NEWS/4YOU

IBM announces the first dedicated server for Domino

www.as400.ibm.com/australia/domino.htm
www.as400.ibm.com/nzealand/domino.htm

IBM

The Forum for IBM Users

IBM Users Conference & Expo'99

This years Conference was again a top quality educational event for managers and technical professionals working with IBM systems. The full range of sessions and the up-to-the-minute displays of products and services were again rated very highly by the delegates.

Towards a Single User Group

At the recent IBM Users Conference & Expo'99, the management committees of Australasian SHARE/GUIDE (ASG) and COMMON formally announced that they have agreed to join together into a single IBM users group that is named:

Interaction Australasia User Group Inc.

The members of ASG and COMMON will be asked to ratify this decision at General Meetings in October. Interaction has been incorporated and its committee is made up of members from both the ASG and COMMON management committees.

Interaction will continue with the effective current ASG and COMMON activities and, provide a range of additional services.

Regional Meetings

We invite you to come along to one of the regional meetings so that you can see what the user group can offer. Mark your calendars for the coming regional meetings. They provide excellent opportunities for management & technical education and peer networking. For details, or to join us at the meetings, please use the contact phone numbers below.

Adelaide - 12 Oct.
Contact: John Roughan
Mitsubishi Motors Australia
(08) 8275-7367

Auckland - 15 Oct.
Breakfast
Contact: Interaction office
+61 2 9875-2999

Brisbane - 21 Oct.- AS/400 &
RS/6000 Interest Groups
Contact: Steve Kerridge
Conkerr Creations
(07) 3263-8061

Christchurch -13 Oct.
Breakfast
Contact: Interaction office
+61 2 9875-2999

Melbourne -12 Oct.
AS/400 and RS/6000 Interest
Groups   Contact:
Alan Smith Impaq Pty Ltd
(03) 9898-9533

Sydney -20 Oct.
AS/400 and RS/6000 Interest
Groups   Contact:
Grant Anderson
KAZ Computer Services
(02) 9844-0300

Wellington -12 Oct.
Breakfast
Contact Interaction office
+61 2 9875-2999

ASG Australasian SHARE/GUIDE   **COMMON** AUSTRALASIA   **TEAM RS/6000**

Interaction Australasia User Group • PO Box 214 • Thornleigh NSW 2120

Tel (02) 9875-2999   Fax (02) 9875-5999   E-mail info@interaction.com.au

NEWS/4 YOU

C O N T E N T S

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

Editor's Column

This issue contains an exciting and significant announcement, with the latest addition to the AS/400e family – the Dedicated Server for Domino (DSD). Built to deliver maximum value for businesses looking to run a stand-alone Domino mission-critical environment, the DSD is the industry's first server designed specifically for Lotus Domino. By marrying the power of Domino with the robustness and flexibility of the AS/400, we think we have delivered a compelling new mix of reliable and cost-effective computing for the Domino environment.

Don't miss the feature article on IBM's decision to "eat its own cooking" – where IBM's Rochester development laboratory became a huge experimental kitchen for Domino for AS/400. Whether you are a big or small user of Domino, the AS/400 benefits from our own experiences are clear.

In the last issue of NEWS/4 YOU customers were asked to complete a questionnaire. Thank you to all who responded, it was fantastic to get such positive feedback and useful suggestions. We were pleased to hear that the majority of customers refer back to NEWS/4 YOU and pass it around to colleagues. Topics of interest for future articles included: e-business, Business Intelligence, Server Consolidation, Lotus Domino and Enterprise Resource Planning (ERP). After many suggestions, Tech Tips have been reintroduced. Providing business solutions to help your organisation's performance remains our point of focus. We encourage you to continue providing us with feedback, to ensure NEWS/4 YOU satisfies your current and future needs.

Sophie Baldwin
Marketing Manager - AS/400
IBM Australia and New Zealand
sophieb@au1.ibm.com

Datatask – Hands-On Training at Your Desktop

Take a new employee from novice to an on-line programmer, with the Datatask AS/400 interactive training solutions. Datatask training provides interactive, self-paced learning that quickly builds the skills necessary to be productive in an AS/400 environment. The Interactive campus learning environment will allow students to study at their own pace and have the opportunity to interact with Datatask's AS/400.

If you're too busy to get away from your office for continuing education, experienced AS/400 programmers can also benefit from the training that Datatask provide, with their online workshops in CL and RPG.

At the heart of the programmers' campus is Datatrain CBT courseware. This unique Australian-developed training software allows students to work on simulated jobs and review results.

The training works in conjunction with Datatrain workbooks and manuals to create complex simulations which students log for tutor assessment.

Datatask's AS/400 interactive training courses are delivered by WEB or LAN with an integrated student management system providing the most comprehensive training available to AS/400 users. A tutor is available to assist the students throughout the course. The primary role of the tutor is to support and monitor student progress by assessing online workshops, providing advice and managing results. Throughout the course the tutor provides written reports and recommendations to the students and/or a Corporate Administrator.

Datatrain WEB is a client/server based application designed for implementation within corporate intranets. Datatrain WEB allows you

to distribute the courseware across your intranet, while still maintaining central management and result recording. Datatrain is intranet capable, it runs across your TCP/IP network. Datatrain LAN is a delivery system designed to allow the same training courses to be available via a Local Area Network. ■

FOR MORE INFORMATION

For further information and
a free demonstration CD
on available courses
please call 1800 331 362 (Australia)
and 61 3 9281 3850 (outside Australia)
or visit www.datatrain.net

Planning is critical for
success in Year 2000

No matter how hard or how well you may prepare for Year 2000, something, somewhere may go wrong. This could be with your own computer systems or those of your business partners or suppliers.

Everyone by now has heard about the Year 2000 challenge and the need to check whether their systems will be ready. But what many may not have considered is the planning needed in case something still goes wrong.

Mr David Kinnear, Year 2000 Executive for IBM in Australia and New Zealand, says it is vital for companies of all sizes to plan how they will operate in the event some of their internal systems do not work or if their external supply chain falls through.

"The question is how to anticipate these problems and their possible effect on the critical business processes that keep your business running. Preparation of a contingency plan is crucial to a successful Year 2000 transition," Mr Kinnear said.

Contingency planning involves identifying critical dependencies in key business processes, assessing the impact of a failure in these processes, and identifying alternative processes or workarounds.

To help address this issue, IBM commissioned independent consulting firm DH Andrews to produce a report on Contingency Planning for small to medium businesses. The main purpose of the report is to help small and medium businesses think about:

- possible disruptions to your critical business processes that could be caused by Year 2000 related problems outside of your direct control;
- things you might do now, in advance of possible Year 2000 problems, to ensure that you'll be able to work around them.

This checklist is from the DH Andrews report on key steps and themes in developing a contingency plan.

What are the basic steps of contingency planning outlined in the report?

