NEWS/4/YOU

AS/400 & S/3X MAGAZINE — AUSTRALASIA

Latest announcements
AS/400e: built for
business

Business case for Java

Leave the off-line
competition behind

Bonus Domino with
new AS/400e 170
(see attachment)

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IBM® Business Partner

Reader's Guide – Here is your easy guide to the technical level of articles in NEWS/4 YOU

NON-TECHNICAL   **MODERATE**   **TECHNICAL**

What is the role
of computing in
bus...

David Russell
Manager, IBM Business Servers
Australia and New Zealand

That's not an easy question to answer.

Just a few years ago, computers automated a few specific tasks. Today, information technology is the way business does business, gathering, analysing and delivering accurate, up-to-the-minute information that helps organisations compete in a rapidly changing marketplace.

But, for many businesses, the evolution of computer from business tool to business essential has come at a price. Resources once dedicated to running the business too often now are dedicated to running the computers.

The latest AS/400e hardware enhancements and the newest version of the AS/400 operating system OS/400 Version 4 Release 3 (V4R3) have been designed to provide the power, tools and ease of use businesses need to get a quicker return on technology investments.

> **"***Resources once dedicated to running the business too often now are dedicated to running the computers.***"**

As information technology has become essential to business strategy, companies need a system that grows easily as the business grows.

AS/400 systems with V4R3 feature new, more efficient microprocessor design that delivers up to a 90 per cent performance improvement over previous systems.

Ease of use has been a part of the AS/400 strategy since the brand was introduced. With V4R3, this traditional ease of use has been extended to such critical areas as Internet enablement, setting up security and managing multiple systems.

Around the world, organisations of all sizes have chosen to build their business on AS/400. From the beginning AS/400 has been designed to deliver real business value by delivering exceptional power along with ease of use. Now AS/400e is better than ever at supplying the performance and control businesses need to move ahead in today's competitive world. And today's competitive world is moving to the realm of e-business.

e-business – beyond the hype

Certainly no area of information technology has generated more attention over the past few years than e-business. Is all the hype justified?

At the very least, e-business offers a way to dramatically reduce costs.

According to an International Technology Group (ITG) study called *Strategies for Scalability*, "the costs of processing orders are typically 10 per cent to 60 per cent less via the Internet than by telephone. Companies that have aggressively promoted Internet-based ordering have found

Latest AS/400e *enhancements*

ness today?

that up to 30 per cent of all orders move to this medium." But cost cutting is just a start.

The Internet has become the fastest growing mass medium in history. In 1997, Dataquest estimated that there were 50 million subscriptions to the Internet; within five years that number is expected to reach 270 million. And increasingly, those subscriptions are being used for real business. Some consultants believe that there will be a US$220 billion channel by 2001, with 80 per cent of that coming from business-to-business sales.

As more and more businesses make the transition to e-business, they have to create an information technology structure that supports the new model. In addition, as the requirements for e-business continue to unfold, and organisations change the way they do business in response, systems supporting e-business must also be capable of growing and changing.

These factors are what makes AS/400e one of the best e-business systems.

AS/400 is the most integrated e-business solution in the industry. By integrating the technologies required to compete in a networked world, AS/400 brings to e-business the flexibility, ease of use and manageability it has always brought to advanced business computing. As a result, AS/400 brings substantial e-business benefits, in terms of lower costs, higher availability, and easier manageability over implementing those same solutions in environments that do not include AS/400.

> " *Just as AS/400 is built for business, AS/400e is built for e-business.* "

In a nutshell, what do the latest AS/400e enhancements mean to you?

Pour on the power

Whatever your business strategy, it has one simple goal: growth. New high-end models deliver up to a 90 per cent performance improvement. At the entry level, five new versions of the uniprocessor AS/400e server 170 deliver more than a 40 per cent performance improvement and enhanced processor utilisation.

Ease of use

Point, click, compute. Ease of use is more than putting a graphical interface on an existing program – it's a philosophy that shapes every aspect of AS/400 design. Ease of use is a major reason why more than 500,000 AS/400 systems have been installed worldwide.

Developing your e-business

The best way to meet many of today's business challenges head-on is with e-business. By harnessing Internet technologies to extend the reach and range of your systems, you can respond more quickly to market shifts, cut product development cycles, enhance teaming within your organisation and reach new markets. Just as AS/400 is built for business, AS/400e is built for

e-business – and new functions provided with V4R3 address critical new e-business requirements.

Getting smarter with your data

It's been said that information is an organisation's most valuable asset. It's also been estimated that the average company actually uses less than 5 per cent of the information it has on hand, and is seeing its information volume double every five years. AS/400e delivers the performance you need to turn gigabytes of data into pure business intelligence, at a price you can afford.
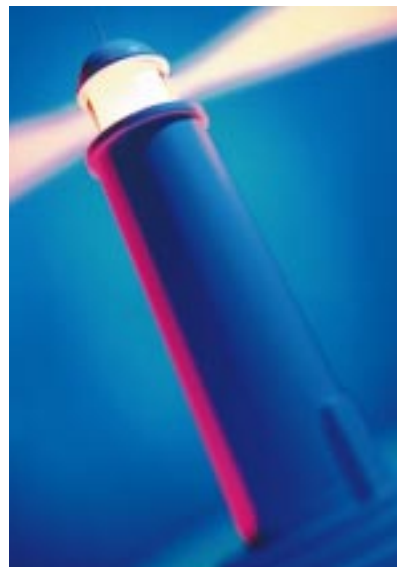
Editor's column

IBM built the AS/400 to run the businesses of small, medium and large companies better than any other system in the world. To achieve that goal, IBM developers designed the AS/400's unique architecture around the needs of companies like yours. This fact has made the AS/400 the most successful commercial business system on the market today. Hundreds of thousands of businesses have installed over 500,000 AS/400s throughout the world. Those businesses can select their software from over 30,000 applications developed for the AS/400 – more commercial solutions than any other system on the planet.

This issue of NEWS/4 YOU features the latest AS/400 announcements including the new release of OS/400, V4R3, and the new additions to the AS/400e family. The enhancements in ease of use, power and e-business capability confirm that AS/400 truly is built for business. Don't miss the other feature articles outlining a business case for Java, and profiling new Domino applications for AS/400. The customer story on Mortgage Choice, laying e-business foundations for home loan growth, contains further information on how Domino for AS/400 can add real value to your business.

This NEWS/4 YOU also contains the latest news, trends and announcements on topics of interest such as education, storage, networking, application development and e-business tools. As we continue to strive to add value to your business, we encourage you to continue providing us with feedback, to ensure NEWS/4 YOU satisfies your current and future needs.

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Technical Studio for AS/400– www.as400.ibm.com/techstudio

The Technical Studio for AS/400 should be your first stop when you're looking for workshops, tools and AS/400 technical information. It covers wide areas of interest including:

• **Web Builder's Workshop** – establishing yourself on the Internet and taking advantage of the latest AS/400 web technologies.

• **AS/400 Networking** – helping you connect to a local network, set up and use Client Access and choose an AS/400 for Lotus Domino serving.

• **AS/400 Security** – protect your AS/400 from threats over the Internet and other network attacks.

• **AS/400 Site Preparation** – extremely useful when installing a new AS/400.

• **Operations Navigator** – helping you set up AS/400's point-and-click system administrative interface.

• **Developer Resources** – includes code snippets, Java links and Web development tools.

• **Upgrade Paths and New Systems Online Advisers** – scaling your AS/400 solution with your growing business needs.

The Technical Studio for AS/400 is a comprehensive online resource for AS/400 technical professionals. Recent additions include a TCP/IP and Domino white paper, Domino for AS/400 sizing and a Java Developer's Corner. So look around, explore the new topics, and see what else AS/400 can do for you.

Go to www.as400.ibm.com/techstudio

AS/400 and
Year 2000
special update

As if running your business with an eye on the future isn't challenging enough, now the future itself is offering a challenge: the simple calendar change when 1999 becomes the Year 2000.

> "*Customers still have work to do to prepare for the next millennium.*"

Fortunately, AS/400 is ready to solve your Year 2000 problems today.

The platform that's ready now. Every release of the AS/400 operating system that IBM ships today is ready for the Year 2000.

Powerful Year 2000 application enablers, programming interfaces and conversion tools. AS/400 provides Year 2000 interfaces that are fully integrated and tested. This makes it easier to transform existing applications or create new ones that are Year 2000 ready. And once you're ready to make your applications Year 2000 ready, IBM and its Business Partners have all the conversion tools you'll need to make the process simple.

Solutions to meet your Year 2000 business needs. Practically all of the 8,000 AS/400 Business Partners that provide solutions for the system are shipping or putting the finishing touches on Year 2000 ready versions of their applications.

A wide range of offerings to help you meet the challenge. No matter where AS/400 customers are in the world, IBM and its Business Partners can reach them with the tools and services needed to make their systems Year 2000 ready.

A competitive advantage, now and for the future. Because AS/400 offers an integrated package of Year 2000 enablers and solutions, companies using AS/400 are saving millions of dollars and thousands of staff hours compared to companies using other systems.

While AS/400 is an ideal solution to the Year 2000 problem, customers still have work to do to prepare themselves for the next millennium. ■

New BYPASS2000 forum ready

BYPASS2000 for AS/400 is a tool to assist AS/400 customers and Business Partners address the Year 2000 challenge. Application developers and technical support staff can convert their AS/400 RPG and COBOL applications to properly handle four-digit years throughout their applications with a minimal amount of manual intervention.

If you're using IBM's BYPASS2000 Y2K conversion tool and have questions you can't answer, you might want to check out IBM's online BYPASS2000 forum. If you post a question, one of IBM's experts will do their best to answer it. By the way, a slew of messages from the old forum has been archived on the Web. To get to the forum, go to **www.software.ibm.com/ad/as400/bypass**

FOR MORE INFORMATION

For further information, refer to the IBM Year 2000 homepage at www.ibm.com/year2000

AS/400e:
built for
business

AS/400 has always been designed for business

By tightly integrating hardware, software, middleware and the operating system, AS/400 provides a combination of power, flexibility and ease of use that makes advanced computing simple.

