AS/400 support of Java will be made available over several releases, and applications written using the AS/400 Developer Kit for Java are portable.

The AS/400 Developer Kit for Java is compatible with Sun's Java Developers Kit (JDK) 1.1.4, including:

- Java programming language and compiler;
- Java Interpreter and Virtual Machine (JVM);
- Java runtime (class files and packages).

The AS/400 Developer Kit for Java is fully compliant with Sun's JDK.

The AS/400 Developer Kit for Java will typically refer to both the AS/400 Developer Kit for Java and the AS/400 integrated Java Virtual Machine.

The AS/400 Toolbox for Java is a library of Java classes that can be used to easily access AS/400 data and resources, such as DB2/400, data queues, the Integrated File system, programs (RPG, Cobol), batch commands, and print from a Java program or a Java-enabled browser. The AS/400 Toolbox for Java supports both the traditional client/server programming model and the Internet programming model.

The AS/400 Toolbox for Java allows you to access your AS/400 data from Java applications in the client/server programming model. It uses OS/400 servers as the access points to the AS/400, without requiring Client Access for AS/400.

The Internet programming model allows you to do business over the World Wide Web by adding Java applets to your Web pages. The AS/400 Toolbox for Java gives your applets access to AS/400 data, enabling you to tie together all parts of your business such as ordering, billing, shipping and inventory.

Using the AS/400 Toolbox for Java, customers can access resources on AS/400 systems, including OS/400 V3R2, V3R7, V4R1 and V4R2. In addition, starting with the OS/400 V4R2, many Java applications, initially developed on a client, can be migrated to the AS/400 via the integrated Java Virtual Machine.

The AS/400 Toolbox for Java can be run on a Java Virtual Machine that resides either on a client (Windows 95, Windows NT, OS/2, or AIX) or on an AS/400 using V4R2 of OS/400 and Java Developer Kit. It can also run on any other server supporting a JVM.

Customers who want to get started with Java for the AS/400 will benefit from using the AS/400 Toolbox for Java.

Application developers can also develop additional Java classes, and use them with the AS/400 Toolbox for Java, using a visual Java development tool like IBM's VisualAge for Java, Borland's J-Builder, Symantec's Visual Cafe, or Microsoft's J++.

VisualAge for Java

The award-winning VisualAge for Java for Windows and OS/2 is a powerful, rapid application development tool. Use it to build 100% pure Java applications, applets and JavaBean components rapidly, using IBM's VisualAge Construction from Parts.

The components can run on any Java-compatible Virtual Machine Java Development Kit (JDK 1.1.1) or inside any JDK 1.1-enabled browser. Add a class, add or change a method, and incrementally compile without exiting the testing phase of development.

"Java's primary benefit is to enable development of portable client/server applications using the Internet and corporate intranets."

As part of the native implementation of Java in AS/400 V4R2, VisualAge for Java Enterprise V1.0.1 includes an AS/400 feature (includes the AS/400 Toolbox for Java) that allows AS/400 programmers to easily access specific AS/400 functions.

The AS/400 Feature is available on Windows 95 and Windows NT and is optionally installable from the VisualAge for Java Enterprise CD-ROM.

VisualAge for Java Enterprise enables enterprises to build more scalable client/server applications in Java.

The components generated by the Enterprise Access Builders allow servers to connect to a thin Java client using faster middleware than the current HTTP solutions on the market.

The programmer selects the middleware that runs between the client and the server, and VisualAge for Java generates the code. This enables data and transaction flow rates that cannot be matched by CGI scripts and single HTTP servers. ■

San Francisco product preview

San Francisco offers software developers and enterprise programmers the ability to work with pre-tested, industrial-strength application "frameworks" – not just application programming interfaces (APIs).

San Francisco business components will typically comprise 30 to 40 per cent of a finished application, and these components will easily integrate with existing information systems.

San Francisco is currently available on AIX and NT and it was Product Previewed for AS/400 in mid 1997.

The structure and architecture of San Francisco allows businesses to leverage existing IT assets and integrate with many existing systems. San Francisco components are able to access relational databases and applications written in many standard languages. With this functionality, customers can minimise the risks inherent in adopting new technologies and ease their transition to modular, rapid application development. More than 200 software companies have provided their development skills, insight and advice in shaping San Francisco.

FOR MORE INFORMATION

For further information on Java for AS/400 refer to the article on page 25 of this issue of NEWS/4 YOU or visit www.as400.ibm.com/java

Recognition for Business Partner contributions

NON-TECHNICAL

IBM Channels working for customers by teaming with Business Partners.

In line with IBM's strategy to further enhance channel relationships, the IBM Business Partner Awards ceremony was recently held. The awards recognise outstanding contributions by channel members during the previous year.

IBM Business Partner Awards – Australia/New Zealand Winners

SOLUTION PROVIDER OF THE YEAR

A/NZ	Synergy
VIC	Synergy
SA	Change Management (also special recognition for Customer Service)
WA	Lateral
QLD	Data#3
NZ	Madison

SERVICES SOLUTION PROVIDER OF THE YEAR (TECHNOLOGY)

A/NZ	Aspect
NSW	KAZ
VIC	Aspect

AS/400 SOLUTION PROVIDER OF THE YEAR

A/NZ	SSA Pacific
NSW	SSA Pacific
VIC	SSA Pacific
NZ	JDE

MARKETING EXCELLENCE AWARD

NSW	Intentia Australia
VIC	JDE
SA	Neller
QLD	Sundata
NZ	Intentia New Zealand

"At IBM our goal is to work together as one team with our Business Partners."

The awards cover a variety of categories including: excellence in growth; outstanding achievement; marketing excellence; and a range of solution provider categories at national and State levels.

"IBM's continued success depends on having excellent business partner relationships and these awards are our way of saying thank you," said Stephanie Carullo, recently appointed General Manager of the Channels Group, IBM Australia and New Zealand. "Being able to acknowledge our Business Partner contributions is testimony to our commitment to them and we look forward to an excellent 1998."

AS/400 Business Partners again figured prominently by winning awards including Solution Provider of the Year (Synergy) and Technology Services Solution Provider of the Year (Aspect). SSA Pacific were awarded the Solution Provider of the Year for AS/400 for the third year running.

JIS – AS/400 Business Partner on the move

Another AS/400 Business Partner to receive recognition recently was Just Information Solutions (JIS). JIS secured a place among BRW's top 100 fastest growing private companies for the second consecutive year.

An IBM Business Partner since 1992, Rob McKie, Managing Director, JIS, attributes a portion of the company's growth to its ability to offer a complete solution to its customers, incorporating hardware, software and consulting services.

Mr McKie said, "When the company was first formed, JIS offered customers IT consulting services. Through our Business Partner relationship with IBM, JIS has been able to combine software and hardware solutions, with a focus on midrange servers. This means we can offer a complete consulting service to our customers, knowing we have the back-up of IBM.

"The process of Business Partner accreditation is something that is particularly valuable, as it differentiates us and allows us to offer real value, with the backing and technical support of IBM, to our customers."

The IBM AS/400 Business Partner Program works with a number of companies like JIS to achieve their business goals. Stephanie Carullo, General Manager of the Channels Group, IBM Australia and New Zealand, says "Our Business Partner program enables IBM to offer a complete mix of all the different elements of a successful business solution, from hardware and software to consulting and services.