✓ Identify mission-critical functions (i.e. functions that, if disrupted, could cause a business shutdown, revenue loss, litigation, loss of customers, or health hazards)

✓ Identify every business process that supports mission-critical functions

✓ Identify every task involved in each process

✓ Identify every dependency associated with each task, e.g. input from suppliers, use of specific computer hardware or software

✓ Assume that there can be a failure with any dependency

✓ Evaluate which dependencies are most critical and could cause the most serious problems if they failed

✓ Evaluate which problems are least critical and could be relegated to a lower priority or ignored

✓ Define what is controllable and what is not

✓ Identify alternative ways that tasks might be performed if there is a failure with a critical dependency

✓ Identify measures that might be taken in advance to minimise the impact of a possible failure with any given critical dependency

✓ Identify what would need to be done until a failure with a critical dependency could be fixed

✓ Identify what circumstances would trigger the implementation of an alternative process

✓ Identify how normal processes would resume once a failure with a critical dependency was fixed

✓ Commit plans to writing

FOR MORE INFORMATION

The report includes Web sites and other documents that can help businesses develop their Year 2000 contingency plans. A copy of the report can be found at the IBM Year 2000 Web site at www.ibm.com/year2000 – click on "Contingency: What to do now".

For more information please call your IBM Representative or IBM Direct on 132 426 (Australia) or 0800 426 376 (New Zealand) and ask for Action 2000/Info.

AS/400e Dedicated Server for Domino – bringing the best together for business

The new AS/400e Dedicated Server for Domino (DSD) is the industry's first server designed specifically for Lotus Domino. Built to deliver maximum value for businesses looking to run stand-alone Domino mission-critical environments, the AS/400e DSD offers customers multiple Domino applications simply, affordably, with greater security and reliability than normally available in a typical PC-server configuration.

Building on the success of the initial introduction of Domino for AS/400e – 18 months ago – the launch of IBM's AS/400 DSD reflects a market trend where a large percentage of Domino servers on all platforms are acquired solely for the use of Domino software, i.e. e-mail, office/business applications and Web serving – with no integration to other line-of-business applications on the same server.

"By focusing the computing power of the AS/400 for Domino only 'mission-critical' workload, customers benefit from the traditional performance advantages of the AS/400 – reliability, ease of management, remote administration, mixed Domino workload and low total cost of ownership – at significantly competitive prices," said David Russell, Manager, IBM Business Servers, Australia and New Zealand.

Domino for the AS/400 has been widely hailed as a solution that brings the best together. Its success is built on these compelling values:

Reliability – Lotus Domino takes advantage of the unique AS/400 subsystem architecture to deliver a highly available Domino server (running one or several Domino partitions) without the costs and administrative overhead for redundant hardware and multiserver networks.

Integration – Domino for AS/400 takes advantage of the integrated AS/400 architecture to deliver enhanced Domino integration with these AS/400 capabilities:

– Administration functions
– Security
– Relational Database (DB2/400)
– Back-up and recovery
– Communications
– E-mail infrastructure

Mixed Domino Workload – On a DSD you can have multiple partitioned Domino servers running multiple Domino tasks such as e-mail, custom-applications and Web serving. The partitioning functions of the Domino Enterprise Server are utilised, all on the one footprint, therefore saving customers money and administrative headaches.

Remote Administration – The AS/400 DSD can be deployed in small remote locations without onsite technical staff. Lotus Domino for AS/400 benefits from the same capabilites for automated and remote locations.

Speed of Deployment – Its integration and consistent administration interface through Operations Navigator are just two reasons for AS/400's easy deployment reputation.

The AS/400e Dedicated Server for Domino provides limited processor capacity (10-15% of the total system capacity) for complementary non-Domino work such as system administration, regular system backups and file and print serving. This capacity is not intended to support stand-alone non-Domino applications.

For customers who want the value of an AS/400e server without paying for the capability to run non-Domino workloads on the same server, the AS/400e Dedicated Server for Domino addresses this rapidly emerging demand.

Commenting on the announcement, Mr Peter Taylor, Managing Director Lotus, A/NZ said: "Lotus customers already enjoy an unparalleled choice of server platform. With this announcement, their choice is even further enhanced by the addition of the first server purpose-built for running Domino applications."

Pricing and Availability			
Scheduled general availability is September 24, 1999.			
DSD Model	**Maximum Simple Mail Users[1]**	**Priced from $ AUS (ex tax)**	**Priced from $ NZ (ex GST)**
9406-2407	1300	$26,067	$29,797
9406-2408	2300	$39,117	$45,197
9406-2409	4300	$51,217	$59,447

Configuration includes: 256MB Memory, 8.38GB Disk, 4/8GB Tape Drive, ECS Modem and cable, 10/100 Mbps Ethernet, RAID Controller, OS/400 V4R4

Price is Estimated Street Price and excludes Sales Tax or GST. Price does not include Domino Server Licence. Individual Business Partner prices and services may vary. Prices are quoted as at 1 September, 1999 and are subject to change.

Performance in customer environments may vary. (1) Simple mail refers to very light e-mail usage and is an easily quantifiable workflow for comparing the Domino capacity of various servers.

AS/400e 170 and 7XX Server announcement highlights

Enhancements to the AS/400e server models can make your move into e-business a quick, efficient, secure success.

High performance 8.58GB 10K rpm Disk Unit

The new faster 10,000 rpm 8.58GB disk units can improve disk storage performance significantly, especially in heavy transaction processing environments.

New PCI RAID Disk Unit Controller with larger write cache

This new controller significantly increases write cache from 4MB in the current controllers to 26MB in the new controllers. The disk performance can be improved for write-intensive applications.

1.6GB Read Cache Device

Improve disk read performance by up to 50% using the PCI RAID Disk Unit Controller and the 1.6GB Read Cache Device. The Read Cache Device is most efficient in read-intensive applications.

Encryption feature with more secure key storage capability

This hardware based encryption function, delivered by a PCI IOA-based card provides encryption and more secure key storage capability for advanced commercial and financial applications on the Internet/intranets.

7XX Server increased DASD capacity

AS/400e 720, 730 and 740 servers now have more DASD capacity, faster DASD subsystem performance, and more new features to add function and connectivity. The maximum DASD capacity has increased on all 7XX models, and more than doubled on the 740 server.

Capacity (GB)

Model	V4R3	V4R4
720	1288.4	1625.9
730	1683.6	2499.6
740	2095.9	4294.9

PCI Expansion and Storage Tower for 7XX models

New PCI expansion tower for AS/400e servers 720, 730 and 740 can take full advantage of PCI technology. The tower supports the new 8.58GB (up to 45) disk units and selected PCI cards.

IBM OS/400 Version 4 Release 4 Availability Update

Updates to OS/400 V4R4

Object relational support improves extensibility for DB2 Universal Database for AS/400

These functional enhancements to DB2 Universal Database for AS/400 expand database capabilities beyond row-and-column data processing. They provide Object Relational Support and the ability to work with new types of data.

- Large object support
- Datalink data type
- User-defined types
- User-defined functions

These enhancements will be available via the 1999 Database Enhance PAK. Available via the DB2 UDB Group PTF number (SF99104).

AS/400 Developer Kit for Java supports Java 2

Improved performance with the new AS/400 Developer Kit for Java.

Planned availability: September 24, 1999.