That design also makes it possible for AS/400 to help ensure that you never get left behind as technology changes. The latest AS/400e hardware enhancements and the newest version of the AS/400 operating system, OS/400 Version 4 Release 3 (V4R3), have been engineered to provide you with the performance, the tools and the ease of use you need to help you get a quicker return on your investment in such critical areas as e-business, enterprise resource planning, business intelligence and server consolidation. Detailed information on the announcements follows.

IBM AS/400e enhancements – powerful business servers built to grow

AS/400e series growth and scalability keeps pace with your business needs:

- 8-way and 12-way processors for Models 650 and S40 nearly double processor performance (see tables).

- High-end system memory is doubled to 40 GB.

- Over two terabytes of disk capacity on top models.

OS/400 Version 4 Release 3 (V4R3) now supports hardware disk compression on most AS/400 disk units and disk controllers. Double the amount of data you store on the same amount of disk space means online storage is much more affordable.

Manage your systems remotely with an integrated remote console and control panel. AS/400 Operations Console, available with Client Access with V4R3, means that you gain central control of a distributed AS/400 system. AS/400 just gets easier to use. A CD contains EZ-Setup and the Welcome Centre.

Running on a PC under Windows 95/98/NT 4.0, and connected to the host with the Operations Console cable, the user is guided through the initial AS/400 installation tasks. The Welcome Centre contains browser based information which guides you through the installation and configuration of a new AS/400.

> "*The latest enhancements of the AS/400e series in performance, capacity, scalability and usability continue to extend its real business value.*"

S40 Models	Interactive CPW	Client/Server CPW	Software Group
9406-2256 (8)	64	1794	P30
9406-2261 (12)	64	2340	P40
9406-2207 (8)*	120	3660	P40
9406-2208 (12)*	120	4550	P40

*Note: The S40s (2207 and 2208) are NEW to the range and complement the existing high end (2256 and 2261) models

650 Models	Interactive CPW	Software Group
9406-2240 (8)	1794	P40
9406-2243 (12)	2340	P40
9406-2188 (8)*	3660	P50
9406-2189 (12)*	4550	P50

*Note: The 650s (2188 and 2189) are NEW to the range and complement the existing high-end (2240 and 2243) models

IBM AS/400e server 170

AS/400e server 170 is refreshed with the latest IBM 64-bit RISC (A50) processor technology

Along with increased performance, memory has been tripled and disk storage capacity has been doubled. The new AS/400e server 170s provide faster and more scalable business computing while the entry level model 150 continues to provide exceptional computing to small businesses.

These five new 170 models replace the current 170 range

New 170 Models	Interactive CPW	Processor CPW*	Software Group
9406-2290	20	73	P05
9406-2291	25	115	P05
9406-2292	30	220	P10
9406-2385	50	460	P10
9406-2386	70	460	P20

* Processor CPW represents the relative performance (maximum capacity) of a processor feature running a commercial processing workload (CPW) in a client/server environment.

New V4R3 Release of OS/400

On the Internet, you're always "open" for business

Engage AS/400 to make your venture into new markets a sure, safe journey.

The latest release of OS/400, Version 4 Release 3 (V4R3) includes enhancements which are:
- Easier to use
- Stronger in function
- Supportive of faster, easier deployment of e-business.

Specific V4R3 enhancements

Backup Recovery and Media Services for AS/400 adds:

- Hierarchical Storage Management (HSM) Interface Support – Helps reduce operation and storage expenses and improve system availability
- BRMS Application Client to ADSTAR Distributed Storage Manager (ADSM) – Manage your AS/400 system storage in a networked environment and reduce storage expense

DB2 Query Manager and SQL Development Kit for AS/400 delivers:

- Interactive query and report writing interface
- Precompilers and tools to assist in writing SQL application programs in high-level programming languages

Firewall for AS/400 brings:

- Network Address Translation to conceal internal addresses
- Virtual Private Networking to enable firewall-to-firewall encryption
- Database table creation of firewall logs to aid in log management and analysis

Other enhancements

- EDMSuite OnDemand for AS/400 (See the article on page 30 of this issue of NEWS/4 YOU.)

- HTTP Server for AS/400 (formerly known as the Internet Connection Server) features an enhanced GUI, an improved server and automatic browser detection
- Database enhancements improve performance and increase SQL functions
- NetQuestion is a powerful, full-text search engine that builds an intranet search service for AS/400 system users. NetQuestion is not just easy to use, it's easy to administer and maintain
- Operations Navigator is easier to install with user interface improvements for TCP/IP, database, Lightweight Directory Access Protocol (LDAP), and security
- AS/400 Toolbox for Java offers a set of graphical programming interfaces plus additional low-level interfaces to access AS/400 resources

Announcement Letters

For more information, refer to IBMLink for the announcement letters listed below at www.ibmlink.ibm.com

AP98-1323	V4R3 licensed programs	AP98-1324	V3R7 and other programs withdrawal	AP98-1322	V4R3 terms and ordering
AP98-1341	AS/400 IPLA licensed programs	AA98-3098	AS/400 operating system for V4R3	AP98-1330	Callpath server for AS/400
AG98-0261	AS/400 selected products withdrawal			AP98-1340	MQSeries for AS/400, V4.2.1
AP98-1339	ADSM for AS/400, Version 3.1	AA98-3102	AS/400 custom mixed mode servers	AP98-1342	e-server 150 software
				AP98-1344	Datapropagator relational/400
AA98-3100	AS/400 languages and tools	AG98-0262	AS/400 e-series enhancements	AP98-1345	MQSeries for AS/400 V4.2 withdrawal
AA98-3099	Client access family for Windows	AG98-0275	AS/400 e-server 170 helps you profit from the trends		

New Lotus applications
for AS/400 customers
now validated

NON-TECHNICAL

In Australia and New Zealand, IBM has been working with Lotus Professional Developers to "validate" their applications for AS/400. This is a process to ensure that the applications can be installed smoothly and easily, and that any potential issues are resolved ahead of time. IBM Education and Training have also been conducting Domino training for customers and Business Partners.

Domino has more to offer than just the world's best mail and messaging system. As an integrated and powerful development platform, it has become the basis for many new sophisticated applications, driving new levels of value to your business when delivered natively on AS/400.

AS/400 has a proven reputation for delivering reliability, security, scalability, ease-of-use and ease-of-administration. It is consistently rated the best commercial business server in terms of total cost of ownership. It is the system of choice to run mission-critical, line of business applications for hundreds of thousands of organisations around the world. Now those same businesses can reap new rewards by being able to easily combine line-of-business applications with Domino for AS/400.

Domino running natively on AS/400 simplifies the development and deployment of powerful e-business applications, since it can interface directly with DB2/400 data, and can seamlessly extend existing AS/400 applications. High reliability and scalability make possible the implementation of multiple Domino servers on a single machine with a single Domino licence, thus providing opportunity for server consolidation, maximum availability, and reduced total cost of ownership.

Some examples of these applications are featured on these two pages. ■

For a short time only IBM will be offering a Bonus Domino Starter Pack with every new AS/400 Model 170 purchased! The Domino Starter Pack includes a Domino server licence plus 10 Domino client licences.

FOR MORE INFORMATION

For further information please detach and fax back the reply card on the front cover of NEWS/4 YOU.

Application: KAZPER

KAZPER is a Year 2000 ready Human Resources information management system that has been developed using Lotus Notes. KAZPER addresses the need for decentralised Human Resources function, whilst keeping sensitive data secure but easily accessed.

Industry segments: Human Resources Information Management

Application: OverQuota Sales Force Automation System

OverQuota provides support in two distinct areas, Sales Process Management and Knowledge Management. Its processing centres on either relationship based or opportunity based selling activity, and is designed specifically to support team based information sharing activity.

Industry segments: Cross industry

Applications: e-business, The Intelligent Assistant

SAVANT provides the Ultimate Solutions for Knowledge Management on Internet, Intranet and other networks. Innovative technology allows the capture and distribution of knowledge and expertise without programming capability required by the user.

Some solutions include: Intelligent Virtual Advisor, Intelligent Electronic Commerce Web sites and Call Centres.

Industry segments: Cross industry

Applications: Domino400.Contact, Domino400 Automated Workpapers

Domino400.Contact – An integrated suite of Lotus Notes databases supporting the generation of new business and retention of existing clients. Holds details about clients, prospects and suppliers and is integrated with incoming e-mail.

Domino400 Automated Workpapers – Automates the process of maintaining workpapers and producing audit reports. It enables auditors to work remotely while collaborating with colleagues.

Industry segments: Cross industry
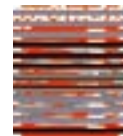
Application: GWI Help!

Help! offers the only comprehensive, shrink-wrapped, customisable solution for call centres and is available in several configurations enabling you to select the support solution that best meets your needs.

Help! for Lotus Notes has modules covering incident management, knowledge management, user/customer information and activity tracking for other related items.

Industry segments: General

Applications: Electronic Business Papers, Customer Request System, Policy & Procedures, IT Helpdesk.

• Electronic Business Papers – allows compilation, distribution and storage of Council/Executive Meeting Agendas, Minutes and Actions.

• Customer Request System – designed to assist council service personnel to service their customers efficiently with call monitoring and tracking.

• IT Helpdesk – Four databases work together in the Stowe IT Helpdesk to keep a complete record of staff details, escalation settings and staff allocation, requests/problems and action taken.

Industry segments: Local Government

Applications: aptrix"! and RAMS Direct Online Mortgage Application suite.

aptrix"! – a flexible, scalable Domino 4.6+ development environment for the rapid production and deployment of large-scale corporate Internet, Intranet and Extranet solutions.

RAMS Direct Online Mortgage Application suite – Developed for mortgage originators, the system facilitates the complete process of applying for a home loan by telephone, collecting user details, loan details, assets and liability profiles, and customer management.