"An important focus for the Business Partner program is to ensure that our Business Partners can efficiently leverage the wealth of knowledge and support offered by IBM."■

IBM Business Partner

CONSULTANTS

Here's what the consultants are saying

NON-TECHNICAL

"Building Data Marts with AS/400"

atre®

This report focuses on the role of AS/400 as a platform for data marts, which are simply a specialised type of data warehouse with a subject area or application focus.

The report examines the business and strategic issues surrounding data marts and how AS/400 addresses these issues. For example, the fact that AS/400 is designed to minimise complexity is a great advantage when the complexity of data warehousing increases.

The report concludes: "More than any other data mart provider, AS/400 provides a wealth of industry specific data mart solutions that are easy to implement and manage."

"AS/400 Grows Up"

D.H. ANDREWS GROUP®

This report provides an independent analysis of the announcement of the AS/400e series. It discusses the implications of the announcement and also examines the important components of the announcement such as Native Domino, new Web-enabled applications, Java and significant power and price/performance improvements.

As D.H. Andrews comments: "Organisations that currently use AS/400 systems need to understand the impact of the addition of the little 'e' to the name of their server."

"The Benefits of OS/400 Release Currency"

BARSA CONSULTING GROUP

Even though your AS/400 is probably running smoothly, the key to getting the most out of your machine is staying current with the latest version of OS/400. Staying current will help you utilise the latest technologies such as e-business, data warehousing, Java and Lotus Domino.

As Barsa Consulting also state, "Running on the current generation of AS/400 RISC hardware gives you the best possible price/performance. Staying current can actually result in lower operational costs."

The report concludes with the fact that every program ever written on older systems (eg S/3X or AS/400) runs today, unmodified, using the full power of today's AS/400 64-bit RISC architecture, meaning that businesses continue to run smoothly through any upgrade.

Server Life Cycle Ownership Costs"

IDC

International Data Corporation

International Data Corporation (IDC), an independent research firm, compared three popular server operating environments, HP-UX, IBM OS/400, and Microsoft Windows NT Server, to understand ownership and support costs.

Utilising survey-based research and IDC's cost-of-ownership model, the results indicate that the OS/400 was the lowest-cost server operating system.

IDC concludes, "If customers are looking for a lower-cost server platform, IDC's research consistently shows that AS/400 is the most cost-effective platform for commercial workloads."

FOR MORE INFORMATION

To receive a **FREE** copy of any of these independent consultant reports call IBM Direct on 132 426 in Australia or 0800 426 376 in New Zealand and ask for 'AS/400 NEWS/INFO.'

Laminex builds business

MODERATE

A new business intelligence solution has helped Laminex become a lean manufacturing and smart marketing business.

Household name Laminex Industries, manufacturer and distributor of decorative surface and wood panel products, has created a business intelligence solution which looks set to achieve a 1000% return on investment.

By implementing an AS/400-based business intelligence, Laminex has harnessed the hidden potential of its manufacturing, distribution and sales information. Via rapid access to its core transformed and summarised business data, Laminex has improved its business manageability and created an IT infrastructure enabling faster, more accurate decision-making, and the ability for business managers to identify new marketing and operational opportunities.

Malcom Hand, IT Application Manager for Laminex, said: "The business intelligence solution we have delivered to management has led to increased internal efficiencies in our manufacturing and distribution business and has also given management the tools to turn its attention to proactive management based on detailed customer and market information."

"The system also allows us to identify trends and customer patterns so we can direct our marketing and customer communications more effectively."

Created on an AS/400 50S server, Laminex's business intelligence solution uses Coglin Mill's Rodin software for the enterprise data warehouse management and creation, and DataMirror Transformation Server for AS/400 to integrate the corporate data from Laminex's nationwide stores onto the centralised AS/400 data warehouse server. The solution was quick and easy to implement, with the majority of the data warehouse creation and systems integration completed within two months.

With 38 distribution centres nationwide and four manufacturing locations, Laminex runs a large, complex business providing fashion wood panel products and high-pressure laminates for kitchens, housing and the construction industry. To be competitive, Laminex business managers need current information on the production and movement of stock to co-ordinate manufacturing, sales and distribution.

"The nature of our business means that we hold an enormous amount of inventory – more than 30,000 different products – in our range," said Mr Hand. "Using our business intelligence solution, management has access to information

IBM Business Partner

intelligence *management solution*

such as product sales, volumes and customers with a high level of detail and accuracy, which enables fast, quality decision-making on issues that have a real impact on our business.

"For example, we estimate to trim about $5-6 million off our inventory holding costs for 1998 due to the ability to track product trends and movements. We can quickly identify the high volume products, the particular customers or areas where product is needed, and then match our manufacturing and distribution to respond to these variables," said Mr Hand.

Laminex can track a range of different key performance indicators, such as sales figures, volumes, types of products, customer details, geographical details, for both same-day and historical reports. Managers use Cognos Impromptu and PowerPlay end-user tools to graphically manipulate the data to create specific reports and analysis.

"By analysing our performance indicators, we [Laminex] are able to provide the best service to our customers, distributors and reseller networks by ensuring we have the right stock, in the right quantities, at the right price and with a fair and competitive margin," said Mr Hand.

"The system also allows us to identify trends and customer patterns so we can direct our marketing and customer communications more effectively. This closeness to our customers gives us a tremendous competitive edge."

At the end of every day and each month, the business data is uploaded from the production AS/400 system and a vast IBM PC network around the country onto the AS/400 50S server at Laminex headquarters in Melbourne.

To do this, Laminex uses DataMirror Transformation Server for AS/400, a software product distributed by AH Technology, which integrates the many sources of data from around the country onto the powerful AS/400 running the Rodin data warehouse environment. Currently Laminex uses BPCS software for its manufacturing operations and a custom system for its distribution. However, future plans to rollout BPCS for a total Enterprise Resource Planning (ERP) solution will see the DataMirror Transformation Server for AS/400 product play a significant role in integrating all data and applications across the business.

"Consistency of data, which is one of the factors driving the move to an integrated BPCS solution, will mean our systems will be even more manageable," Mr Hand said. "While we are a large business, our IT department doesn't need to be large. The beauty of our AS/400 environment is the ability to implement highly integrated systems such as business intelligence and ERP solutions, with great reliability and performance.

"This allows us to focus on our core competency – our Laminex business – not IT, and direct our IT resources to adding strategic value to the business, via things like the business intelligence management system," said Mr Hand.■

About AH Technology Pty Ltd

AH Technology is a leading provider of AS/400 operations automation and data replication solutions. The company markets on a direct basis to its customers and has a large installed base in Australia, New Zealand and Asia.

The DataMirror products are ideally suited for a critical line of business applications such as building and replenishing data warehouses, high availability/fail safe/backup and recovery, data distribution and workload balancing on an enterprise level.

The software is available on a free trial. AH Technology provides full consultancy and implementation services as well as a 24-hour-a-day technical support service.

For further information on AH Technology and the DataMirror products, refer to the article on pages 10-11 of this issue of NEWS/4 YOU, or contact them on 61 3 9509 1911, via e-mail at info@ahtech.com.au or visit their website at www.datamirror.com

FOR MORE INFORMATION

For further information on the latest business intelligence functions of AS/400e series, refer to the article on pages 4-6 of this issue of NEWS/4 YOU. Alternatively, visit the intelligent AS/400 website at www.as400.ibm.com and customise for 'Business Intelligence.'