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

AG99-0259	IBM AS/400E 7XX Servers Enhancements	AG99-0260	AS/400E Dedicated Server for Domino	AA99-3092	Software for IBM AS/400 Model 150 revised availability
AA99-3095	OS/400 Version 4 Release 4 Enhancements	AG99-0261	AS/400E Server 170 Enhancements		

MODERATE

Domino for AS/400
– The IBM Rochester Experience

David Russell
Manager, Business Servers
IBM Australia and New Zealand

> **"** *The results of our migration project represent a real life testimonial to the benefits of Domino for AS/400.* **"**

With the launch of our newest AS/400e server, the Dedicated Server for Domino, we have been talking a lot about the major benefits of this product – namely scalability, reliability and performance – and all delivered now with a compelling new level of price/performance. In a decision to "eat its own cooking," IBM's Rochester Development laboratory became a huge experimental kitchen for Domino for AS/400. The results of our migration project represent a real life testimonial to these claims. To date IBM's Rochester site is by far the largest Domino for AS/400 installation in the world. Here's the story of why we did it, what we did, how we did it, and the results that we've seen.

Migrating to Domino for AS/400

The Rationale

You can be forgiven for believing that because Rochester is the home of AS/400, that this somehow automatically means that it will use AS/400 systems for internal use. In fact, this is not necessarily the case. The technologies we select and use internally within IBM are justified on the same basis as any kind of IT investment made by our Customers and Business Partners. And so, often we need to justify internally why our own IT departments should use AS/400 in favour of one of our other server platforms.

Late in 1997, the development of the native implementation of Domino for AS/400, was underway. To make life even more interesting we decided to throw another ingredient into the mix by making the entire Rochester Development Lab a beta test site for Domino for AS/400. The master chefs were the IBM Global Services team responsible for implementing and supporting Notes/Domino in Rochester and the development team for Domino for AS/400.

Almost immediately we began to see the Domino for AS/400 value proposition at work. We had a vision of how the product would change and improve the role of Notes administrators. And we believed the benefits we were seeing would grow exponentially with a larger number of users. As a result we took a leap of faith and proposed migrating the entire Lotus Notes mail infrastructure for over 7,500 people in Rochester to Domino for AS/400 even before general availability of the product in February 1998.

IBMers are notorious as very heavy e-mail users. What better way to test the performance limits, scalability and messaging infrastructure of Domino for AS/400 than to let 7,000 users pound away at it.

The Configuration

Prior to the migration to Domino for AS/400, our Rochester site supported approximately 7,000 e-mail users on 40 PC servers, representing a total of 87 Intel processors.

After we completed the migration of our Notes e-mail infrastructure to Domino for AS/400, our Rochester site is supporting approximately 7,000 e-mail users with three AS/400 Model S40 (12-way) systems with 10GB memory, with up to 16 partitioned Domino servers on each AS/400. Each partition is setup to support 700-800 users, and there is also a hot backup partition as well. CPU utilisation hovers at approximately 25%.

In addition, we also migrated all of our Notes/Domino applications (non e-mail) from other servers to these same three AS/400 servers. This represents more than 2,000 databases and the consolidation of a total of 50 production PC servers into three AS/400 systems, taking us up to a total of 7,500 production users, with around half of them being database users as well as e-mail.

The 36 AS/400 processors in three machines have been replaced by a total of 102 Intel processors.

The Results

The results of our migration project represent a real life testimonial to the benefits of Domino for AS/400. Of course customer results may vary, but this is what we have seen in our environment.

Scalability – It has been our experience that Domino for AS/400 scales in multiple ways. We have scaled the total number of registered users per AS/400 to over 3,500 users. Assuming that 60-70% are active at any given time, this equates to over 2,500 concurrent users on a consistent basis. At peak times, we exceed 3,000 concurrent users. These users typically route over 400,000 pieces of mail per week, many with attachments. Average CPU utilisation on this system ranges between 30 to 35%.

We have scaled the number of partitioned Domino servers up to sixteen per AS/400. This includes a mix of mail and application servers. And finally, we have scaled the number of registered users on a single partition to 800 with great success. This scalability simply makes the life of the Domino administrator simpler, because there is less hardware to manage. We moved from over 40 pieces of hardware to 3. Our monthly administration costs decreased by roughly 35%. Since our administrative workload is significantly reduced, we now have time to perform more consulting and perform services for our customers.

Reliability – From a hardware perspective, the move to AS/400 has equated to a significant improvement in operating system and hardware reliability. In the past five months, we have experienced no hardware failures, and only one AS/400 operating system failure. It is important to note that this one operating system failure occurred with pre-released software. Remember

that we began our migration prior to general availability of either Domino for AS/400 or OS/400 V4R2.

From a Domino server availability standpoint, we have gone from nightly reboots of our PC servers to weekly recycles of our Domino for AS/400 servers to allow compaction of the Public Address Book. Many of our servers have been running for more than twenty days without a glitch – a record previously unheard of in our network of PC servers.

Performance – This characteristic is what really got us excited – when we first started testing Domino for AS/400. This Rochester Notes domain is probably one of the largest and most complex in existence. Our Public Address Book has more than 150,000 documents and is over 1.3GB in size.
As you can imagine, managing a Public Address Book of that size can be a challenge. In our pre-Domino for AS/400 environment, replication of the Public Address Book needed to be scheduled for an overnight run because of the amount of time required – up to six hours. In fact, the number of changes needed to be limited to 3,000 at a time or the replication would not complete within the six-hour window.

In an initial Domino for AS/400 replication test, we allowed a server to take on over 6,000 changes to its Public Address Book. It finished the replication in about 40 minutes and finished the re-indexing task in about 50 minutes. If we weren't already sold on Domino for AS/400, that definitely sold us! A final point on performance, even with the Domino load which we have put on our AS/400s, the average CPU utilisation hovers around 30%.

A significant benefit is the ability to perform true remote administration of the Domino servers. From an AS/400 emulation session, you can work on the Domino console even when the server is starting and stopping – a big advantage over the limitations experienced with the

remote server console function of the Notes client administration interface in the PC server environment.

Administrators also have the unique ability to manage Notes servers from anywhere in the world using the Operations Navigator interface that comes standard with the AS/400 system.

Conclusions

Whether you are a big or small user of Domino, the AS/400 benefits from our own experiences are clear. In many businesses nowadays, e-mail systems, workflow systems and information databases are just as mission-critical as the core, back-end processing environment. By marrying the power of Domino with the robustness and flexibility of the AS/400, we think we have delivered a compelling new mix of reliable and cost-effective computing for the Domino environment.

The experiments in our own kitchen have been highly successful, and we are happy to share our recipes with you. Hopefully we have given you plenty of food for thought and whet your appetite to pursue a successful implementation of Domino for AS/400 in your own business environment. ■

This article is an abridged version of Todd Grube's case study 'Domino for AS/400: The IBM Rochester Experience', which can be found at the Web site below. Todd Grube was part of the IBM Global Services team responsible for implementing and supporting Notes/Domino in Rochester.

NON-TECHNICAL

The Growth of Domino Applications on

In 1998, the first official announcement of Lotus Domino for AS/400 was made at Lotusphere, USA. For AS/400 customers, Domino sets itself apart because it is technology that can be used for everything from application development to knowledge management.