Industry segments: 1. Any industry or industry segment, 2. Mortgage origination, loan origination, general finance

Application: The DomiNotes Work Suite

The Dominotes Work Suite is a comprehensive work management suite developed in-house by FishTech and Partners. The DomiNotes Work Suite incorporates several applications all supporting the flow of group work. The applications cover the functional areas of internal and external administration, purchasing, inventory control and IT support management. All our applications look and feel the same, providing a consistent interface for your business operations.

Industry segments: All segments wishing to extend a transaction process from the Web through to a prepackaged ERP application

Application: Prospector Client Management and Sales Automation, F1 – Help Desk

Prospector is a client management and sales automation system that can mail to clients depending on their preference, i.e. e-mail, fax or post. Prospector keeps track of phone calls, meetings and miscellaneous activity for clients. It can also provide quotations, internal order sheets and forecasts as well as excellent management reporting.

F1 is an easy to use and highly functional help desk system. Calls can be lodged by phone, by mail or by using a browser. Full escalation procedures can be set up for multiple levels and a knowledge base is also available.

Industry segments: Cross industry

Applications: Justwin Apparel, Justwin Textile, Justwin Workflow

Justwin Apparel and Justwin Textile are collaborative product information management applications with integrated workflow and e-mail for the apparel and textile industries. Both are fully integrated web enabled applications that cut development and manufacturing lead times. They assist in minimising waste, reducing errors and eliminating the unnecessary duplication of paperwork.

Industry segments: Apparel, Textile. Justwin Workflow is for any process driven industry

Contingency Management

Applications: EM/2000 - MATE

Contingency Management is a professional consultancy service specialising in Emergencies & Crisis Management, Security Management - Special Event Planning. The EM/2000-MATE application establishes databases handling incoming communications, recording incidents, database summary, library database, universal message box, contact manager, incident planner, incident recorder, message tracker, special event manager, resources and situation reporter. GIS mapping integration, with complete integration with the Internet and Database replication.

Industry segments: Emergency Services / Defence / Local Government / Utility Industries

Applications: Customer Request Management System (CRMS) and Electronic Business Paper (EBP)

CRMS provides a powerful, low cost and easy to use solution for customer service. Included in the system is a user definable knowledge base, automatic job allocation and distribution. EBP provides a Lotus Domino based solution to the creation, compilation and distribution of council business papers. The system provides powerful security and control, allowing for the creation of both paper based and electronic business papers.

Industry segments: Local Government, State Government, Utilities.

Applications: BrookstoneVirtualOffice, BrookstoneElectronicOffice.

BrookstoneVirtualOffice is a paperless office system for geographically dispersed organisations (including teleworking). BrookstoneElectronicOffice, on the other hand, is a paperless office system for geographically centralised organisations.

These paperless software applications comprehensively serve functions such as management of relationships, activities, events and documents, cost accounting, human resource administration and customer feedback tracking (helpdesk).

Industry segments: Cross-industry application, especially timesheet-based enterprises.

Applications: The Sales & Marketing Hub™, The Client Management Hub

The Sales & Marketing Hub – the Hub helps build corporate best practice and reduce time required to develop brand and account strategies, advertising and promotional plans. It lets sales and marketing teams share vital information across different locations.

The Client Management Hub is the innovative team software for companies who serve corporate clients. It enables increased customer satisfaction and loyalty, new cross-selling opportunities and enhanced profits by providing immediate access to customer and product information.

Industry segments: Fast Moving Consumer Goods, Insurance, Banking, Financial Institutions

Combining Java
and AS/400:
the business case

> **"***Business people evaluate trends like the Java phenomenon in monetary terms.***"**

Java is cool

Java is more than just cool. There is a business case for Java. Java offers write-once-run-anywhere code, skill-set reduction, real productivity gains, Web leverage and software reuse. Find out how this provides real-dollar benefits for your company. Java is hot! Or is it? If you ask a technical person, Java is most decidedly hot! If you ask a businessperson – such as the controller at your company – Java may

look like yet another soon-to-be-unfulfilled promise of nirvana in the information technology (IT) department. Business people have a well-earned scepticism about any new IT panacea and right now they could be forgiven for mistaking Java for the latest one.

Business people evaluate trends like the Java phenomenon in monetary terms. If it proves itself a money-maker over some reasonable business period, then it's probably a good thing. If it doesn't, and it isn't mandated by some external controlling body like the government, then business logic says don't do it, no matter how technologically exciting it is.

When you look at the reasons companies cite for moving to Java as a primary software technology, most appear at first glance to have a propeller-head bias. Reasons often cited for using Java today are cross-platform compatibility, programmers' interest in Java and an open computing environment.

Hmmm, OK, I'm a businessperson, and I'm supposed to go to Java because it runs on a lot of computers and my programmers like it.

Please! In my business, we don't let the dump truck drivers pick the trucks, and we don't let the programmers pick the IT infrastructure technology.

There are solid business reasons for using Java and for using AS/400e as your primary Java server, but most analysis of Java to date has focused on

the gee-whiz technological aspects of Java. These reasons won't cut it when Dr. No gets hold of your pet Java project (every successful company has a financial officer with the responsibility of saying "no" to fanciful, but unjustified, projects).

In AS/400e shops, the business case for Java rests on the twin pillars of Java capabilities and the inherent strengths of AS/400e as a Java server.

Write Once, Run Anywhere

Write-once-run-anywhere code is a reality with Java. If it weren't possible, Java usage on the Internet would be non-existent. The key words here are "100% Pure Java" and "Java Compatible" (terms that Sun Microsystems coined). 100% Pure Java means using the Java language itself to accomplish the task at hand, rather than going around or outside the language to use an external component or add-in. Java Compatible is the other side of the portability coin. To be certified as Java Compatible, a system must pass an exhaustive suite of tests that ensure it will correctly run 100% Pure Java programs.

Most business people understand the value inherent in write-once-run-anywhere code; the benefits of portable code and skill-set reduction result in lower-cost, more-effective software development and deployment.
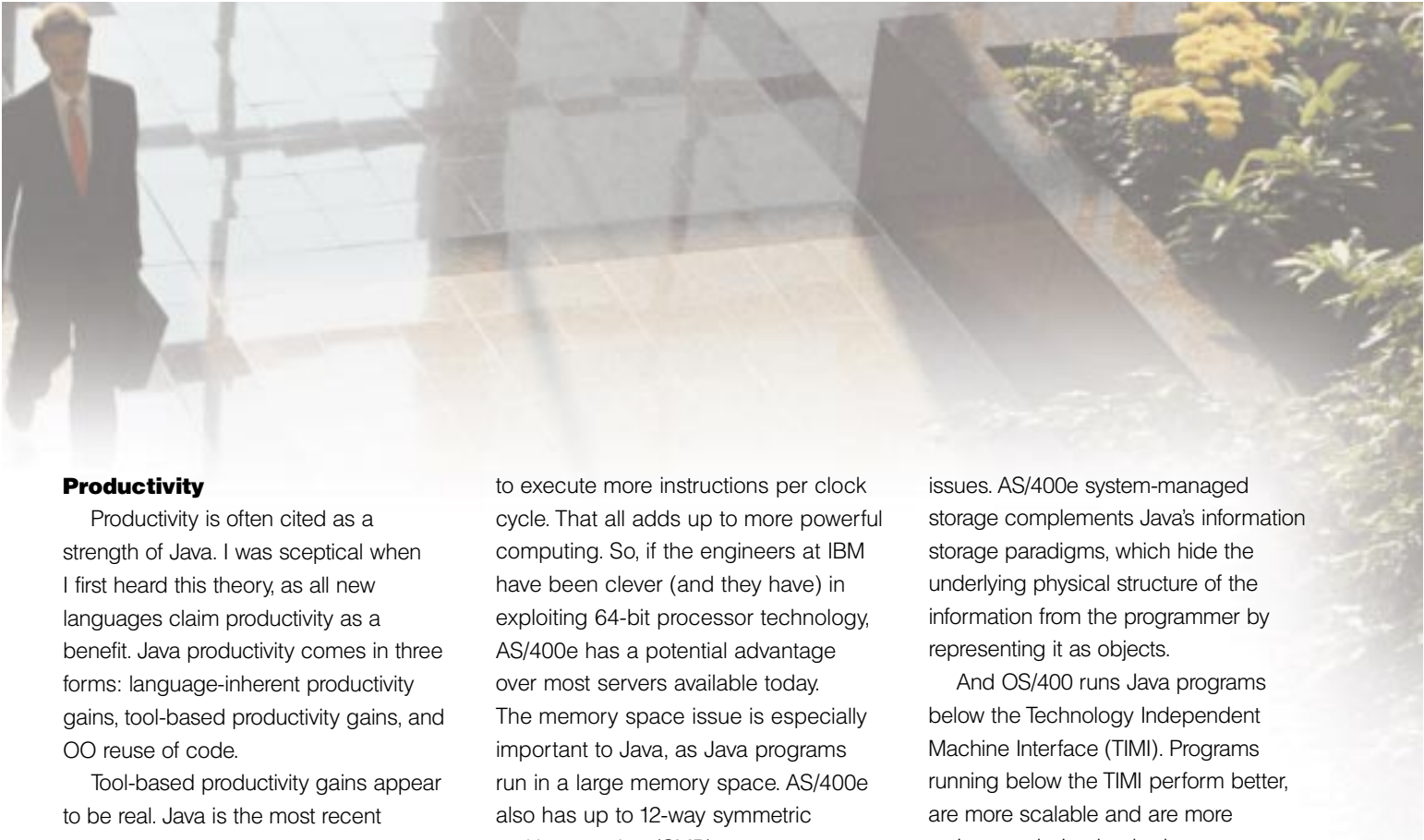
Productivity

Productivity is often cited as a strength of Java. I was sceptical when I first heard this theory, as all new languages claim productivity as a benefit. Java productivity comes in three forms: language-inherent productivity gains, tool-based productivity gains, and OO reuse of code.

Tool-based productivity gains appear to be real. Java is the most recent language introduced in our industry. Being the newest means having the newest, most evolved development tools. My experience with IBM's VisualAge for Java indicates that the productivity gains are quite large.