Porsche picks up speed with LANSA

MODERATE

Porsche Cars and LANSA

When Porsche launched the stunning new Porsche Boxster, it used LANSA to give corporate staff and over 220 dealers in the USA and Canada a brand-new high-performance Vehicle Management System (VMS). LANSA's multilingual support let Porsche Cars Japan quickly install and use the same system, with Europe soon to follow.

Tony Chadwick, Chief Information Officer at Porsche Cars North America (PCNA), comments, "We built a complex, high-quality application at least three times faster than we would have done with RPG. But it is not just a matter of comparing development times. With RPG we would not have achieved the same consistency and quality."

The car and the challenge

Mr Chadwick tells the story: "With the introduction of our new Boxster and 911 models, we decided to redevelop our old vehicle management system.

"Some dealers even sit with customers on the system to configure and order cars online."

"The existing 12-year-old RPG-based vehicle system was very difficult to maintain and needed replacing. It was not Year 2000 compliant, suitable for international usage or up to the increasing volume of orders and dealers. Since car models were hard-coded it wouldn't handle our new Boxster Model effectively.

"In addition, being mostly based on batch processing it gave a slow turnaround for order validation and sales analysis."

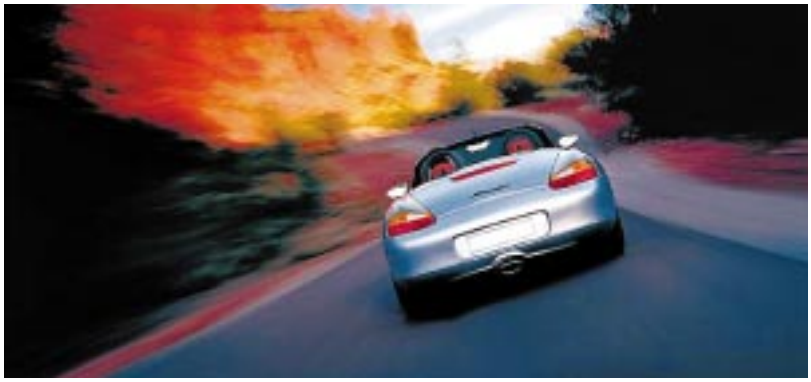
Quality and high performance

Ordering a Porsche is not as simple as entering item number and quantity, as Mr Chadwick explains. "Our dealers have to 'configure' a car by selecting from over 2,500 combinations of options, down to the type of gear lever. In some countries as many as 80 per cent of our cars are made to order. In others we deliver mostly out of stock. The system needs to be flexible enough to handle both and still perform well. VMS also manages importation, pre-delivery inspection, distribution and sales analysis.

"We wanted a high-quality application with minimal maintenance. It had to have a consistent user interface and integrate on a real-time basis with our other applications. For Porsche Cars Japan and Europe to use the new system it needed multilingual capabilities, including support for Double Byte Character Set (DBCS) languages such as Japanese."

Building a better system

"We have used LANSA on the AS/400 since 1991, so we already knew it was an excellent AS/400 development tool.



IBM Business Partner

LANSA and AS/400

Since we only had a short timeframe for designing and developing the system, we used LANSA's Rapid User Object Modelling tool to produce a prototype quickly."

Alan Christensen, a LANSA e-business analyst, explains, "The first step used a JAD methodology supported by LANSA object modelling tool to understand the business dynamics and define the data model and business rules.

"We used LANSA templates to generate a working prototype, as well as data conversion programs to populate the new files. We didn't write a single line of code and modelled the entire prototype with LANSA.

"In the second step we demonstrated the working prototype to Porsche's senior management and knowledge workers. Based on their feedback, we mapped out some enhancements.

"In the third and final phase we completed the business rules in LANSA's Object Repository and fine-tuned the LANSA Templates to regenerate the VMS application to Porsche's standards."

Business benefits

"Customer service has improved with the new system. Our dealers can now quickly and accurately inform the customer about stock availability and delivery times. Some dealers even sit together with their customer behind the order entry screen to configure and order a car," Tony Chadwick added.

"Our marketing division is pleased with the new system as well. Our new sales analysis system captures who will use the car, recording name, age, gender, address, profession and other demographic information. We also keep this information about second and subsequent owners of a car. We want to know exactly who our customers are, what magazines they read and where they live, to better serve our customers and organise appropriate mailings and events. We have over 65 per cent customer retention. With the new system it may even get better."

The future...

Mr Chadwick concludes, "Now we are looking at LANSA for the Web to web-enable our VMS application. That way our dealers can choose to use terminal emulation or a web browser to access the same application." ■

"With LANSA for the Web dealers can choose terminal emulation or the web to access the same application."

About the System

Porsche's VMS system is a series of LANSA engineered business application modules all sharing a highly integrated Object Repository.

The system provides Porsche Cars and its dealers with the ability to manage all information regarding Sales and Distribution of Porsche cars.

PCNA has one AS/400 model 510. Corporate staff use 85 PCs in token ring and 25 laptops in field, there are no dumb terminals. Dealers use dial-in communications and terminal emulation to access the system via a satellite network. Porsche Cars web address is www.porsche.com

FOR MORE INFORMATION

For further information about LANSA, contact Aspect Computing on 61 2 9928 1188 or e-mail at lansaasia@aspect.com.au or visit the LANSA website at www.lansa.com

Intentia: combining customer

NON-TECHNICAL

Bruce Smith, Chief Operating Officer, left, and Steve Ironside, Managing Director, Intentia Australia/New Zealand

BCM Systems Pty Ltd and Computer Results Team Pty Ltd, two leading IBM Business Partners, recently merged to become one powerful business force. The new company, Intentia Australia/New Zealand, now has a combined staff of 250 people and revenue for 1998 projected to top $40 million, consolidating its position as a leading supplier of business applications and services for the AS/400 platform.

According to Steve Ironside, Managing Director of Intentia Australia/New Zealand, "This operational merger represents the amalgamation of two highly successful and well-established AS/400 software companies.

"Intentia now has unprecedented implementation, servicing and project management strengths to offer our customers.

"And it reinforces our position in the mainstream of ERP vendors and sharpens our competitiveness," he said.

Intentia also announced several new developments to consolidate its growth including fast-tracked Movex implementations and strategies for recruitment and training.

Better service to customers

Intentia's joint client base of 300 includes CRT's IMAS clients who will enjoy extended support.

According to Bruce Smith, Chief Operating Officer, Intentia (previously Managing Director, CRT), "The merger will effectively broaden our customers' access to packaged technologies and global business practices via software and processes found in Movex. Intentia Australia/New Zealand will offer a one-stop service to all our clients."

Intentia also plans to offer IMAS customers an optional, secure migration bridge to the Movex product line. IMAS users can choose to upgrade to IMAS V3.1 or migrate to Movex using Movex Express, which is a pre-configured Movex solution designed for existing IMAS users.

As part of the Movex Express offering, implementation will be carried out by way of the Movex Implementation College designed to facilitate rapid installations before the Year 2000 deadline.

Set for growth

To support its aggressive growth targets Intentia is recruiting consistently and plans to have more than 300 people by the end of the year. To that end, an Intentia University is planned to help the company consolidate its growing recruitment and industry/staff training needs. The university program will contain multiple streams providing for skill development in business consulting, application consulting and technical competency training.

There are currently 4,000 installations of Movex globally including Sydney-based Stuart Alexander & Co Pty Ltd.