Domino presents a compelling incentive to scrap the green screens and embrace the modern world of e-business. While Domino capabilities attract AS/400 users, another set of customers seek out the solution because of what the AS/400 can do. Many enterprises that operate Domino on PC-based servers, once introduced to the AS/400 quickly conclude that the AS/400's reliability and scalability make it a prime platform for Domino solutions.

"What I have noticed is that most customers start with the basics of Domino mail, calendar, workflow and light discussion databases in their first year.

Then in year two they usually get into many other capabilities of Domino like Help Desk, ISO, Sales Force Automation and Web Application Serving. This is when the applications start arriving – so if 1998 was the year of Domino for AS/400 then 1999 and especially 2000 will be Domino for AS/400 application years," says Ms Kelly Schmotzer, IBM Worldwide Groupware Marketing Segment Manager, AS/400 Brand.

With the announcement of the Dedicated Server for Domino, now is the time to examine Domino applications. Domino applications are often classified by the functions that they perform or the industries that they serve. These divisions are helpful, but be mindful that a single Domino application can have a wide range of functions: as a sales force automation tool, a customer service application and an intranet suite.

NETSOURCE

Applications: Prospector, F1 Help Desk, Timekeeper, PnP, WebEasy

Prospector Customer Tracking and Sales Automation keeps track of all your client, contact and meeting details. It can run bulk e-mailouts and is linked to Domino calendaring and scheduling systems.

F1 Help Desk is a fully featured help desk system with full escalation capabilities and the ability to log calls using a browser. TimeKeeper is an enterprise-wide time reporting and management system.

TimeKeeper has been designed specifically with larger dispersed organisations in mind.

PnP is an ISO9000 document management system that combines workflow with document management. It provides action requests and internal audits as just a few of its many features.

WebEasy is a Web site design system for Lotus Domino Servers that enables end users to set up and create their own Web site incorporating workflow for document approval.

Location: WA

Web site: www.netsource.com.au

ENTERCORP SOLUTIONS

Application: Rapid Web Publisher

Rapid Web Publisher is a Lotus Notes/Domino based solution providing site architecture and content management for Internet/intranet sites. It provides the navigational framework and document life cycle management within a single application. Rapid Web Publisher automates the processes behind managing a Web site, from distributed authoring, formatting, approval, publishing, aging and archival. Rapid Web Publisher allows organisations to be able to consistently manage their entire Internet/Intranet from within Lotus Notes without specialised Web publishing skills.

Location: NSW, Victoria

Web site: www.entercorp.com.au

KAZ

Applications: KAZPER, KAZHELP, KAZMAN

KAZPER, a Human Resources information management system, addresses the need for a decentralised Human Resources function. Given the right security access, remote and interstate departments and branches are able to manage their own HR without having the need for all functions to be performed at Head Office.

KAZHELP provides a consistent and simple way in which support calls can be reported, escalated and tracked. KAZHELP is aimed at assisting both support personnel and users as it acts as a central repository, allowing people to research problems and identify their resolutions and status.

KAZMAN is a Project Management tool that addresses the need for sharing, accessing, tracking and centrally controlling all aspects of the complex areas of managing projects including: cost tracking, project planning, problem reporting and resolution tracking.

Location: Australia wide

Web site: www.kaz.com.au

IRIS

Application: The Enterprise Hub

The Iris Enterprise Hub is a brand centric management system that covers all key processes involved in managing brands. Includes:

• Product Centric Management – (product strategy, product development, product marketing)

• Brand Equity Management – to maximise return on marketing investment through links to strategic suppliers and end consumers via the Internet

• Category Management – to align brand strategy with category objectives to maximise the value of the brand within the category

• Customer Relationship Management and Joint Category Management – with links to strategic customers, to deliver agreed sales results and maximise return on trade investment

• Taking advantage of internal and external data sources, and creates an integrated sales and marketing environment.

Location: NSW

Web site: www.iris.com.au

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pritech

Application: GWI Collaborative Front Office (CFO)

CFO – a comprehensive suite of applications for: Customer Service, Sales Force Automation, Marketing, Help Desks and Knowledge management. This complete set of business applications will allow your company to leverage its Lotus Notes infrastructure, facilitating communication and collaboration across the enterprise. CFO comprises: support, service, sales, marketing and knowledge. Each component is available on its own for example: Support offers a 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. Support has modules covering incident management, knowledge management, user/customer's information and activity tracking for other related items.

Pritech is a leader in knowledge management, call centres, library and information management and HR 360 review.

Location: Victoria, NSW, NZ

Web site: www.pritech.com.au

the AS/400

Application: ISO Achiever Plus, SupportCentrePro

Manages all TQM document control and distribution, authoring review and approval processes.

ISO Achiever Plus

ISO Achiever Plus delivers the promise of total quality management (TQM). Companies of all sizes can maintain an Integrated Management System to achieve ISO accreditation, and improve business processes. ISO Achiever Plus manages all aspects of a TQM system including document control and distribution, authoring review and approval processes.

SupportCentrePro

SupportCentrePro is a mature, proven helpdesk and customer service application suitable for internal and external environments in any industry. It combines the power of Lotus Notes, with a proven service centre methodology to enable support staff to rapidly respond to and resolve problems and requests. By capturing details, SupportCentrePro enables managers to monitor service levels and trends.

Location: Australia wide

Web site: www.dialog.com.au

Applications: The "Maestro Suite"

The "Maestro Suite" developed by Independent Computers Australia (ICA) is a range of Lotus Domino applications that are integrated to offer a complete information management solution. Applications include:

• Sales, Marketing & Events Management
• Request Tracking & HelpDesk
• Electronic Document Management
• Catalogue & Retrieval System
• Purchase Requisition System
• Quality Assurance Documentation & Tracking
• Order & Service Tracking
• Human Resource Management

The applications can be run individually or in any combination and can be adapted and tailored to suit individual business requirements.

Features include: flexible field definitions, business rules and workflow setup, integration with legacy data or other backend systems.

Location: Victoria

Web site: www.maestrosuite.com

Applications: Justwin Apparel, Justwin Textile, Justwin Footwear and Justwin Workflow.

Justwin Apparel, Justwin Textile and Justwin Footwear 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 time and manufacturing lead times. They assist in minimising waste, reducing errors and eliminating the duplication of paperwork.

Location: NSW, Victoria

Web site: www.justwin.com

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

Customer Request Management System (CRMS) – automates the allocation of customer requests, and tracks the number and type of requests received by councils. Tasks are co-ordinated where more than one department is involved. Extensive reporting allows for the efficient redistribution of resources and performance monitoring.

Electronic Business Paper System (EBP) – The system manages the creation and distribution of committee reports, recommendations, minutes and actions for items handled under delegated authority; council reports, resolutions, minutes and actions from resolutions; associated documentation and images; and council policies.