OO code reuse is a very important business benefit, and Java is an OO software development tool with a well-documented, pragmatic set of standards for writing reusable code. Once a component is developed, tested and given the ability to tell other systems about itself, it can be widely reused just as a standard brick can be used interchangeably in structures of many different houses. Just as the original brick specification is implemented as many individual bricks, so the Java component (a.k.a. JavaBean) is implemented as individual objects based on the original component specification. The business productivity gain is real.

AS/400e and Java

AS/400e has true 64-bit computing. Bits are like dollars; you may or may not benefit from having more of them, but everybody wants more. Having more bits in a process means a larger addressable memory space, wider data paths, and the potential ability to execute more instructions per clock cycle. That all adds up to more powerful computing. So, if the engineers at IBM have been clever (and they have) in exploiting 64-bit processor technology, AS/400e has a potential advantage over most servers available today. The memory space issue is especially important to Java, as Java programs run in a large memory space. AS/400e also has up to 12-way symmetric multiprocessing (SMP) support.

So an AS/400e can grow (or scale) to support very large business computing problems with Java. OS/400 is very interesting in the way it matches up with and supports Java. First, OS/400 is an object-based operating system. Everything in the system is an object and can be accessed only by externally described mechanisms (methods in OO-speak) and attributes.

One of the more important mechanisms is a security mechanism that can distinguish user objects from system objects and can prevent user objects from accessing or modifying unauthorised areas of the system. AS/400e security is a clear advantage for implementing Java on an AS/400e.

OS/400 provides a facility called system-managed storage. Programmers and data analysts can concentrate on the business rule layer content and spend less time on low-level storage management issues. AS/400e system-managed storage complements Java's information storage paradigms, which hide the underlying physical structure of the information from the programmer by representing it as objects.

And OS/400 runs Java programs below the Technology Independent Machine Interface (TIMI). Programs running below the TIMI perform better, are more scalable and are more resistant to being hacked.

AS/400e integration is an important part of the AS/400e business case for Java. IBM combines the hardware and operating system to yield a very reliable server. Designing and testing an AS/400e as a complete unit means that hardware and software can be optimised for each other.
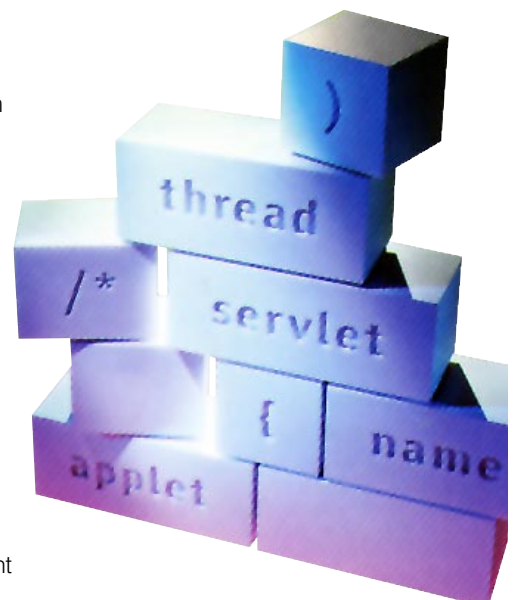
> **"**_Productivity is often cited as a strength of Java. I was sceptical when I first heard this…_**"**

Combining Java and AS/400: the business case

The AS/400e has an uptime percentage of better than 99 per cent. Less downtime means less expense for your business. That's one important reason that AS/400e-based information systems have the lowest life-cycle cost of computing for client/server systems (Source: *Server Life Cycle Ownership Costs: Support Costs Relationship to Operating Environment Integration* IDC, August 1997.)

AS/400e Java Technology

Now for AS/400e Java technology. AS/400e Java technology includes the Java Virtual Machine with Java Transformer, a Java Development Kit (JDK), the AS/400e Toolbox for Java, VisualAge for Java for AS/400e, and the San Francisco Project. Borland's JBuilder Java development tool also supports the AS/400e by integrating the AS/400e Toolbox for Java into it. [Editor's note: A full description of the latest Java for AS/400 enhancements can be found at www.as400.ibm.com/java]

Java makes good business sense

So, what does all the above add up to? The business cases for Java and AS/400e complement each other. Java offers write-once-run-anywhere software technology, the most usable OO software technology yet delivered to the commercial marketplace, and dramatic gains in programmer productivity. AS/400e offers a powerful, scalable, integrated system that provides better support for large Java server-side programs, enables the "any to any" computing model with broad and deep client support, and provides the most reliable server on the market today. All in all, Java is pretty compelling to both CIOs and AS/400 programmers.

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LANSA

With the release of OS/400 V4R3, Aspect Computing has enhanced LANSA for the Web to utilise the Java Servlet support in IBM's WebSphere Application Server. Java Servlets transfer data to and from Browser HTML pages, and in LANSA's case interface with AS/400 Server transactions.

LANSA for the Web is a leading e-business tool whose customers include IBM (www.as400.ibm.com), COMMON (www.common.org) and Shell Canada. The new Java facility gives customers a choice between CGI (Common Gateway Interface) and Java.

Aspect has added Java support not as a fashion statement but for faster more consistent performance.

"Performance is improved because LANSA's Java Servlets use multiple threads, sharing a single job across many browser sessions," explained Mark Duignan, Chief LANSA Architect. "In contrast, CGI requires a separate job for every browser session, potentially adding the overhead of job startup to each user's response time.

"Actually, LANSA's use of CGI is smarter than that because LANSA pre-starts AS/400 jobs to make initial response time faster.

"Even so, Java Servlets promise more consistent performance. Today, with CGI, you can only pre-start a limited number of jobs to avoid overloading the system. If there is a sudden high browser request rate, all the pre-started jobs may be exhausted, forcing more jobs to be started with consequent delays."

LANSA's use of Java Servlets on AS/400 is a good example of the business benefits Java can bring to AS/400 customers.

For more information visit www.lansa.com

IBM tools for application
development
on AS/400

IBM provides an extremely comprehensive set of tools for modern, advanced application development on the AS/400.

You can build on your current investment in AS/400 applications and data as you move into the future.

Choose from a variety of technologies, including the VisualAge family of products such as VisualAge for Java and VisualAge for RPG.

Your applications can be techno-logically advanced and functionally enriched by the use of new technologies that add business value to your solutions, by enhancing them with features like:

• Internet Enablement
• Graphical User Interfaces
• Client/Server Capability

As for new application development, IBM provides an Integrated Development Environment for fast, efficient and productive building of applications, with the key development models based on advanced technologies like Object-Oriented Technology and Java.

Even traditional 3GL development can benefit from a new generation of compilers and Integrated Development Tools for edit, compile and debug sitting on top of the Integrated Language Environment of OS/400.

It is a brave, new world, with many choices. With it comes the responsibility of making educated decisions!

Following is some brief information on a few offerings. For detailed information on any of these application development tools, go to www.software.ibm.com/ad/as400

VisualAge for Java

AS/400 programmers can now use the power of VisualAge for Java to automatically connect Java clients to existing AS/400 applications. VisualAge's exclusive AS/400 affinity classes support the AS/400 as a world class e-business server.

VisualAge for Java Enterprise is the first development environment to provide a full solution for Java development on the AS/400. VisualAge for Java is the development tool to use when building Java-compatible applications, applets and JavaBean components.

VisualAge for RPG

Move into the world of client/server development with VisualAge for RPG (VARPG). VARPG consists of both

CODE/400 & VisualAge for RPG. VisualAge for RPG provides the capability to move valuable mission critical host applications to client/server as well as create new client/server applications.

CODE/400 – Ever thought about what a Windows95/NT version of SEU would do for your programming productivity? Do you wish for a modern Windows-based environment for AS/400 development, not only to help ease the conversion to ILE, but to make programming enjoyable again?

BYPASS2000 for AS/400

including information on the new BYPASS2000 online forum.

SEARCH2000 for AS/400

SEARCH2000 – Customers embarking on a Year 2000 project need to make many decisions about how to approach the project. Decisions about conversion vs. replacement or manual vs. automated conversion can be made easier using SEARCH2000. SEARCH2000 helps customers and service providers in the evaluation of the impact of dates in application data files. ■

FOR MORE INFORMATION

For downloads, demos or more detailed information on any of these application development tools, go to the IBM AS/400 Application Development website at www.software.ibm.com/ad/as400

Mortgage Choice lays
e-business

MODERATE

Mortgage Choice, one of Australia's largest independent home loan specialists, has laid the foundation for reducing loan approval times from seven days to a single hour with a Domino for AS/400 solution.

With the home loan market booming, and the goal to achieve 25 per cent of the loan broking market within the next three years, Mortgage Choice has invested in an IBM AS/400 and Lotus Domino solution that will support its current and future e-business activities and maintain a competitive advantage in the market.

According to Mortgage Choice's Director, Information Technology, Roy Hessey, taking out a home loan is usually a very manual process with a large dependence on paper, faxes and e-mails.

"Using the traditional paper-based system to apply for a home loan, it generally takes more than seven

"We are heavy users of Lotus Domino and we see this as a major advantage over other players in our market."

working days," he said. "With IBM's e-business solution, it will be possible for one of our franchisees to sit with a customer and initiate an online process that will see this seven days brought down to as little as one hour."

The scalability and high-availability of the AS/400 will play an important role in the company's business strategy. With plans to build the business from 160 franchisees throughout Australia and New Zealand to more than 800 franchisees, the ability to phase more technology into the solution is critical.

Prior to implementing the Domino for AS/400 solution, Mortgage Choice was faced with an IT infrastructure that did not have the flexibility and scalability needed to assist the company's growth in the loan broking market. In examining the best possible solution to meet the company's current and future needs, Mr Hessey identified the AS/400 as delivering low administration overheads, high levels of integration, minimal staff training requirements and a low total cost of ownership.

"The very nature of our business demands that we work closely with the lenders whose products we sell," explains Mr Hessey. "Each of these companies, of which there are 20 in Australia and a further seven in New Zealand, have their own IT systems with which we need to integrate.