Movex Explorer is the efficient and powerful user interface to Movex. For high productivity and simple organisation of your work, Movex Explorer is integrated with third party applications such as Web browsers, Microsoft Office and Lotus SmartSuite.

IBM Business Partner

services *with ERP strengths*

Major importer goes sweet on Movex

Australian confectionery importer and distributor Stuart Alexander & Co. Pty Ltd recently selected Movex to help improve management's access to information, while updating their in-house system for Year 2000 readiness.

The company imports and distributes fine chocolates, confectionery and tobacco products including well-known brands such as Lindt, Guylian, Anthon Berg, Mentos mints, Jelly Beans and Stimorol gum.

Rated in 1996 as 118th in BRW's list of top 500 private companies in Australia, the company has a $250 million turnover and employs185 people.

Rapid business growth meant the company could no longer depend on its accounting-based in-house system and needed an ERP system which would assist its entire importing, marketing and distribution-based business.

According to Tony Sheekey, Finance Director, Stuart Alexander & Co, "All our programs, except accounts receivable, were developed in-house. The old system served us very well for quite a while but it had reached the end of its use-by date.

"Given the Year 2000 issue also needed to be resolved, we decided to opt for a completely new software system, based on the IBM AS/400 as we have been very happy with its performance over the years," he said.

After reviewing competitive bids from other vendors, Stuart Alexander & Co decided that Movex from Intentia best answered their needs.

Tony Sheekey, Finance Director, Stuart Alexander & Co Pty Ltd

"Intentia was the strongest vendor overall," Mr Sheekey continued. "Movex will bring us wide-ranging benefits including corporate-wide accounting financial management, sales forecasting and sales analysis, inventory/ warehousing management with management reporting strengths," he said.

More particularly, Movex will support Stuart Alexander's multiple company setup with its consolidation capability along with a general ledger that shows foreign and local currency equivalents.

The accounting nature of the previous package meant it did not allow the company's large sales and marketing force to easily access the corporation-wide information it required.

"As about half our employees are involved in sales and marketing, we are very excited about Movex's promotion-tracking abilities as it will be able to view promotions as an entity. It will help us track the cost of promotions as they are being conducted rather than trying to piece together the puzzle after the event," Mr Sheekey said.

movex

"Movex will allow us access to our corporate information which will lead to better planning in sales and marketing and the ability to react in a more informed way whereas in the past we relied on gut feel and industry knowledge.

"We are looking forward to improved decision-making, as well as better inventory management, including shelf life dates – something that is particularly important when you are dealing with fine imported chocolates!

"We were impressed with Intentia as a company. Movex is a sound product that I believe will be implemented on time without difficulty. The entire staff are certainly looking forward to moving ahead with a more sophisticated, company-wide system," he concluded.■

About Intentia

Intentia develops, markets and implements Movex, a fully integrated enterprise management system for medium to large manufacturing and distribution companies in a wide range of industries. Intentia Australia and Intentia New Zealand are IBM Business Partners.

FOR MORE INFORMATION

For further information on Intentia or Movex visit www.intentia.com or contact them on 61 2 9957 3755 in Australia or 64 9 307 5960 in New Zealand.

SSA announces IBM Net.Commerce for e-business

MODERATE

Andrew Barkla
Managing Director, SSA Pacific

BPCS and IBM Net.Commerce provide seamless electronic commerce solutions for fastest time-to-benefit

System Software Associates, Inc. (SSA), one of the fastest-growing major enterprise management system software vendors, has announced that its BPCS Client/Server will work with IBM Net.Commerce, an advanced e-business solution for electronic commerce sites.

The object-oriented architecture of SSA's industry-leading BPCS Client/Server permits seamless electronic commerce functionality with real-time links to IBM Net.Commerce, making it one of the most cost-effective offerings available in the electronic commerce market.

BPCS Client/Server working with Net.Commerce allows SSA clients who license IBM Net.Commerce to quickly and easily establish robust websites and integrate electronic commerce functionality with BPCS Client/Server, providing clients with a complete end-to-end solution that goes beyond buying and selling.

"The need for real-time availability and order status information has become critical to electronic commerce success," said Andrew Barkla, Managing Director SSA Pacific. "Information that may be as little as one second out of date could lead to costly business consequences when operating in an electronic commerce environment. BPCS Client/Server working with Net.Commerce makes real-time availability a reality."

"Seamless integration between electronic commerce solutions is also paramount," said Barry McGhie, Business Manager, e-commerce, SSA Pacific. "It's easy to set up an online catalogue, but it's hard to maintain one, especially if it has a million or more items. In business-to-business and business-to-consumer environments, manual tracking and maintenance of multiple-item catalogues cannot be done efficiently or effectively. This tracking and management of information must be integrated with the overall enterprise application."

"When IBM Net.Commerce is coupled with BPCS Client/Server's rules-based architecture," Barkla concluded, "the result is an implementation that is even faster, easier and much less expensive. Just install it, load your data, and you are in business."

A key feature of the BPCS Client/Server when used with Net.Commerce is the ease of integration. BPCS Client/Server with Net.Commerce has all components residing within the host application environment.

The combination of IBM's commerce extensibility framework and adapter with Net.Commerce support on the AS/400 operating system reduces the need to write interface programs, address protocols or design and implement hooks. As a result, this helps to minimise or eliminate the coordination and linking of functional components of the business cycle, such as material sourcing or order fulfilment, with the specific technologies for catalogues, electronic commerce, sales, marketing and distribution systems. The IBM commerce extensibility framework and adapter which enables IBM Net.Commerce to integrate with the BPCS Client/Server is an initial limited offering on the AS/400 platform, specifically on the AS/400 Operating System Version 4 Release 2.■

IBM Business Partner

SSA

SSA Pacific wins IBM's 1997 "National AS/400 Solution Provider of the Year" Award

System Software Associates, one of the world's premier packaged application software vendors, announced that SSA Pacific Pty Ltd has been named "National AS/400 Solution Provider of the Year in 1997" and "New South Wales AS/400 Solution Provider of the Year in 1997" by IBM Australia. The award, presented at IBM's PartnerMeet 1998 event, recently held in Sydney, salutes SSA's outstanding commitment to both growing new business and continuing to improve customer satisfaction levels in the enterprise resource planning (ERP) software marketplace in 1997.

FOR MORE INFORMATION

For further information, contact SSA on 61 2 9855 7100 in Australia or 64 9358 0555 in New Zealand or visit www.ssax.com

J.D. Edwards' new services for customers

J.D. Edwards and IBM Global Services

NON-TECHNICAL

IBM Global Services has signed an agreement with leading enterprise resource planning (ERP) software vendor J.D. Edwards, to deliver OneWorld implementation services. The partnership represents a stronger ERP offering available to AS/400 and other IBM systems users, based on IBM Global Services unique service capabilities and J.D. Edwards' 20 years of experience developing for IBM servers.

J.D. Edwards' OneWorld ERP software solution runs over all IBM platforms – from a single ThinkPad to an AS/400, RS/6000 or Netfinity server. OneWorld can provide such scalability and allows you to continuously improve your systems at your own pace, dictated by your business needs.

J.D. Edwards' fast implementation process is another major benefit, allowing you to reap the benefits of ERP processes almost immediately (particularly useful where critical Year 2000 compliance issues are a factor.)