Location: NSW

Application: aptrix®

Aptrix® is is a world-class Web development environment and the premier Domino solution in the Integrated Web Application marketplace. The aptrix® software platform – Notes databases and sophisticated software modules, have been constructed exclusively for Domino. It allows the configuration of content design and production models and the controlled distributed authoring of personalised Internet, Intranet and Extranet content. Main applications:

• Distributed Content Management with approval processes and multiple presentation layers
• Integration with business processes and applications
• Personalisation of content delivery based on Web-user choice

Location: NSW

Web site: www.aptrix.com

Applications: AppLink

FishTech's flagship product, AppLink, is a full-featured Message Broker, which facilitates the flow of information between multiple applications and disparate environments, regardless of platform. The AppLink solution takes integration far beyond "point-to-point" message broking and successfully integrates legacy systems, client/server, Web-based applications, ERP systems, CRM solutions and other critical front and back office solutions.

AppLink uses a "publish and subscribe" framework to collect and distribute information from multiple GroupWare and non-GroupWare applications. AppLink can leverage complementary technologies from vendors such as Lotus, IBM and others and, as appropriate, passes data via Application Programming Interfaces (APIs) thereby maintaining data integrity within each application.

Location: NSW

Web site: www.fishtech.com.au

Applications: Business in a Box

Modules include: Customer Service, Customer Contact Management, Operations Management, Travel Booking, Product Warranty, Human Resources Management, several ERM (Enterprise Relationship Management) and Help Desk Management applications.

team400 delivers a truly cost-effective and flexible framework of Notes applications. All share a common design philosophy; fast customisation and shrinkwrapped from a proven Notes framework, fully scalable and platform independent, reliable and secure, easy to manage, Web enabled, e-commerce applications, low total cost of ownership all leveraged against your Notes investment.

Location: NZ

Web site: www.team400nz.com

Applications: Host Integration Solution, IT FACTORY

Host Integration integrates a critical trio of networking functions – directory, connectivity and security. It allows business to leverage existing host applications and enable them onto the Web. By integrating these core functions Host Integration can help businesses reduce the costs and minimise the complexity and risks associated with exploiting Internet technologies. Visit http://www.software.ibm.com/secureway

IT FACTORY makes a success of a Lotus Domino investment. The unique ITF architecture means that each new application built is automatically integrated with existing ones and Web-enablement is easy. ITF can be extended through the ITF Business Suite. Eight ready-to-run, integrated core applications that can be fully customised to suit business requirements. Visit http://www.it factory.com

Location: Victoria, NSW, ACT

Web site: www.softwarespectrum.com

MODERATE

The Royal Australian Navy
manages its fleet with LANSA

Maritime Headquarters in Australia (MHQ) has made its LANSA based Fleet Activity Schedule and Fleet Exercise Program available as browser applications to Navy, Army and Air Force bases across the country over a secure wide area network. This on-line fleet information system replaces a cumbersome paper-based system. The new system allows anyone in defence with the appropriate access rights, wherever they are in Australia, to access the Fleet information system from his or her own desk.

The challenge

Lieutenant Glenn Farrant, responsible for the Maritime Command Shore Information System, explains "Before the implementation of the LANSA Web extension, fleet information was distributed on paper. Updates were automatically advised by our integrated signalling system, and these signals were received as messages on paper at the receiving base. These paper-based updates would be attached to or copied by hand onto the original report. To avoid too many corrections and updates to a report, reports or partial reprints were distributed quite regularly. The paper-based system was inefficient."

Lieut. Farrant continues "The Fleet Activity Schedule (FAS) gives information about where our ships are and the Fleet Exercise Program (FXP) gives information about what the ships and their staff do. These two systems are integrated with other applications including our defence signalling system that automatically sends messages between the shore and our ships and vice versa. For example, if a change is made to the Fleet Activity Schedule, that change will automatically get linked through to the signalling system and a message will be sent to the ships to inform them that their schedule has changed.

"The direct users of the FAS and FXP Web systems are the exercise planners and schedulers and other staff within MHQ. All external Navy bases through the country need the information as well, to determine where the ships are, how and when to bring materials to ships, when it is an appropriate time to train the crew according to the ship's schedule, and so on.

"We wanted to provide a real-time and user-friendly way to access the fleet information system from defence bases around the country. We did not have time to develop a new application and we did not want to replicate our AS/400 data to another machine. We wanted a solution that could directly use the existing fleet database on our AS/400. We needed that solution very quickly and that is why we chose LANSA."

The search for a solution

Chris Kolo, AS/400 administrator, comments "Large parts of our system, including the fleet information system, are developed in LANSA. Therefore we decided to investigate what LANSA for the Web could offer. One of Aspect Computing's developers prototyped a browser-based solution with extensive sort and select facilities for the FAS system in just a few days. We tested the solution on our internal LAN and implemented it within a month on the secret Navy WAN, with just a few minor changes. Then we repeated the same process for the FXP system and implemented that two months later.

"We had a look at a few alternative solutions to provide a browser front end to our fleet information system. But with LANSA for the Web it was much quicker and easier to develop."

The benefits

Farrant comments "The greatest efficiency of the system is that anyone in defence with the appropriate access rights, wherever they are in Australia, can access the fleet information system from his or her own desk.

"Previously they would have to find the particular copy of the FXP or FAS report and wait for it to be updated first. Then they would have to go through a bulky report and its updates. This would easily take 15 minutes for each inquiry. Now they can find out what they need to know in just a few seconds. Many times a day in many locations the new LANSA system gives an efficiency improvement and it does all add up. The people responsible for updating the report would easily spend two hours a week on this and these updates used to happen at many locations.

"The secure networks of the Navy, Army and Air Force are linked via the Defence Integrated Secure

Communication Network (DISCON), so basically the entire defence force can query the fleet activity and fleet exercise program. The LANSA applications enable us to take fleet information outside MHQ. This is where the greatest gain is."

Mr Kolo adds "The browser system is very user friendly and requires not more than a few minutes training for our users. It offers a wide variety of searches, including date related searches, a search by ship name, by pennant number, by nearest harbour and exercise code. We maintain the application ourselves. Maintenance is very easy since this is a very dynamic application, where almost nothing is hard coded."

Conclusion

"We want to move away from AS/400 green screen applications, but not from the AS/400. Our future direction will be to use LANSA Web-based applications on an AS/400 server. The reliability and security of the AS/400 is very good and LANSA provides a very productive and easy-to-maintain GUI solution."

System information

- Secret system in Sydney is an AS/400 model 620; its mirror in Western Australia is also a model 620. There are about 1,000 users connected to the secret WAN.
- On a weekly basis fleet data is replicated to an AS/400 model 50S on the restricted system, which has a lower security classification than the secret system. There are about 10,000 users connected to the restricted system.
- Both Fleet Activity Schedule (FAS) and Fleet Exercise Program (FXP), together with supporting systems, are integrated with the fleet signalling system.
- The Web self-service extension programs to FAS and FXP are developed in LANSA.

LANSA

About LANSA

LANSA is a family of application development tools for the AS/400, Windows 95/98, Windows NT, UNIX and the Internet. LANSA is developed in Australia by Aspect Computing, and is easy to learn and use. LANSA for the Web allows organisations to extend the reach of their existing DB2/400 databases onto the Internet in a true transaction-based e-business environment. You can provide partners and customers with secure "self-service" access to enquiries and update transactions from a Web browser. LANSA for the Web can also be deployed on intranets, for example in support of employee access to Human Resources and Payroll data on the AS/400.