"We needed a system that would provide a solid foundation for e-commerce as well as provide high levels of seamless integration across multiple platforms and operating environments."

Also high on the agenda was the suitability of the hardware to run Mortgage Choice's Lotus Domino system. "We are heavy users of Lotus Domino and we see this as a major advantage over other players in our market," said Mr Hessey.

With two specific technologies in mind, Mortgage Choice was introduced to Aspect Computing, an Australian-based IBM Business Partner that has proven strengths in both AS/400 and Lotus Domino technologies.

Throughout the entire project, Aspect consultants delivered technical, planning and training skills to Mortgage Choice staff. "We were extremely fortunate to have the opportunity to partner with Aspect," said Mr Hessey. "Rather than have to deal with a multitude of separate companies, we have been able to rely on Aspect, in partnership with IBM, to provide all the expertise that a project of this size and complexity requires."

A feature of the implementation was the partnering between Aspect and another Lotus Business Partner, Entercorp Solutions. Entercorp Solutions played an important role helping facilitate the planning and strategy for Mortgage

IBM Business Partner

foundations
for home loan growth

Choice regarding the Lotus Domino platform. This included work on the design, development and database architecture of the new Mortgage Choice website with its e-business capability.

Mortgage Choice franchisees provide the company's services to a broad range of customers. Each franchisee is provided with an IBM ThinkPad with Lotus Notes and Mortgage Choice's own Domino based software. Via the Telstra Notes Public Network, franchisees can easily link into the Mortgage Choice Notes database and replicate the necessary data directly onto their IBM ThinkPads.

With their ThinkPads, the franchisees are able to visit a customer, complete any required forms on-screen, and submit them electronically. Within an hour, the application approval will be forwarded to the franchisee.

"Under this scenario, paperwork is virtually eliminated, and the customer does not have to wait around for up to a week to find out if the loan has been approved," Mr Hessey said.

To keep the company's data as up to date as possible, Mortgage Choice has installed a Lotus Notes workstation at each of its lending institution partners' head offices. As soon as any of these companies introduces a change to one of its loan products or interest rates, the information is entered at the workstation and is automatically replicated back to Mortgage Choice.

Mr Hessey maintains that Mortgage Choice's business goals would have been unachievable without its investment in the Domino for AS/400 solution.

"Without this technology and the support from Aspect and IBM, we would have to play 'catch-up' with the demands of our customers, franchisees and our own business," he said.

"We now have a solution that can be quickly and easily scaled up to meet whatever the future holds for us". ■

"We now have a solution that can be quickly and easily scaled up to meet whatever the future holds for us."

About Aspect Computing

Aspect Computing is the largest Australian-owned independent information technology services company. Aspect provides systems integration and development services in association with world class education, research and development activities. Established in 1974, Aspect employs more then 1200 people in 68 countries around the world. Aspect's traditional AS/400 skills, combined with a reputation for delivering large, complex Notes/Domino implementations, bring a unique capability to the Australian market.

FOR MORE INFORMATION

For further information contact Aspect on 61 2 9928 1188, e-mail info@aspect.com.au or visit their website at www.aspect.com.au

Yates sows seeds of change with data warehouse

MODERATE

Arthur Yates & Co Limited, Australia and New Zealand's largest manufacturer and marketer of garden products, has redesigned the landscape of its information reporting by implementing a powerful, client/server data warehousing solution which allows them to view structured AS/400 data from a Windows/PC environment.

Yates' existing, home-grown sales analysis tool was essentially an inflexible, hard-copy based reporting system which tied up IT resources and was not Year 2000 ready.

"We wanted to move the focus from IT to the end user," explains Finance Director Tony Ho. "Through the latest client/server technology, we are empowering managers to analyse trends within their own areas of responsibility."

"We had an existing interface with PRMS and wanted to reconfigure it rather than rebuild a system from scratch," says Peter Garland, Systems Development Manager at Yates. "We considered modifying our existing system but the outlay required for Year 2000 conversions made it more cost-effective to replace with a recognised product which had good support."

Silvon has extensive experience in providing solutions to wholesalers and distributiors and their DataTracker software has shell programs which are designed to interface with PRMS.

In response to Yates' demands for an end-to-end solution, Silvon's DataTracker provided a central warehouse, the data transformation tools with interfaces to PRMS and the end user online analytical processor (OLAP).

> **" We wanted to move the focus from IT to the end-user."**

Yates chose to install the DataTracker warehouse on the latest technology with an AS/400e server 170. The central warehouse holds two years' history and is refreshed nightly with the previous day's transactions from PRMS on the core system. Through the OLAP, end users can view Yates' sales, cost, budget and forecast information across 23 dimensions (product, customer, channel of distribution, regional and organisational groupings) from a PC Windows client.

Over the next six months, Yates intends to extend this functionality to their sales force through the product's remote access and Internet capabilities.

As part of the product installation, Silvon held a two-day planning session with senior management to crystallise the business requirements, top-down. Ho comments: "The session made senior management take responsibility for, and ownership of, the information held in the DataTracker warehouse. It is a worthwhile exercise. The Silvon consultants clearly understood our business requirements and facilitated a lively session." Intensive user and technical training sessions are also included in the installation, the whole project taking just 20 days to complete. ■

About Silvon

Software Silvon has been delivering business intelligence Application Data Marts to the industrial supply chain segments of manufacturing, wholesale/distribution and retail for over 10 years. Today with over 900 installations using DataTracker to track various aspects of business performance, Silvon Software Inc. is recognised as one of the fastest-growing global suppliers of multi-platform, client/server data warehouse solutions.

FOR MORE INFORMATION

For further information and downloadable demonstration software visit www.silvon.com or contact Silvon on 61 2 9960 8550 or Melbourne-based distributors Network400 Pty Ltd on 61 3 9820 9211.

IBM Business Partner

Breville selects Warehouse BOSS *for new warehouse system*

Left to right:
Peter Cameron, Import Manager
Jaci Heyman, MIS Manager
Joe Hersch, Managing Director
Tony Rossi, National Warehouse
& Distribution Manager

Breville has selected Acacia Technologies' Warehouse BOSS as the centrepiece of its new automated warehouse management system.

One of Australia's largest small appliance distributors, Breville imports more than 200 products using its new 10,000m² warehouses. The new warehouse move coincided with its participation in Coles Myer's "MGBWay" initiative, which saw the giant retailer close its warehouses and ask its suppliers to make increased use of barcoding.

For Breville, the impact of Coles Myer's system was twofold: "We found ourselves making more small deliveries, more often," said Breville Managing Director Joe Hersch. "We also experienced the potential impact of barcodes and radio frequency (RF) scanning and decided we had to investigate their use." These two revelations resulted in the choice of Warehouse BOSS to implement a warehouse management system.

Breville MIS Manager Jaci Heyman was also impressed by the software's stability and ability to link with Breville's

"*If you stand still too long, we'll barcode you.*"

other systems, including its IMAS distribution system, a custom sales forecasting application, and EDI systems. Acacia's specialisation on the AS/400 was another plus. "We've run AS/400 since 1991. There's no need to complicate our environment now," Heyman said.

Currently in pilot phase of deployment, Warehouse BOSS will be rolled out alongside RF scanning equipment that will see all incoming stock barcoded. All warehouse locations – including racking and floor storage areas – will also be barcoded, while outgoing stock will receive a new barcode to designate its changed status. "If you stand still too long, we'll barcode you," Heyman said.

All the barcodes will be tracked by Warehouse BOSS, enabling it to streamline procedures for warehouse staff, who will receive notification of all jobs through portable data terminals with integrated barcode scanners connected wirelessly to the Warehouse BOSS server. Warehouse BOSS will assign jobs to staff through these hand-held units, creating workflow so staff arriving for a shift will find a queue of jobs awaiting them when they logon to portable data terminals.

The software's reporting functions will also be used to give Breville the ability to analyse the amount of work performed by its staff, and to determine the level of staff required, an important consideration given one-third of warehouse staff are casuals.

Implementation of Warehouse BOSS started in February 1998 and was

completed in July – a tight schedule necessitated by the company's Year 2000 readiness program. ■

About Acacia Technologies

Acacia Technologies is a leading developer of Enterprise Resource Planning (ERP) and warehouse management solutions designed from the ground up for manufacturers and distributors using AS/400.

The company is an independent business unit of Computer Associates and has 3,500 customers worldwide with its Australasian headquarters in Sydney. Key products include: PRMS (comprehensive resource planning, operations and financial management); KBM (a sophisticated manufacturing system for custom manufacturers); Warehouse BOSS (an advanced warehouse management system); and Quick Response Engine (constraint based scheduling).

FOR MORE INFORMATION

For further information, visit www.acaciatech.com or contact Acacia Technologies on 61 2 9937 0870.

MODERATE

Fast food giant
upgrades payroll

MODERATE

The company best known for its Super Supreme pan pizzas and chicken with 11 secret herbs and spices, Tricon, has implemented a state-of-the-art payroll package across its Pizza Hut and KFC restaurants in record time.

In the eight months since IBM Business Partner Intrinsic Solutions, Infinium Software's Australian distributor, completed the implementation, the Infinium Software Human Resources/ Payroll package has significantly reduced Tricon's payroll processing time and ensured even higher accuracy of payments for its 17,000 employees Australia-wide.

Siobhan McGlinchey, Tricon's Payroll Manager said, "We wanted the new system to be implemented by December 1997 in time for our new financial year. Intrinsic managed to implement the entire solution, including merging ten different databases, six for KFC and four for Pizza Hut, into a single, consolidated system within five months."

"Implementing on AS/400 also enabled the fast deployment of the solution."

With labour being one of the largest overheads for the food retailer, Tricon invested in Infinium Software to streamline its pay operations and replace outdated technology, which was unable to cope with its needs.

"Our payroll is extremely complex. Apart from having to pay 17,000 employees each week, most of our restaurant staff receive different pay rates depending on whether they work part time or casually, how old they are, whether they are working on a weekday or weekend and how much overtime they do."