Bronwyn Guthrie, General Manager of Commercial Business, IBM Global Services, commented on the partnership, "Our alliance with J.D. Edwards provides something innovative in the ERP market – integrated services from two industry leaders delivering the best in ERP processes. Since its launch in October 1996, OneWorld has proven itself as a leading ERP solution, particularly where customers run systems on a range of platforms."

The multi-platform OneWorld represents cutting-edge technology that seamlessly integrates with J.D. Edwards' popular WorldSoftware solution, developing processes that match your business and its needs. Built on component-based technology, J.D. Edwards software can map the changes in your business and change with you.

Through a philosophy of co-existence on the AS/400, J.D. Edwards allows you to migrate all or part of your enterprise as your business requires it. As a result, WorldSoftware and OneWorld can share a common database but migration can occur as and when it is necessary, one user at a time if you prefer.

"Our alliance with J.D. Edwards provides something innovative in the ERP market – integrated services from two industry leaders."

Bronwyn Guthrie, General Manager
Commercial Business, IBM Global Services

JDEdwards

J.D. Edwards Implementation Services can look after all aspects of your ERP implementation, from requirements analysis to ongoing support following the implementation.

ERP is a major investment for any enterprise. Choosing IBM Global Services and J.D. Edwards means you minimise any risks. Our implementation practice is based on essential service components:

- skilled project management
- proven methodology
- predictable outcomes
- agreed scope
- close partnerships with customers, and
- accredited quality assurance (ISO 9000).■

FOR MORE INFORMATION

For further information on J.D. Edwards Implementation Services, please contact your local IBM representative or call IBM Direct on 132 426 in Australia or 0800 426 376 in New Zealand and ask for 'Professional Services.'

IBM Business Partner

SAP R/3 facilitates Balfours expansion plans

NON-TECHNICAL

Following ten months of exhaustive systems evaluation, South Australian bakery Balfours has announced its intention to implement SAP R/3 financials and materials management solutions on the IBM AS/400 platform.

According to Paul van der Pennen, Balfours Manager of Information Technology, SAP R/3 emerged as the clear winner. "While many of the other vendors promote their products as having data integrity and workflow features, we saw SAP R/3 as being the only solution that really delivered on the promise," he says.

With over $50 million in annual revenue, approximately 500 separate product lines and a history dating back to 1895, Balfours has an almost iconic status in South Australia. While the company's market is predominantly within the State, Mr van der Pennen says the company has clearly stated its intention to further expand its market presence.

"The choice of SAP R/3 over competitive products was based just as much on strategic as on technology issues," says Mr van der Pennen. "We needed a system that would provide us with the infrastructure that would be critical in our expansion plans."

AcceleratedSAP

In order to reduce rollout time and expenditure, Balfours will be implementing the AcceleratedSAP program. By utilising industry templates that represent preconfigured SAP R/3 process for different industries, the AcceleratedSAP program has been used successfully around the world by over 100 companies in a variety of industry sectors.

IBM Business Partner

"We believe that AcceleratedSAP will provide us with an initial 80 per cent best-fit for our company," says Mr van der Pennen. "Rather than starting from scratch, we are able to start with a template that is set up for world's best practice specific to the food industry."

Paul van der Pennen

Working with Balfours is SAP business partner, Australian Solutions and People. Mr van der Pennen says: "As an organisation that focuses on customers with less than $200 million per year in turnover, Australian Solutions and People has an excellent understanding of the size of our business and how SAP R/3 can best be applied to it."

A feature of the implementation was the teamwork between the different parties, as the SAP sizing and configuration was provided by IBM Business Partner and SAP Technology Partner, Synergy Software, while local implementation support was provided by IBM Business Partner, Change Management.

Balfours is adopting a two-phase implementation, with 1 July 1998 set as the target for SAP R/3 Financials and Material Management. April 1999 has been scheduled for the Production Planning and Distribution systems.

Thin clients

One of the key considerations given during the evaluation process was the often hidden cost of client upgrades. "We discovered that the client computers used in a SAP R/3 environment required less resources than with the other systems we evaluated," says Mr van der Pennen.

"As long as the client can connect to the network, you're OK. Essentially, SAP R/3 requires only a very thin client. In all the other systems we evaluated, there was a minimum base requirement for Pentium-based clients. When you add the cost of upgrading all the older clients, the price/performance differences between all the options become even more apparent.

"We really saw that issues such as 'online and real-time', speed of implementation, workflow, data integrity and cost were key to the solution," he says. "We were looking for a fully integrated solution that would meet all these requirements; and SAP R/3 was the only one that was able to do so."■

FOR MORE INFORMATION

For further information on the SAP R/3 solution, visit www.sap.com or call 1800 657 144 in Australia or 0800 660 085 in New Zealand.

Your technical questions answered

The Java for AS/400 website has been redesigned to make it easy to find all the latest valuable information on this hot topic. Simply go to **www.as400.ibm.com/java**

At this site, there is a wealth of information on Java including consultant reports, questions and answers, downloads and customer case studies.

New AS/400 Java Jems added

Currently there are 20 Java and AS/400 success stories on the Java Jem website. These success stories typically feature software vendors and tool providers who have had success with Java and AS/400.

Simply go to the Java for AS/400 website and click on **"AS/400 Java Jems".**

New Java Tool Box Beta now available

Those people on the leading edge of Java development should point their browsers to IBM's AS/400 Java page and download the AS/400 Toolbox for Java Beta Code. The Modification 1 beta is now available in a zip or jar file. Simply go to the Java site (above) and click on "AS/400 Toolbox for Java." There is a download link from there.

AS/400e JVM architecture shown to be superior

IBM Rochester has released information on a key technology attribute of the AS/400e Java Virtual Machine that clearly demonstrates it's Java server leadership.

All Java Virtual Machines (JVMs) must have access to a code repository known as "classes.zip" when they run Java programs. Other platforms use multiple copies of classes.zip when running multiple JVMs (one classes.zip per running JVM). AS/400e engineers have found a way to use a single copy of "classes.zip" for all JVMs running in an AS/400e. This makes AS/400e far more scalable as a Java server, by promoting code reuse, reducing load time and reducing memory usage for multiple JVMs. It also leads to greater performance, as the single copy of "classes.zip" is pre-compiled by the AS/400e Java Transformer.

In related developments, IBM Rochester confirmed that the advance garbage collection present in AS/400e Java Virtual Machines offers performance advantages over other JVMs. Most JVMs use a "stop and copy" mechanism for collecting garbage (garbage collection is the reclamation of memory). Sun Microsystems has done research that indicates that as much as 20 per cent of a typical JVM's cycles are used to do "stop and copy" garbage collection (see www.javaworld.com/javaworld/jw-03-1998/jw-03-hotspot.html) AS/400e uses an advanced garbage collector that runs continuously and efficiently to greatly reduce the cycles devoted to garbage collection. The result is better scalability and far fewer of those pesky memory leaks.

Improving Java performance on your AS/400 solutions

Create Java** Programs (CRTJVAPGM) for all jar and zip files

Make sure that the Java jar, zip and class files have been processed through the transformer (particularly for the sun.zip, java.zip, jt400.jar, and rawt_classes.zip files). These can be verified using the Display Java Program (DSPJVAPGM) command. Additionally, be sure to create Java programs for any zip and jar files that you create. You will receive the best performance when you perform CRTJVAPGM at OPTIMIZE (*40).