- The secret system is mirrored with Mimix from Lakeview Technology which is High Availability Software supplied by Aspect Computing.
- For more information about the Royal Australian Navy, visit www.navy.gov.au ■

FOR MORE INFORMATION

For further information about LANSA and Mimix contact Aspect Computing on 61 2 9928 1188, email lansaasia@aspect.com.au or visit the LANSA Web site at www.lansa.com

IBM Business Partner

MODERATE

Coles Myer chooses Neller Software
for integrated payroll solutions

Coles Myer, a major Australian retailer, has chosen a leading HR system for the AS/400 to pay 135,000 employees.

As part of a corporate strategy to consolidate its payroll structure from 13 separate systems, Coles Myer selected Neller Software's PrecedaPAY solution to pay its award-based staff in Australia and New Zealand.

The company, which is part way through the rollout of PrecedaPAY, cites the cost-effectiveness of running an AS/400 database that integrates with the software as a key advantage of the new solution.

Coles Myer operates major retail brands including Coles, Bi-Lo, Myer Grace Bros, Kmart, Target, Myer Direct, Fosseys, Liquorland, Red Rooster, Katies and Officeworks.

Coles Myer payroll and super-annuation administration manager Greg Irvine said PrecedaPAY assisted the company's move from its disparate payroll systems into a shared service environment.

"This means we coordinate and integrate functions across the group to reduce costs and improve the effectiveness and efficiency for brands," he said.

PrecedaPAY is now used to pay 62,000 Coles Myer employees at Coles Supermarkets, Bi-Lo Supermarkets and Red Rooster Queensland, as well as distribution centres and a number of concept stores such as Pick 'n' Pay, Essentially Me, Fast & Fresh, Let's Eat, Mycar, Coles Online and Tyre Master.

Neller Software, a national company with offices in Adelaide, Sydney, Melbourne, Perth and Brisbane, is working closely with Coles Myer to ensure successful implementation of PrecedaPAY.

One of the largest implementations was with Coles Supermarkets, which included converting 410 stores that all ran individual store-based systems.

Mr Irvine named quality of support, vendor integrity and a proven platform and product as the key reasons behind choosing Neller's PrecedaPAY software and the AS/400.

"Neller Software is a proven payroll operation with an integrated system, so we have the opportunity to move with other components if required down the track," he said.

"Quality of support was another factor. With Neller, they've got people who know their product, so they are working for you. They've also been in the game for a long time.

"And the AS/400 platform has proven that it does the job." ■

Coles Myer Ltd.

Neller SOFTWARE

About Neller Software

Neller Software, a leading provider of Payroll and HR solutions, is an Australian company with more than 60 staff employed in offices in Adelaide, Melbourne, Sydney, Brisbane and Perth. With more than 20 years in the industry, Neller has established an impressive list of blue chip clients including Coles Myer, Coca Cola Amatil, Woolworths and Commonwealth Bank.

FOR MORE INFORMATION

For more information, please contact Neller Software on 61 8 8364 1800 or visit Neller's Web site at www.neller.com.au

IBM Business Partner

SMART by SSA
delivers tailored solutions for Small-Medium Enterprises (SMEs)

In the past 12 months SSA delivered a program designed specifically for SMEs called SMART.

Richard Kilkelly SSA's Managing Director, said "Meeting the business needs of SMEs requires flexible, cost-effective and fast time to benefit implementations. SSA's track record of rapid implementations combined with best of breed technology is proving a winner."

SMART stands for Small Medium Accelerated Results, delivering a tailored enterprise solution, at an affordable price to clients looking for:

- cost effective manufacturing and distribution solutions
- ease of use and fast access to information
- rapid time to benefit, and
- year 2000 compliancy.

In the past 6 months, SSA has signed more than eight deals with SMEs across A/NZ. Key clients to choose SMART are: Wescorp, Comgroup Supplies, Richard Klinger, Foster Plastics Industries, EC Clough and Joyce.

Sales have been strong in the Perth market through SSA's affiliate Focal Systems. Mick Cook, Managing Director Focal Systems, said "The SMART program meets the needs of SME businesses to have leading edge solutions without huge project teams and support staff overheads."

Commenting on reasons for choosing SMART Paul Jongste, CFO & Project Director for Comgroup Supplies, said "SMART has the following advantages: ease of use, interstate support, competitive pricing, standardised package, minimal hardware and software

housekeeping, batch tracking facilities and integration of export documentation systems."

SMART Portfolio Solutions

SMART/Look – NewLook Graphical User Interface from Look Software

NewLook is software that graphically enables existing AS/400 green screen applications. NewLook not only supports GUIs but also desktop integration, Internet, and BPCS override files transforms BPCS CD into a seamless solution for your business. NewLook can be used to rapidly customise the BPCS graphical interface and extend functionality.

SMART/Web – LANSA's business-to-business Web-based order entry capability

SMART/Web is an e-business module that supports direct customer interaction with your organisation. Connect your SMART system to the Internet and approved customers can conduct e-business with you from any industry-standard Web browser.

Key business benefits are: increased reach, extended hours of availability for customer self-service, reduced cost, better customer service and increased sales.

SMART/Vu Business Intelligence System – CorVu's Business Intelligence System

CorVu offers an integrated set of Business Intelligence (BI) tools in both client/server and Web deployment options.

- Graphical Analysis – user reporting, ad hoc query, On-Line Analysis Processing (OLAP)

smart™ BY SSA

- Report Writer
- Executive Alert – Key Performance Indicators (KPI) presentation and drill-down
- Forecasting – OLAP-aware statistical forecasting
- Impact Analysis – OLAP-aware what-if analysis
- Performance Management – scorecard KPI calculation including Balanced Scorecards. ■

The SMART program comprises:
- BPCS CD software
- 3 year "On-going Support Agreement" (Helpline)
- 18 fully-integrated financial, distribution and manufacturing modules
- Implementation support services (education and consulting)
- SMART/Web, LANSA's business-to-business Web-based order entry capability
- SMART/Look, NewLook Graphical User Interface (GUI)
- SMART/Vu, CorVu's Business Intelligence System
- Hardware leasing options are available through IBM Finance.

FOR MORE INFORMATION

If you would like information on how SMART can smarten up your business processes, contact SSA on 61 2 9855 7100 for a FREE copy of the 'SMART information pack' or email ssa@marketing.com.au

Nevett Ford Lawyers court
success with AS/400

MODERATE

Nevett Ford Lawyers is a general law practice based in Ballarat whose activities range from immigration and litigation, to conveyancing and family law.

The firm automated many of its practices almost two decades ago in order to streamline business processes and create workflow efficiencies. Hosted on a System 36, the existing legal practice system had served the firm well.

The challenge

In order to gain an advantage in their highly competitive market, Nevett Ford needed to revisit its IT infrastructure. Nevett Ford needed to improve efficiencies, meet the challenges of Y2K and develop an efficient document handling system to improve information flow, both within and between its offices in Ballarat and Melbourne.

The Ballarat office had previously operated discrete applications for areas including accounts, word processing, conveyancing and financial planning, each on a separate local area network.