Today the new system has dramatically reduced running time, and now provides instant access to payroll data.

"We are extremely pleased with the finished system, which uses the best parts of Pizza Hut's and KFC's systems. As a result, the payroll department can perform the payroll for either company and we have the most effective system for both companies."

Tricon selected Intrinsic to implement its Infinium Human Resources/Payroll software in July 1997. An IBM AS/400 was selected as the hardware platform.

"We looked at a lot of vendors but Infinium Software was the best suited to our needs. All the other systems we considered met some, but not all of our needs, or required

manual intervention," Ms McGlinchey said. "Intrinsic has extensive experience working in the retail sector running large payroll operations which means they understand our business requirements and can respond to them quickly.

"The software runs on IBM AS/400 which is an extremely reliable and stable platform. This was critical for our business given that 17,000 people's pay cheques are affected if a system falls down."

Improved reporting

In addition to cutting processing time and improving accuracy, Tricon is now able to provide its restaurant managers with more detailed and regular labour reports.

"The new system has made it possible for us to improve our reporting to management," Ms McGlinchey said. "Each week we can provide them with an accurate snapshot of the labour being used and its cost. With this information at hand, they can then make decisions about how to use our staff in the most productive way and determine our capacity to take on new staff."

End-of-period financial reporting has also been streamlined by the new Infinium system, with the process being cut by two days.

IBM Business Partner

system in
super fast time

Streamlining operations

Tricon is currently implementing a Time and Attendance System across 400 of its stores which is aimed at reducing the time taken to process daily timesheets for employees, and ensuring the highest levels of data integrity.

The Time and Attendance System, which has been operating in the KFC stores, enables staff to log the time they start and finish work electronically. The raw data is polled on a daily basis to calculate the number of hours worked and any entitlements that are due.

This information then interfaces with the payroll system to determine what the employee will be paid.

"We have had a Time and Attendance System operating at KFC for four years and we are currently replacing this with a new system, Opus One [distributed by Intrinsic], so that we can reduce the number of errors and roll out the new system across all the KFC stores," said Ms McGlinchey.

"With Opus One in place we hope to improve the integrity of the data we receive to perform the payroll operation. This will improve the accuracy of the payroll operation even further." ■
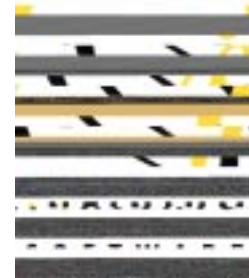
About Infinium Software

Since 1981, Infinium Software has successfully been providing quality business solutions to users of computers and associated technologies.

Infinium provides solutions for medium to large organisations in the areas of Financials, Human Resources and Materials Management.

Yamaha improves customer service *with e-business solution*

Yamaha, best known for its motorcycles, has recently installed an online dealer connect solution to improve service to its 370 dealers around Australia.

The solution, Yamaha Dealer Connect, was developed by Integrated Design Services (IDS) whose IDS-400 automotive distribution system is designed to control the importing and selling of cars and spare parts and warranty processing.

In addition to selling motorcycles, Yamaha also wholesales small engine parts, all-terrain vehicles, go-karts, farm equipment, golf carts and spare parts.

Andrew Carruthers, National Administration Manager of Yamaha, says: "The emphasis of Yamaha Dealer Connect is on service. It's designed to keep our dealers happy. Not only are they far more likely to get their order in on time for delivery the next day, but they can track that order online. Now that we've got a faster response system we can control our staff numbers in the warehouse much more closely. We have five order entry staff, and with IDS they

can now handle the spikes – 370 dealers all wanting parts mid-morning."

Yamaha Dealer Connect reduces the dealers' reliance on help with purchase orders and checking on available stock. Dealers can place purchase orders and send invoices online, check the motor vehicle supply in the plant and the availability of parts at Yamaha's warehouse. If the parts they are after are not available then they can use the system to check whether other dealers have them in stock.

The e-business solution is expected to have great cost savings for Yamaha. For example, Andrew Carruthers expects that once about 80 per cent of the dealers are ordering online, Yamaha can probably reduce the order entry staff from five to two.

"It's a very stable product," says Andrew Carruthers. "There were surprisingly minimal glitches during its development. The concept is not new in the automotive business but it was new

for Yamaha. We gave IDS the green light in May 1997 so they had about five months in which to integrate the dealer connect system with our financial package. And we were undergoing Year 2000 compliance at the time so it was a pretty tight deadline." ■

About Integrated Design Services

With a strong focus on the automotive industry, IDS develops integrated system solutions for IBM mid-range systems providing hardware, software, installation, customisation, training and support.

IDS's flagship product, the IDS-400, is designed to cover almost any information and processing requirement and is currently meeting the distribution technology needs of over 20 international companies.

FOR MORE INFORMATION

For further information contact Integrated Design Services on 61 2 9899 9395 or visit www.ids.com.au

Business Partner

McKechnie Metals build their future *with MOVEX*

McKechnie Metals, New Zealand's leading manufacturer of aluminium, brass and copper tubing and fabricated products, recently purchased MOVEX from Intentia to answer the challenges posed by Year 2000 compliance and competition from lower cost Asian competitors.

Manufacturing for New Zealand, Australian, South East Asian and North American markets, McKechnie Metals required an enterprise-wide management system that would integrate its disparate distribution and manufacturing information systems which in the past were isolated, requiring manual interfaces.

According to Alec Mandis, Chief Executive of McKechnie Metals, "Our primary consideration has been to address the Year 2000 compliance issue of our core information systems.

"We mapped our business processes in order to re-develop our own systems specific to our business requirements. During this process, we discovered the advantages of a fully integrated ERP system.

"There are several challenges facing our business, including the need to continuously improve our manufacturing, monitor and reduce our manufacturing costs while still producing a superior quality product on time. Working capital must be optimised to effectively respond to supply demands in a competitive environment. Plus we must monitor and respond to a continually changing business environment that is influenced by external factors such as exchange rates and London Metal Exchange prices.

"As a result, there is a growing requirement for timely quality information to assist management with decision making and to develop strategic initiatives in order to respond to the above challenges."

To respond to these challenges McKechnie sought a fully integrated solution that suits both a complex multi-faceted manufacturing environment and a distribution business that is geographically separated.

The company reviewed several systems in an effort to find the right combination of features that would allow them to improve their scheduling, tracking and cost of production.

McKechnie opted for MOVEX running on the AS/400 as the solution that best suits their business.

A new model 2177 AS/400 server forms part of the deal and will be configured for McKechnie's 206 MOVEX users in Australia and New Zealand.

The company's existing model 500 AS/400 will be used as a disaster recovery machine that will mirror objects and data online.

"There were several factors in MOVEX's favour, for example it had been successfully implemented in a non-ferrous metal extrusion business in other sites around the world. The product demonstrated a high level of functionality to meet our specific needs (including ability to integrate existing systems) combined with ease of use.

"MOVEX will integrate our corporate information right across the value chain and production line and will deliver efficiencies through integrated information and a single point of data entry. We are also looking forward to reduced IT development and support costs," Mr Mandis said. ■

NON-TECHNICAL

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.

# *Taking your* AS/400 to the Internet: *need help?*

Prentice Hall Australia has a complete range of book titles which provide solutions and step-by-step guidance to readers who need expert practical information to solve immediate problems, making them a one-stop-shop for any AS/400 professional who needs information.

One area where you need to be taking full advantage of the AS/400's potential is as an Internet server. The AS/400 has drastically improved its capabilities of using the Internet and intranet with the latest versions. Don't fall behind in knowing the technology!

TCP/IP and the AS/400 –
by Mike Ryan

The explosive growth of the Internet has allowed businesses and organisations the capability to provide information to their customers, suppliers and employees in ways never before imagined. The AS/400 has evolved dramatically over the past few years to take full advantage of this Internet technology. Written by midrange veteran, Mike Ryan, this book shows how to configure and administer the AS/400 in a TCP/IP environment, while maintaining a secure, high performance network.
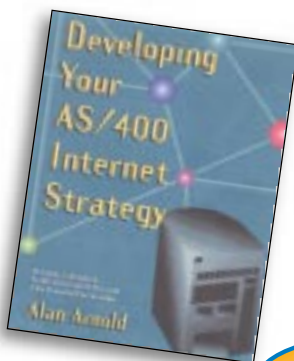
A$149.95 NZ$199.95 ISBN 1882419723
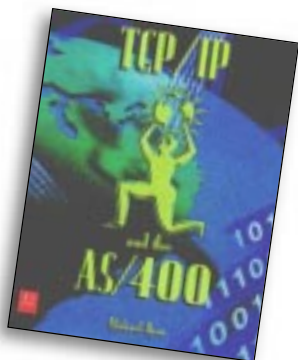
Developing your AS/400 Internet Strategy – by Alan Arnold

Bring the Web to the AS/400 – don't put precious corporate data and systems in harm's way. *Developing Your AS/400 Internet Strategy* addresses the issues unique to deploying the AS/400 on the Internet. It includes procedures for configuring AS/400 TCP/IP and whichever client and server technologies the AS/400 runs natively. Arnold shows you how to reconcile the AS/400 security-conscious mindset with the less secure philosophy of the Internet community. This enterprise-class tutorial teaches you how to design, program and manage your Web home page.

A$109.95 NZ$149.95 ISBN 1882419545

These books and other titles are included in the 29th Street Publishing (formerly Duke Press) list: Architecture, Data Warehousing, DDS, Communications & Connectivity, C,CL, Cobol, News/400 Technical Reference Series, OOP, Database Design & Programming, RPG and ILE, Internet, Visual Basic, Operations, IBM Redbooks, Performance, Windows NT, Security, Client/Server and Electronic Data Interchange.

As a special offer to NEWS/4 YOU readers, ask about the 10% discount for all new book orders!

PRENTICE HALL, STRALIA

Implementing AS/400 Security 3rd Edition – by Wayne Madden, Carol Woodbury

No MIS manager or AS/400 administrator should be without this complete source of information. In *Implementing AS/400 Security*, Madden and Woodbury give you advice ranging from the fundamentals of implementing a security strategy to establishing auditing procedures. This book provides you with details on security enhancements to V4R2 of OS/400, and how to handle threats both inside and outside your organisation. Follow the specific implementation examples provided by Madden using a hypothetical company as a security model.