Jar or zip files without service programs have long class search and load times. When a class has to be loaded from the zip file, the zip file is opened, its directory searched for the class, and a non-persistent service program has to be created for each class to be executed. Because the service program is non-persistent, this process is performed every time the zip file is used.■

This information is intended to assist you. IBM does not warrant its accuracy or completeness.

Think education
Think IBM
education and training

NON-TECHNICAL

IBM Education and Training are the experts in providing quality, timely education. All courses are developed by the people who design and develop the AS/400 operating system and licensed program products. Courses are regularly updated to incorporate the latest product enhancements and are "best of breed" in the industry.

Delivering education programs to the Australian marketplace since the 1960s (and more recently in New Zealand) has given us the experience and skills to provide training that fits your business requirements. Time and budget constraints, lack of resources and courses that do not address your specific needs can cause training mayhem. IBM Education and Training take the headache away from you by looking at your desired business outcomes and developing a customised training program to fix the gaps in your skill requirements – whether for one staff member or 100,000.

Key development areas for AS/400 education include e-business, Domino and Business Intelligence – our expert training programs ensure you are able to utilise your business tools to provide maximum return on investment.

"All courses are developed by the people who design and develop the AS/400 operating system and licensed program products."

Domino for AS/400*

Lotus Domino and IBM AS/400 – An unbeatable combination. Put the useability of Lotus Notes together with the processing power and stability of the AS/400 and you have a brilliant combination! Learn how to implement Native Domino on the AS/400.

IBM Education now offers a 4-day course that enables you to implement Lotus Domino on the AS/400.

Designed to give your Systems Administrators the knowledge to establish a Lotus Notes server, the course details set-up, integration of mail, facsimile support and Domino web serving.

BYPASS2000 for AS/400*

IBM Education and Training also offer a comprehensive session on IBM BYPASS2000 for AS/400. This excellent tool, referenced on page 9 of this issue of NEWS/4 YOU, is now available to customers and IBM Business Partners.

BYPASS2000 for AS/400 is a tool to assist in migrating AS/400 RPG and COBOL applications to properly handle the transition to the Year 2000.

Unlike other Year 2000 tools, BYPASS2000 for AS/400 uses application-understanding technology to track the affected code, significantly reducing the amount of manual work required.

Think Education, think IBM...

★★★Special Offer★★★

***As a special offer, IBM Education is currently offering these two courses to NEWS/4 YOU readers at 5% off the normal course price. To take advantage of this, all you do is quote NEWS/4 YOU when enrolling. Offer valid until 31 August 1998.**

FOR MORE INFORMATION

For further information or to enrol, please call IBM Education and Training on 1800 801 088 in Australia or 0800 801 800 in New Zealand.

AS/400 Education Schedule July – December 1998

Course	Course Title	Days Dur. Aus/NZ	Fee ($A/$NZ)**	July	Aug.	Sep.	Oct.	Nov.	Dec.
OE98	AS/400 for New Users	1	400/500	3 Auck 6 Syd 10 Well 13 Mel	3 Per 17 Ade 24 Bris	1 Syd 15 Mel	6 Ade 9 Auck	2 Syd 9 Mel 16 Per	7 Bris
OL29	AS/400 System Operators Workshop	3/3.5	1,200/1,750	7 Syd 14 Mel	4 Per 4 Well 11 Ade 18 Ade 25 Bris	2 Syd 16 Mel	7 Ade 13 Well 27 Auck	3 Syd 10 Mel 17 Per	8 Bris
OL41	AS/400 Advanced System Operators Workshop	3	1,350/1,500	14 Bris	3 Syd 17 Mel	7 Bris 9 Per 9 Well 16 Auck 21 Ade	6 Mel 12 Syd	2 Ade 11 Well 18 Auck	1 Syd 7 Per 14 Mel
OE32	AS/400 Availability & Recovery Facility (Basic)	1	400			23 Mel 17 Syd	28 Syd		
OE33	AS/400 Availability & Recovery Facility (Advanced)	3	1,350				12 Mel	4 Syd	
OL50	AS/400 Security Concepts and Planning	2	800			21 Mel	26 Syd		
OL19	AS/400 System Administration and Control	5	2,000/2,500		24 Auck	21 Mel	26 Syd	23 Well	
OL23	OS/400 Structure, Tailoring and Basic Tuning	2	800/1,000	20 Mel 23 Auck	6 Syd		15 Mel	9 Syd	
OL27	AS/400 Performance Analysis and Capacity Planning	3	1,350				7 Mel	11 Syd	
OL49	AS/400 Concepts and Programming Facilities	4	1,600	13 Mel 27 Syd		15 Ade 22 Bris 28 Per	6 Syd 19 Mel		
UA709	AS/400 Introduction to CL Programming	1	400		11 Per		15 Syd 23 Mel		
OL20	AS/400 Control Language Programming	4	1,600/2,000	6 Mel 20 Syd	4 Bris 25 Ade	8 Mel 29 Syd		10 Per 16 Syd 23 Mel	1 Well
OL62	DB2/400 Relational Database	2	800		5 Mel 31 Syd	7 Ade 14 Bris 17 Per	15 Syd 26 Mel		
OL05	Structured RPG Programming	5	2,000			7 Syd 14 Mel			7 Mel 14 Syd
OL86	AS/400 RPG IV Programming	5	2,000		10 Syd 17 Mel		12 Mel 19 Syd		
OL88	AS/400 Advanced RPG IV Programming Topics	5	2,000	20 Mel 27 Syd				16 Syd 30 Mel	
OL14	AS/400 Interactive Program Design	4	1,750		11 Ade 17 Bris		5 Mel 26 Syd		
OL43	AS/400 RPG/400 Interactive Programming Workshop	4	1,750					2 Per 9 Mel 23 Syd	
OE41	Introduction to Integrated Language Environment	1	400		17 Per	14 Mel 21 Syd		24 Bris	
OE85	Moving from RPG/400 to RPG IV	3	1,350		18 Per	15 Mel 22 Syd		25 Bris	
CF12	SQL Workshop	2	1,000	15 Syd	12 Mel	9 Syd	7 Mel	4 Syd	2 Mel
OL26	AS/400 SQL Programming	2	800			3 Mel 17 Syd			
OL06	Client Access for Windows 95/NT	3	1,350/1,500		17 Syd 24 Mel 24 Auck	16 Well	5 Auck 12 Syd 21 Mel		
UA701	Query/400 Introduction	1	400	6 Ade 24 Bris	7 Per 21 Syd 28 Mel	11 Ade 18 Bris	9 Mel 23 Syd	6 Per 13 Bris	4 Syd 4 Mel
UA703	Query/400 Power User	1	400			4 Mel 25 Syd		6 Mel 20 Syd	
OL13	Internet Connection Server for AS/400	2	800		3 Syd 24 Mel		8 Syd 19 Mel		
OL91	Client Access for Windows 95	3	1,500			23 Auck			
OL92	Internet Access & TCP/IP	3	1,350/1,500		17 Syd 31 Mel		2 Mel 21 Syd 21 Auck		
OL07	AS/400 BYPASS2000 Workshop	2	1,000		17 Syd 24 Mel		12 Syd 21 Mel		
OL04	Lotus Domino for AS/400	4	1,800	27 Mel	24 Syd		4 Syd		
OL70	AS/400 Communications Introduction*	1	400						
OL71	AS/400 Peer to Peer*	3	1,350						
OL95	AS/400 RISC Performance Analysis and Capacity Planning*	3	1,350/1,500		19 Auck				

* Available on Request ** GST excluded from New Zealand prices

IBM Netfinity server range expansion

MODERATE

The IBM Netfinity 5500, a high availability, mid-level server, and the IBM Netfinity 3000, a low-cost, entry-level server, are new additions to the IBM Netfinity family of Intel-based enterprise servers. They deliver affordable, easy-to-use Internet and intranet solutions that enable growing businesses to compete both locally and globally. The Netfinity server family has inherited enterprise computing experience and technology from IBM's larger servers, including RS/6000, AS/400 and S/390.