"LawMaster on the AS/400 provided a high level of security for developing our systems"

Elements of this infrastructure were also replicated in the Melbourne office, leading to duplication and double keying of data and associated inefficiencies.

The solution

Working with IBM business partner Synergy Software, Nevett Ford chose to implement the LawMaster software. LawMaster is a totally integrated management, accounting and production system designed for those firms who want to control all their major firm processes proactively. It includes advanced document assembly, task management, management reporting, practice accounting, time recording and billing, and enhanced

communication functions.

Nevett Ford chose to migrate business practices to LawMaster on AS/400 because it was Year 2000 compliant and flexible enough to handle their expansion into growth areas such as immigration, litigation, conveyancing and financial planning.

LawMaster was originally available on the NT and UNIX platforms, and was ported to the AS/400 in 1998 with the development assistance of IBM AS/400 Partners in Development and Progress Software Australia.

Mr Bill Crocaris, account manager at Synergy, says "When we looked at the various platform options available, including NT, UNIX or AS/400, the AS/400 emerged as the obvious winner. The key

selection criterion was to implement a highly secure system that could be easily operated and supported with minimal in-house IT resources."

Nevett Ford's office manager, Ms Leanne Commons, who oversees the firm's computing infrastructure, says "LawMaster on the AS/400 provided a high level of security for developing Nevett Ford's IT systems.

"As well, the AS/400 is a powerful solution that runs 24 hours a day, seven days a week, without an administrator.

"We are associated with other law firms nationally via a group called Law Australia and a number of these groups are using LawMaster and are happy with it, so that was a reassuring factor for our firm."

Mr Crocaris adds, "Options other than the AS/400 would have required a duplication of infrastructure in both the Ballarat and Melbourne offices with a wide area link. That turned out to be 50 per cent more expensive."

The benefits

Nevett Ford is undertaking a staged deployment of the system, which will see both offices integrated on the single server through a wide area network, while the firm's staff will access the system via personal computers.

As well as providing an enterprise-wide legal practice system with workflow features, the new system will deliver the power of personal computing, including faxing from the desktop, with a high level of integration and security.

Once fully implemented, Nevett Ford's team of lawyers will be able to use LawMaster to do anything; from look up a case file online, view items recorded for the day, along with recent correspondence, and send and receive faxes – all from their desktops. This eliminates time spent in redundant research, drafting and searching for physical files. Clients will also benefit through controlled access to the progress and status of their legal matters over a secure Internet connection.

In addition, LawMaster is fully integrated with DB2, the AS/400's relational database.

This means data need only be entered once, eliminating redundant data entry and the associated wasted time.

Ms Commons commented "Synergy and LawMaster have provided us with a complete strategy and support for a system that will dramatically improve how our business operates."

In conclusion, IBM's AS/400 Partners in Development Manager, Tony Del Rosso, notes "IBM, in conjunction with its Business Partners, can now offer a new and compelling mix of advanced technology with low cost of ownership to the legal industry with LawMaster on AS/400.

"Plus, given that LawMaster is written in Progress Software, and Progress runs on AS/400, it only took us a few days to port LawMaster to AS/400." ■

FOR MORE INFORMATION

For further information about LawMaster visit www.lawmaster.com.au or email at information@lawmaster.com.au or call 61 7 5445 6755.
For further information about Synergy visit www.syn.com.au or email at enquiries@syn.com.au or call 61 3 9690 7399

"IBM, in conjunction with its Business Partners, can now offer a new and compelling mix to the legal industry"

About LawMaster

LawMaster is an Australian software organisation dedicated to Law Firm Automation. We focus on assisting forward thinking law firms to grasp technology as their tool for leveraging the knowledge base of their organisations and deploying that knowledge to achieve substantial productivity improvements. LawMaster is unique in supplying a broadly scoped product with highly sophisticated functional depth using the technology encompassed by the AS400, Progress and Microsoft combined with an impressive track record.

SYNERGY

About Synergy

Synergy is IBM's 1998 Solution Provider of the year (Vic). We deliver Professional Services to users of AS/400, RS/6000 and Netfinity servers. Talk to Synergy about e-business, and the industry and solution expertise that Synergy can provide. Let us help you find ways to combine your existing systems and network infrastructure with the new possibilities powered by the Web.

Magellan's SpyVision
helps AS/400 users achieve
a paperless office

As organisations progress into the world of e-business, the question of what to do with all that paper looms larger. Electronic Document Management (EDM) solutions, such as SpyVision from Magellan Software, reduce printing and paper shuffling while making computer generated output, paper documents and other media objects accessible online. With integrated COLD/ERM (Computer Output to Laser Disk / Electronic Report Management), electronic report distribution, scanning/imaging and workflow capabilities, Magellan's SpyVision product suite increases productivity, improves controls, reduces costs and secures and safeguards valuable information assets.

Many people think that EDM solutions are only for financial institutions, insurance companies and other paper-intensive organisations, but for forward-looking Magellan customers such as Sydney-based Rentokil Australia, EDM is an important component of their organisation's IT and e-business strategies.

Before implementing Magellan's SpyView COLD/ERM and SpyImage imaging solutions, Rentokil kept its reports in binders and filing cabinets and scanned its incoming accounting documents using a proprietary system, which was only accessible to the person sitting in front of it. Rentokil wanted to make reports and documents immediately available to several users in its main office and various branches throughout Australia while reducing storage space and document capture overheads.

Since implementing the Magellan solution, Rentokil has dramatically reduced printed output, minimised filing and retrieval overheads and achieved its document accessibility goals.

According to Rentokil's IS Manager, John Spresser, "We expected the benefits to take at least six months to appear but they did so in six weeks".

Rentokil's experiences are typical of the benefits achieved by Magellan customers, which include:

- Cost savings
  Paper usage, storage, phone, post, filing and retrieval costs are reduced, while accounts collections are faster.

- Increased productivity and efficiency
  Users can immediately locate and retrieve any document and fax or e-mail it from the desktop.

- Improved service levels
  Documents can be retrieved immediately and viewed, printed, forwarded to customers – misfiles are greatly reduced.

- Greater accuracy and quality work
  Accurate information can be located. Data can be extracted from reports into spreadsheets without re-keying.

- Increased security
  Unlike paper documents, electronic documents can be secured and backed up.

Magellan's solutions run native on AS/400 and Netfinity servers and support access via terminals, PCs and ordinary Web browsers. Computer-generated reports, scanned images, digital photographs and various other objects can be archived and retrieved. Archived objects can be linked together to form dynamic file folders which expand as new objects are added.

Furthermore, electronic documents can be easily linked into any application with no programming. Once a document is brought up in the SpyVision viewer or Web browser, it can be printed, faxed or e-mailed via the PC, PC network or AS/400 system. Implementation takes hours, not days, and payback is typically seen within 18 months. ■

M A G E L L A N
S O F T W A R E

About Magellan

Magellan Software is a leading provider of award-winning Electronic Document Management (EDM) solutions for the AS/400, RS/6000 and Netfinity servers. Based in the US and with a regional office in Sydney, Magellan has more than 2,100 customers worldwide and is a JD Edwards Product Alliance partner.