A$179.95 NZ$239.95 ISBN 1882419782

FOR MORE INFORMATION

For further information contact Prentice Hall on 61 2 9454 2301, fax 61 2 9453 0117 or e-mail at Barbara_Honor@prenhall.com.au

AS/400 Education Schedule 1998

Course	Course Title	Days A/NZ	Fee ($A/$NZ)**	Oct.	Nov.	Dec.
OE98	AS/400 for New Users	1	400/500	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 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	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	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	26 Syd		
OL19	AS/400 System Administration and Control	5	2,000/2,500	26 Syd	23 Well	
OL23	OS/400 Structure, Tailoring and Basic Tuning	2	800/1,000	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	6 Syd 19 Mel		
UA709	AS/400 Introduction to CL Programming	1	400	15 Syd 23 Mel		
OL20	AS/400 Control Language Programming	4	1,600/2,000		10 Per 16 Syd 23 Mel	1 Well
OL62	DB2/400 Relational Database	2	800	15 Syd 26 Mel		
OL05	Structured RPG Programming	5	2,000			7 Mel 14 Syd
OL86	AS/400 RPG IV Programming	5	2,000	12 Mel 19 Syd		
OL88	AS/400 Advanced RPG IV Programming Topics	5	2,000		16 Syd 30 Mel	
OL14	AS/400 Interactive Program Design	4	1,750	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		24 Bris	
OE85	Moving from RPG/400 to RPG IV	3	1,350		25 Bris	
CF12	SQL Workshop	2	1,000	7 Mel	4 Syd	2 Mel
OL26	AS/400 SQL Programming	2	800			
OL06	Client Access for Windows 95/NT	3	1,350/1,500	5 Auck 12 Syd 21 Mel		
UA701	Query/400 Introduction	1	400	9 Mel 23 Syd	6 Per 13 Bris	4 Syd 4 Mel
UA703	Query/400 Power User	1	400		6 Mel 20 Syd	
OL13	Internet Connection Server for AS/400	2	800	8 Syd 19 Mel		
OL92	Internet Access & TCP/IP	3	1,350/1,500	2 Mel 21 Syd 21 Auck		
OL07	AS/400 BYPASS2000 Workshop	2	1,000	12 Syd 21 Mel		
OL04	Lotus Domino for AS/400	4	1,800	4 Syd		

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

Learn to optimise your AS/400 performance

IBM Education and Training presents *AS/400 Inside* – an advanced course enabling AS/400 programmers and system analysts to do a better job by extending their knowledge of the operating system functions. This course shows you how it is possible to reduce the run time for many programs by 25 to 50 per cent or more, and take home valuable new solutions to your own AS/400.

This course is being presented by Kaare Plesner, Managing Director of SOSY ApS in Copenhagen, Denmark. Kaare has 32 years experience in commercial computing and has delivered this course in 15 countries.

Dates: Auckland 14-16 October
Sydney 21-23 October
Melbourne 26-28 October

NON-TECHNICAL

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.

FOR MORE INFORMATION

For further information on these or any of our other offerings please call IBM Education and Training in Australia on 1800 801 088 or New Zealand on 0800 801 800.

Storage announcements reduce storage costs *and enable data sharing*

MODERATE

IBM announces new IBM Versatile Storage Server

IBM's new hardware and software storage announcements, IBM Versatile Storage Server, herald the next major wave in enterprise storage based on IBM's Seascape Storage Enterprise Architecture. The powerful new hardware and software storage solutions will, for the first time, provide true dynamic data sharing and storage management across heterogeneous server environments, enabling you to transform the way you manage and share information throughout your organisation.

With IBM Versatile Storage Server you will experience the following:

- Centralised disk management for concurrent mixed platform UNIX, AS/400 and NT servers
- Flexible operations management
- Exceptional scalability and performance
- High availability storage
- Investment protection with the IBM 7133 SSA Disk subsystem as the building block
- Support for your server consolidation plans

This next-generation storage helps companies reduce overall storage costs and improve business efficiencies for managing and sharing data for all your open systems servers.

Shared storage with true data sharing for like servers

IBM Versatile Storage Server today provides centralised management and sharing of disk storage for a wide range of open systems servers, including IBM RS/6000 and AS/400 servers, Hewlett-Packard, Digital, Sun Microsystems, Data General and servers running

> "*True dynamic data sharing and storage management across heterogeneous server environments.*"

Windows NT. With Versatile Storage Server, your users will be able to share a single copy of data across multiple homogeneous UNIX or Windows NT servers when data access is controlled by the attached servers.

Flexible operations management

A related solution, IBM StorWatch Versatile Storage Specialist, is a network-enabled integrated storage management tool that enables storage administrators to monitor and manage the Versatile Storage Server storage complex. Using Java 1.1.2-compliant Internet browser software such as Netscape Navigator, Microsoft Internet Explorer, or Sun Hot Java, users can access StorWatch Versatile Storage Specialist from work, home or on the road via their secure network connections – to gain additional control and flexibility in managing storage assets.

Storage administrators can allocate capacity among the attached servers and dynamically assign unallocated storage without disruption. Previously allocated capacity can be reassigned among the attached servers as business needs dictate – providing exceptional flexibility and storage investment protection.

A scalable design

IBM Versatile Storage Server is designed for unprecedented scalability, maintaining excellent performance even as capacity scales to over 2TB of usable

storage. Additional SSA disk drives, 7133 Serial Disk Systems, server and disk interface adapters, cache and expansion enclosures can be added without requiring the replacement of equipment or the addition of controllers.

Up to 64 host servers can connect to the Versatile Storage Server via eight, two-port Ultra-SCSI adapters, operating at speeds of up to 40MB/sec. per port. To manage the entire subsystem, two independent dual-active processing clusters are included.

High availability you can count on

IBM Versatile Storage Server uses a high-performance RAID 5 storage server featuring dual-active processing clusters with fail-over switching, hot spares, hot-swappable disk drives and adapters, mirrored non-volatile Fast Write cache and redundant power cooling.

With IBM storage solutions you can consolidate, centralise and connect storage resources, manage the entire storage enterprise from a single central location, contain storage costs and share data across your organisation. ■

FOR MORE INFORMATION

For more information about IBM Storage Systems, visit www.storage.ibm.com

Leave the off-line competition behind with Net.commerce

Visualise a store on the Web, or a whole mall if that's what you want. Now make it happen with IBM Net.Commerce.

To set up a Web space, you start with a series of flexible templates. Create a site that complements your brand. Make your site a unique and powerful selling environment. With responsive tracking and powerful database capabilities, your store can be a dynamic environment tailored to the needs and established behaviour of your customers.

As customers make repeat visits to your environment, you begin to gain more knowledge about their preferences.

Use this knowledge to enhance their shopping experience. This translates into convenience and advantages for

> **"…seize your share of the rapidly growing electronic market."**

them. Once customers' preferences are stored, lots of processes – collecting shipping and billing information, for example – become automatic.

It doesn't stop there. Each customer can have access to a personal electronic address book of family and friends who can receive gifts. Once you know your customers' purchase patterns, you can target special promotions, savings and incentives to them to increase sales and their level of satisfaction. The result? Loyalty – you meet and exceed your customers' expectations and become their first choice.

Customers love the ease of online shopping. In fact, a recent NetBuyers survey by APT Strategies found that an overwhelming number of Australians who shop online cite convenience as the main factor. The full report can be found at www.aptstrategies.com.au

This is especially so in sites that are easy to navigate, always available and put information they want, quite literally, at their fingertips. You can do this with IBM Net.Commerce tools.
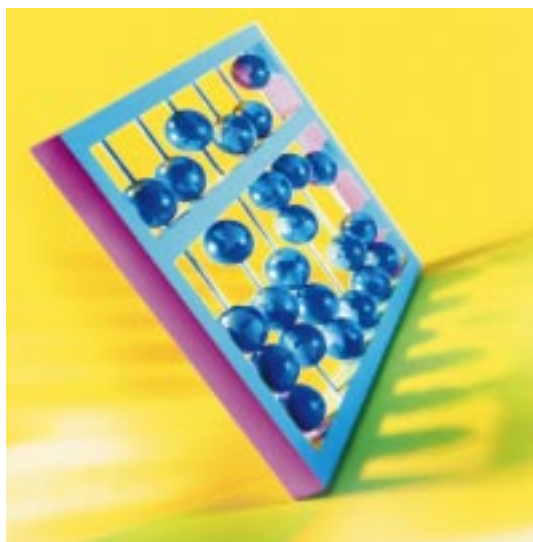
They include Shopping Carts that customers can put items in and out of; Address Books so customers can direct their purchases to be shipped anywhere in the world; Customer Profiles that bring their preferences and customised promotions right to their screens.

How to get started

Before creating your Net.Commerce store, you need to develop an electronic commerce plan, assess your requirements, and purchase the appropriate hardware and software. IBM Net.Commerce for AS/400 requires Version 4 Release 2 of OS/400. It also requires Net.Data (which comes along with TCP/IP Connectivity Utilities for AS/400) and Internet Connection Secure Server.

Seize the opportunity Net.Commerce offers – powerful, cost-effective tools and functions to get your business into the e-commerce market. Its simple interface, flexibility to adapt to rapidly-evolving markets and technologies, cross-platform and cross-standards compatibility, and open-ended database design make it the e-commerce solution of choice.

Let Net.Commerce help you seize your share of the rapidly growing electronic market… and leave the off-line competition behind. ∎

Atlas Copco outsources AS/400 with IBM Midrange Express

Sydney-based mining equipment company Atlas Copco has become the first company in Australia to take advantage of IBM's innovative new Midrange Express services and support solutions for AS/400 servers.

Designed to mitigate risk, provide a cost-effective alternative for AS/400 support and management, IBM Global Services Midrange Express provides agreed service and performance levels while freeing internal IT staff to focus on more strategic issues such as application development and Year 2000 readiness.