Announcing the Netfinity 5500

The IBM Netfinity 5500 is the mid-level server addition to the IBM Netfinity range of Intel-based servers, designed to make leveraging the power of the Internet more accessible to all businesses. The IBM Netfinity 5500 is suitable for small, medium and large enterprises, ideal for application-serving for Intel/NT environments.

The IBM Netfinity 5500 incorporates technologies that have evolved from larger IBM servers, offering reliability, manageability, availability and the power to run business-critical applications with scalable features to keep abreast of growing businesses.

The IBM Netfinity 5500 comes standard with a 350 or 400 MHz Pentium II processor, 128MB memory SDRAM, and a dual-channel Wide Ultra SCSI RAID controller that handles data up to 80MBps.

The NetBAY3, which comes standard on the Netfinity 5500, is a pedestal that provides a secure expansion capability. NetBAY 3 enables the Netfinity 5500 to increase internal disk storage up to 600GB. Unique to the IBM Netfinity 5500, the hot-plug, hot-swap, hot-add PCI technologies allow the addition or replacement of adapter cards without powering down the system.

Announcing the Netfinity 3000

A new addition to the Netfinity Server family, IBM Netfinity 3000 server is a low-cost, easy-to-use, high-performance entry-level business solution.

It comes with the latest Intel 440BX

chipset that supports a 100MHz front-side bus operation. A choice of 266, 300, 350/100 MHz Pentium II processor with 32/64MB 100MHz synchronous dynamic random access memory (SDRAM) DIMM are included as standard features.

Netfinity 3000 servers are recommended to customers whose installations include interconnected or stand-alone departmental file servers, entry-database servers or Internet servers.

What's more, both the Netfinity 5500 and the Netfinity 3000 servers are packaged with important tools and support programs such as ServerGuide, Netfinity Manager, Lotus Domino Server or Domino Intranet Starter Pack and a 3-year on-site limited warranty to help customers from the initial buying experience all the way through the life of the product. ■

What is Netfinity?

IBM Netfinity Intel servers provide customers with industry-standard technologies and a reliable foundation for their networked businesses by delivering outstanding power, scalability, control and service. The IBM Netfinity family of products helps small, medium and large companies to manage their networked business systems – from file and print capabilities to the most advanced applications – virtually any time, anywhere.

Software from industry-leading vendors such as Lotus, Novell, Microsoft, SCO, SAP, Oracle and Baan are tested on IBM Netfinity servers to help customers achieve a high degree of productivity. In addition, through the worldwide IBM TechConnect program, customers can train and certify their specialists in IBM Netfinity technology.

"The combination of Intel's high performance Pentium II processors together with IBM's Innovative Netfinity servers delivers an exceptional platform for today's demanding business users," said David Bolt, General Manager, Intel Australia.

The IBM Netfinity 3500 server was winner of the 1998 U.S. Government Computer News 'Best New Product Award' for servers at FOSE – the largest integrated IT trade event serving all branches of government.

FOR MORE INFORMATION

For further information, visit www.pc.ibm.com/netfinity or call IBM Direct on 132 426 in Australia or 0800 426 376 in New Zealand and ask for 'AS/400 NEWS/INFO.'

Tape enhancements saving you time and money

With industry-leading three-year warranty and increased time to data you save dollars and improve customer service!

IBM has recently announced significant enhancements to its family of Magstar MP (Multi-Purpose) tape drives and libraries that will provide fast, reliable access to data for unattended backup and restore operations in mid-range environments. Magstar MP's improved data rate gives you the performance you need for supporting business-critical applications such as network storage management, data warehousing and digital libraries.

Fly to your first byte of data

Inside the Magstar Tape Subsystem you will find a unique midpoint load mechanism, meaning the system only needs to search about one quarter the length of a tape to provide a mid-range tape storage solution offering exceptionally fast data access and reliability. It optimises both read- and write-intensive operations, quickly locating data in either direction on the tape cartridge to provide unmatched 8-second access to data for read-intensive applications. That's incredibly fast for tape.

Combined with already proven fast access capability, the Magstar MP 3570 Model C offers a faster combination of data rate and access time than comparable midrange and network tape storage solutions. Storage managers will now be able to back up larger amounts of data in less time, a significant advantage in "backup window" performance.

What is the impact on your business when data is lost?

Depending on the type of data, the impact can be minor, severe or even devastating. IBM's ADSTAR Distributed Storage Manager (ADSM) is a client/server application, which can protect your company's critical data. ADSM for AS/400 integrates unattended network backup and archive with disaster recovery planning functions in a single software solution to help you safeguard your business assets. In addition to multiple client platforms, ADSM is a scalable storage management solution that can be integrated into your AS/400 environment with the IBM Magstar MP 3570 and 3575 technology.

Backup Recovery and Media Services/400 (BRMS/400) is a systems management tool that will help you manage your backup, archiving and recovery environments for single or multiple AS/400 systems, at a single site or across a network where the principal data save/restore media is tape. Full error checking is performed and messages are provided to the operators to ensure that errors do not go unnoticed. BRMS/400 supports automation with IBM 3494, 3590, 3570, 3575 and 9427 tape library devices.

Position yourself for the future

The Magstar MP tape drive, with the Magstar MP Fast Access Linear Tape Cartridge, is a leading tape automation solution for midrange networking users, with over 12,000 units installed. In addition to the Magstar MP's role in traditional tape applications, its extremely fast access to data also means it can be used for operations that were previously relegated only to hard disk or optical storage. And looking forward, you'll already have the hardware necessary to take advantage of emerging applications for mid-range systems like data warehousing, e-business and digital libraries.■

In addition to the Magstar MP 3570, the Magstar MP 3575 Tape Library Dataservers have also been enhanced with the addition of a new patented Multi-Path architecture and support for AS/400 customers. The IBM Magstar MP 3575 Tape Library Dataserver is a family of automated tape storage solutions designed for the growing unattended storage requirements of today's mid-range and network servers.

These compact, integrated tape storage libraries expand the capability of tape processing by optimising both read- and write-intensive operations. The Multi-Path feature supports sharing of tape storage resources by multiple homogeneous and heterogeneous servers: up to six AS/400 servers or any three heterogeneous servers.

FOR MORE INFORMATION

For further information, visit www.storage.ibm.com or call IBM Direct on 132 426 in Australia or 0800 426 376 in New Zealand and ask for 'AS/400 NEWS/INFO.'

IBM Services: committed to customer support

Product Support Services, part of IBM Global Services, provide customers with the support services to manage their own technology. PSS can help you plan, design, implement and maintain your system infrastructure. Application development and maintenance are not provided by PSS but can be arranged through other parts of IBM Global Services. PSS provides services in the following six areas:

Solution Services			Product Services		
Systems Mgt. and Network	**Business Recovery**	**Site and Connectivity**	**Software Support**	**Implementation**	**Maintenance**
• LAN Services • Desktop Out-tasking • Tivoli Services • Offering – HelpLan	• Consulting • Recovery Support • Planning & Implementation • Risk Management (see opposite page)	• Site • Connectivity • Relocation • Power Protection • Burn-In/ Rollout	• Technical Support • Operational Support • Offering – Supportline	• Technical Support • Migration • Planning • Performance Management & Capacity Planning • Offering – SmoothStart	• Technical Support • IBM/Non-IBM • Offerings – Warranty Upgrade – Maintenance

Systems Management and Network Services assist customers in managing and optimising their information processing system and/or network through the provision of personnel, tools and methodologies.

Business Recovery Services is the provision of off-site backup systems and networks, including consulting, designing, periodic updating of customer recovery plans and procedures, and provision of facilities for testing during recovery. Drop ship equipment is also available to the customer for entry level BRS recovery. Business Recovery Services include:

- Business Recovery Consulting
- Recovery Support Services for (Mainframe, RS/6000, RS/6000 SP, AS/400, Client Server, High Availability)
- Recovery Support Services for Call Centres
- Recovery Support Services for End Users
- Planning and Implementation Services – Recovery Management Services
- Risk Management Services – Business Capacity Services
- Continuity Management Services
- Recovery Support Services for AS/400 Protection Express

Site and Connectivity Services: Project managers, technical personnel and equipment can assist customers install and manage their physical information processing infrastructure and environment. Site and Connectivity Services delivers total integration of IT facilities, reduced risk and control costs, and maximise system availability through Site Services, Connectivity Services, Relocation Services and Power Protection.

Software Support Services: Software problem support includes problem determination, problem source identification, resolution of software failures and answering questions on software installation and usage.

AS/400 Supportline is delivered as a standard, priority or hourly service. Customers have access to a technical specialist who can answer defect or usage questions about AS/400 hardware and software. AS/400 Software Maintenance minimises the need for customers to research and schedule a software maintenance strategy.

Implementation Services supply personnel to perform planning, installation, migration, relocation and optimisation services. Migration Services provide smooth transition within a fixed time, at a fixed cost. Migration plans, skills transfer and documentation are the main features of this service.

Performance Management (PM/400) and Capacity Planning provide proactive systems management to maximise availability and reduce cost. Clients receive customised performance service and are provided with data analysis and regular performance reports.

A complete range of SmoothStart Services provide customers with rapid installation, IBM expertise allowing the freeing up of customer IT resources. Customers can also relax with the knowledge that SmoothStart services provide a fast startup within a fixed time and a fixed price. The SmoothStart range of AS/400 services covers Integration of Windows NT Server, BYPASS2000, Firewall for AS/400, TCP/IP for AS/400 and Lotus Domino for AS/400.

Maintenance Services provide hardware maintenance of all IBM and Non-IBM equipment including problem determination, resolution, parts and preventative maintenance. ■

FOR MORE INFORMATION

For further information call IBM Direct on 132 426 in Australia or 0800 426 376 in New Zealand and ask for 'PSS/INFO.'

When disaster strikes

Royal & Sun Alliance relies on IBM Business Recovery Services to see through blackouts.

We never like to think that the worst may happen, or that disaster may strike, but you only have to look at the recent power failures in both Auckland and Brisbane for proof. Statistics show almost 50 per cent of all businesses which experience a disaster are out of business within 12 months, and more than 25 per cent of those that survive close within the next two years.

Earlier this year, Auckland's central business district was brought to a three-week standstill through power cuts. During the blackout, many businesses in the CBD were able to move equipment and continue their operations at other locations. Among these resourceful companies was the financial giant Royal & Sun Alliance which weathered the storm without any adverse effects.

Royal & Sun Alliance had a carefully designed and stringently tested disaster plan, developed under contract with IBM Business Recovery Services, enabling them to continue operating almost without a hitch.

With power fluctuations in the second week of February providing an early warning of the problems to come, Royal & Sun Alliance contacted IBM Business Recovery Services to discuss possible scenarios.

The company formally activated its disaster recovery strategy two days later and an IBM Business Recovery Services team worked over the weekend to build an AS/400 system to meet its core business requirements. IBM Business Recovery Services and Royal & Sun Alliance teams worked closely to ensure that systems were recovered from existing backup tapes.

During the power outage, IBM Business Recovery Services provided Royal & Sun Alliance with a range of services, including:

- a fully-configured AS/400 host machine, terminals and office space for customer staff;
- assistance with the re-configuration and connection of communications lines;
- office space for large printers, servers and communications equipment;
- 24-hour access and security for staff;
- PABX services; and
- an on-call manager and consulting expertise.

Royal & Sun Alliance Managing Director, Alan Bradley said, "IBM Business Recovery Services was absolutely fantastic in the way they responded to this situation and enabled us to keep operating. They were available 24 hours a day and made sure we had everything we needed. I couldn't have asked for better service."

IBM has a Five-Part Business Protection Model to help you avoid, prepare for and recover from everything from a minor local disruption to a major disaster.

1. Risk Management

Regardless of the type of disaster, you will need professional assistance to understand and manage all the risks and threats your company faces.

With IBM's Integrated Risk Management products (i.e. IBM's Anitvirus software) and consulting services, we will help you establish a quantitative approach to identifying and neutralising the types of events that can disrupt your business.

2. Recovery Strategy

One of the keys to a successful recovery plan is a sound recovery strategy which will lessen the potential financial losses to your bottom line.

3. Recovery Capability

Recreating an entire information technology network environment on demand requires a massive dedicated infrastructure of facilities, equipment inventories, technical services and skills, all of which IBM can offer, including a comprehensive worldwide network of leading edge resource in the event of a disaster.

IBM's Business Recovery Services offerings are outlined in full on the opposite page.

4. Recovery Plan

IBM Business Recovery Consulting Services can help you develop, implement, test and maintain a total business protection program that details a precise course of action in the event of a disaster.

5. Business Continuity

To ensure business continuity when disaster strikes, IBM offers a range of Site and Connectivity Services which includes your technology, your facilities and your employees.■

FOR MORE INFORMATION

For further information contact your Business Partner, IBM Representative or IBM Direct on 132 426 in Australia or 0800 426 376 in New Zealand and ask for 'Business Recovery Services/INFO.'

IBM Business Recovery Services may vary in Australia and New Zealand.

NON-TECHNICAL

How does

Baycorp give

its customers

user-friendly

access with

maximum security?

AS/400e and e-business

When the team at Baycorp Holdings expanded their business onto the Internet, they were thrilled to see it shoot their daily transactions past the one million mark.

By adding an e-business Website to their AS/400, one of New Zealand's leading credit services providers has helped pioneer a faster and more secure way for its customers to access sensitive information . . . 24 hours a day.

Now, each transaction costs less and they can handle more of them, increasing productivity and improving customer service.

Baycorp General Manager – Information Services, Garry Wood, declared, "We've made it easier for our customers to deal with us, and have received an extremely positive response. Doing business on the Net is the way of the future and the long term commercial potential is enormous."

As for security, Baycorp's Website transactions are protected with passwords, encryption keys and a Digital Identification Certificate.

Find out how the AS/400e can provide your customers with user-friendly access and maximum security. Contact IBM Direct today on 132 426 in Australia or 0800 426 376 in New Zealand and ask for 'Baycorp/INFO' or visit us at www.as400.ibm.com

Solutions for a small planet™ IBM®

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