"IBM has committed to deliver agreed performance levels."

Atlas Copco has signed an agreement with IBM Global Services to outsource the management, service and support of its AS/400, which is located at the company's Blacktown premises in western Sydney.

Atlas Copco is a multi-faceted manufacturing company with products ranging from heavy mining and engineering equipment to gas and air compressors and quality hand tools. The Australian operation, established in 1950, boasts five separate divisions, all of which utilise the integrated BPCS systems running on the AS/400 for financials, human resources, production systems and more.

Nick Peterson, Client Services Manager, IBM Global Services Australia, said: "Atlas Copco was looking for a partner that could manage its IT systems while also ensuring that performance and service levels would not deteriorate.

"We were selected as the partner of choice to remotely manage Atlas Copco's day-to-day IT operation from our Cumberland Forest headquarters.

"This involves providing facilities management of the AS/400, operating its Service Centre or Help Desk, and managing and maintaining its desktop environment, including on-site service and support."

IBM won the competitive facilities management contract on the strength of its expertise and experience with AS/400 technology and its ability to also support Atlas Copco's branch offices around the country. Under the agreement, IBM has committed to delivering agreed performance levels which include a minimum of 98.5 per cent system availability on the AS/400 as well as specified response times in the event of problems.

Midrange Express gives Atlas Copco a cost-effective, no-risk systems management solution in which the responsibilities of each company are clearly identified. With options ranging from simple systems housing through to full systems management, Atlas Copco has been able to select those functions and processes that best support its business objectives.

The success of the partnership has encouraged Atlas Copco to look at options for further expanding the scope of work handled by IBM Global Services Australia. Talks are currently underway between the two companies to identify other possible areas which Atlas Copco could effectively outsource under the Midrange Express agreement. ■

Doing business with an 'e' with IBM Global Services

e-business combines the broad reach of the Internet with traditional IT systems and business processes to create a dynamic and interactive way of doing business. e-business presents abundant new opportunities for companies to connect with customers, suppliers, shareholders and employees electronically over the Internet. IBM Global Services can help you deliver a secure, scaleable and reliable e-business solution.

IBM Global Services Product Support Services has offerings to address the entire value chain – from developing a plan for e-business to creating a solution, constructing it, integrating it into the business process and operating and managing the functions of new Internet enabled applications. We can also provide solutions for the protection of critical e-business applications against unplanned outages.

Product Support Services offer the following e-business services:

Hardware & Software Support Services

IBM Implementation Services

We can provide end-to-end solutions for a variety of platforms and environments. This is particularly important when you are building e-business solutions with your existing hardware and operating system infrastructure.

IBM Planning Services

IBM offers Planning Services for IBM and non-IBM operating systems, systems software and hardware.

IBM Installation Services

Our Installation Specialists help make your IT systems operational with expert hardware and software services.

We support IBM and selected non-IBM operating systems, systems software and middleware products.

IBM Migration Services

Our Services Specialists can address your needs in the following areas:

- Storage Migration – planning and implementing new storage media
- Software Conversion – converting operating systems and applications to new versions
- Data Conversion – converting your old data to new formats

IBM SmoothStart Services

A flexible and pre-packaged combination of key Implementation Services, SmoothStart enables you to purchase IBM services for a fixed price with a fixed implementation time.

IBM SmoothStart Services are designed to help you manage the following phases of your computing life-cycle:

- Software Planning
- Hardware Installation
- Software Installation
- Hardware Maintenance and Software Support

SmoothStarts specifically for e-business include SmoothStart Services for Lotus Domino and Net.Commerce.

Business Recovery Services

IBM Business Recovery Consulting

Our Consultants can provide you with a range of services to ensure you are prepared for any situation. We offer Business Impact Analysis, Environmental Analysis, Recovery Plan Development and Internet Access and Traffic Redirection services.

IBM Business Recovery Centres

The IBM Business Recovery Centres provide alternative sites that have equipment and facilities appropriate for recovering your environment in the event of a disaster.

IBM Planning and Implementation Services – Recovery Management Services

IBM offers Support Services to add to your recovery team by providing skills and resources to perform recovery testing or disaster support activities.

IBM Emergency Response Services

IBM's Internet Emergency Response Service provides companies with an array of security services and consulting methodologies that include assessing your Internet/Intranet security preparedness, educating you and your staff in the various aspects of security and risk management and responding to an emergency situation.■

MODERATE

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'.

EDMSuite
OnDemand for AS/400
online and on budget

> **"** *…to help AS/400 customers better access, manage and archive AS/400 reports and data.* **"**

The huge volumes of information your business creates, such as invoices, statements, purchase orders, cheques, management reports and other key documents, is the lifeblood of your organisation. But could one of your customer service representatives quickly retrieve an invoice from three months ago? Or bring up critical business documents on a computer screen while fielding a customer's initial call?

IBM has developed a solution called OnDemand for AS/400 to help AS/400 customers better access, manage and archive AS/400 reports and data. OnDemand is also an AS/400 report and data clean-up tool, compression tool and archive tool.

OnDemand for AS/400 highlights include:

• Storage of AS/400 spooled files, data, and Binary Large Objects (BLOBs) to optical media,

• Automatic capture, archive, and management for large volumes of spooled print data

• AS/400 data compression tool (4-1 to 17-1 compression), to enable more affordable information management, client/server access to business related documents through the powerful, easy-to-use OnDemand client

• Integration with mission-critical business applications to enable search, retrieval and presentation of OnDemand stored documents,

• Graphical report administration tools for fast and easy report definition,

• Seamlessly integrated tool for AS/400 disk, optical and tape devices.

Improving service and productivity, for you and your customers, is the core principle behind IBM EDMSuite OnDemand for AS/400. OnDemand offers you a high performance solution for online document capture, storage and retrieval of computer output. It makes searching through paper files or the microfiche viewer a thing of the past. With OnDemand, you can find specific information instantly and browse it easily without having to go through enormous amounts of data or reams of paper. Storing and retrieving the information you produce and distribute is more accessible and affordable than ever before.

Advanced archive management, including flexible storage options to cut costs and improve customer service, is just one reason that customers around the world have chosen IBM OnDemand for AS/400. Storing reports, documents and data becomes less expensive and information becomes more accessible and useful.

Spool File Archive

Data Capture and Indexing Users have quick access to spooled file segments, such as invoices or statements, within minutes after current applications generate reports. OnDemand monitors output queues to accept documents and reports from AS/400 applications. Report capture is fast and unattended with the OnDemand automated batch capture process. Spool File Archive provides support for multiple data types, including IBM Advanced Function Presentation Data Stream (AFPDS). With customer-specified report definitions, index values are automatically extracted and stored in the AS/400 relational database. Report data is compressed significantly to reduce storage costs and save space on disk, optical or tape.

OnDemand also has modules to support the archive and retrieval of objects, database records, images and any other AS/400 data.

OnDemand is specifically designed for the IBM AS/400. OnDemand also offers advanced features, reliability, ease of use, value AND additional integration and expertise from business partners – qualities that have drawn thousands of companies to the AS/400. ■

Let IBM Networking revolutionise the *way you do business*

Wondering how you can extend the reach of your network to incorporate your mobile workforce, reduce or eliminate cabling costs or relocate devices without having to rewire your facilities?

Then check out IBM's new family of wireless LAN products. They complement many networking aspects of your business, and in most cases your applications are compatible with the wireless devices without code being changed.

The wireless product system uses spread spectrum technology, which provides highly reliable and secure wireless communications whether used in a busy building or across a campus area.

How can IBM's new Wireless Products provide a competitive advantage for your company?

Strengthens the bottom line: Saves on wiring costs and increases worker productivity by replacing labour-intensive paper-tracking systems with a more automated solution.

Enhances operational cost efficiencies: By providing instant inventory checks, critical data can be dispersed over the network with increased speed and accuracy. Eliminates excessive paperwork.

Improves ease of use: Wireless solutions are easy to install, configure and support.

Reduces plant floor errors: From the plant floor to the executive suite, current and accurate information is electronically distributed.

Improves product quality: Manufacturing instructions and instructional aids are easily improved, clarified and quickly distributed providing high-quality information to the plant floor which translates to high-quality end products.

Applications of wireless technology can be innovative and varied:

- Within a distribution warehouse, workers can scan products and have shipping information ready to go with the packed merchandise when it arrives on the loading dock.

- In hospitals, physicians and clinical personnel can use a portable computer (connected via a wireless LAN adapter) to scan a patient's wristband and collect information specific to that patient.

- In office environments, employees can use a wireless LAN to access information from different locations within the radio range, without having to return to their desks.

- In retail stores, wireless LANs can connect to cash registers, kiosks and temporary checkout areas, affording retailers large cost savings and increased flexibility.

- An operation that handles a significant volume of products, parts or packages can potentially benefit from radio frequency barcode scanning and printing applications.

Receiving, inventory, manufacturing operations, retail price audits and shipping are examples of operations that can dramatically improve productivity using wireless-connected barcode scanning and data collection.

Wireless connections for the AS/400 require an AS/400 with OS/400 V4R1 and a token ring or ethernet adapter. ■

IBM 2493
Integrated Laser Personal
Transaction Computer

IBM 2484
Industrial Personal
Transaction Computer

IBM 2488
Pen-based Computer

IBM 2480
Wireless Access Point

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and ask for Networking/Info,
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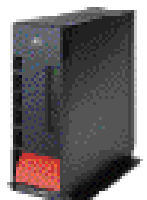www.networking.ibm.com/wireless

"How about - some java with that?"

AS/400e = Hot Apps

Serving up an assortment of Java apps is an AS/400e specialty. After all, more and more developers are finding the AS/400e server to be an ideal platform for creating their hottest Java wares. May we take your order? We're always open at www.as400.ibm.com/hotapps8 or call IBM for a **free Java CD** on 132 426 in Australia and 0800 426 376 in New Zealand and ask for AS/400 JAVA/Info.

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JAVA

e-business tools

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