FOR MORE INFORMATION

For further information, contact Magellan on 61 2 9437 1400, e-mail at infoap@magsoft.com or visit its Web site at www.magsoft.com/ap

✓TECHTIPS/4 YOU

Q **What security distinctions exist between a client using a Secure Sockets Layer (SSL) connection and a client using a Virtual Private Networking (VPN) Layer 2 Tunnelling Protocol (L2TP) connection? Are these connections mutually exclusive? When should I use one instead of the other?**

A SSL connections and L2TP connections are not mutually exclusive; you could have an SSL connection inside an L2TP tunnel. However, you'd normally use one or the other as their simultaneous use would likely affect performance negatively.

SSL is an application level of security and thus requires your networking application (e.g. Client Access) to support SSL. If you have some data that needs to be encrypted and other data that doesn't, the Express client makes it easy to set up only some of its applications (e.g.

PC5250 and Data Transfer) to use SSL. Because SSL is usually easier to configure than L2TP, it's probably a simpler choice if your users connect to the Internet only periodically. The Client Access Express client includes full SSL support.

You should use VPN, which is based on industry standards such as L2TP, when you want to create a continuous, long-term connection between a client and a server.

Because VPN offers many security features (such as data encapsulation, encryption, and authentication), it's a good choice for connections between servers or virtual LANs between two networks.

You can also use an L2TP connection to create a secure VPN between a dial-in client and your home system via a local Internet Service Provider, or ISP (instead of dialling long distance and using dedicated lines). OS/400 V4R4 supports L2TP for remote VPN connections. ■

What's New –
Beyond Technology
http://www.as400.ibm.com/beyondtech

Beyond Technology is a comprehensive set of technical papers on AS/400 including: Business Intelligence, Domino, e-business, High Availability, Using AS/400, Hardware and Writing Applications. Why "beyond" technology? Because AS/400 has never been about technology for its own sake AS/400 integrates leading-edge technologies so that customers can focus on solving business problems – not computer problems.

Year 2000 Update

As we approach the Year 2000, some organisations may still need help readying their system for the new millennium. We have compiled a list of Web sites and informational APARs which may help answer any questions you have on Year 2000 issues.

Web sites	Informational APARs		Group PTF Package No.
www.ibm.com/year2000	II11534	V3R2M0 Y2K PTF Information	SF99201
www.year2000.com	II11543	V3R7M0 Y2K PTF Information	SF99200
www.as400.ibm.com/year2000	II11544	V4R1M0 Y2K PTF Information	SF99200
www.software.ibm.com/year2000	II11545	V4R2M0 Y2K PTF Information	SF99200
www.as400.ibm.com/developer/year2000/index.html	II11546	V4R3M0 Y2K PTF Information	SF99200
www.midrangecomputing.com/whitepapers/y2k	II11685	V4R4M0 Y2K PTF Information	SF99200
	II11730	Client Access Y2K Readiness Information	
	Obtain these APARs and Group PTFs via your ECS line.		

MODERATE

Imagine the power
of Thin Client Computing

"IBM's Network Station family offers the industry's most complete array of thin-client solutions."

Imagine a world where less really is more. Imagine taking advantage of e-mail, Windows applications, intranet access and browsers. Imagine an affordable, easy-to-manage, hardware-independent thin client computer that makes available business applications and information from a variety of servers – Netfinity, RS/6000, AS/400, S/390 and the Internet – simultaneously on every desktop. Imagine it? No, make it a reality – today! – with the IBM Network Station family of thin client solutions.

The Network Station family consists of hardware and software products that are combined to address a wide range of business computing needs. The IBM Network Station is a compact simple device that brings applications and information from throughout your enterprise together on users' desktops, where they can view and work with one or more applications simultaneously.

More powerful than a terminal and more manageable than a PC, the Network Station enables users to access your organisation's networks and servers. As it is designed to be managed at the server and to access server rescources, the Network Station doesn't require local disk space and rescources as PCs do.

All applications and data are stored on servers. Depending on the type of application, it is either run on the server and displayed on the Network Station, or downloaded directly to the Network Station and run from there. Server-based network computing means that when you need to update an application, you update only the copy on the server – it is not necessary to install the application on each machine.

The Network Station enables users to access applications on virtually any server, simultaneously. Network Stations are designed to respond to a variety of business needs, from accessing Windows applications on a server to running complete, integrated business applications that incorporate the Web, multimedia and Java.

The Network Station family leverages widely accepted Internet and industry standards and technologies to help organisations take advantage of all the benefits of platform-independent, server-based information access, including enhanced/interactive Web applications and integrated business applications. These benefits include:
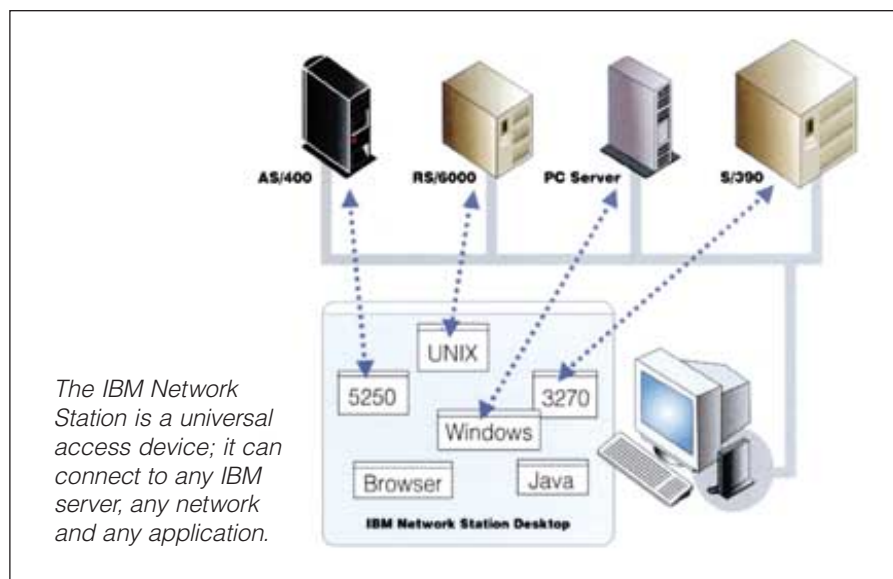
- Fast application deployment
- Low total cost of ownership
- Centralised administration
- Simplified management
- Increased flexibility

Each member of the Network Station family provides:

- An easy-to-use graphical interface with integrated Web browser
- Java Virtual Machine
- Terminal emulation (5250, 3270, ASCII, X-server, VTxxx)
- Support for Windows applications via Citrix's ICA protocol
- Server-based management software for IBM and non-IBM servers
- National Language Support (NLS)
- Worldwide service and support

Candidates for Thin Client solutions

Market research by leading industry analysts reveal that 70% of workers fit the thin client profile. These are users who view, use and update information and they fall into two broad categories – transaction workers and general office workers, such as; airline gate agents, data entry, customer support, call centres, purchasing, factory floor, bank tellers, accounting, administrators, and sales professionals. ■

The IBM Network Station is a universal access device; it can connect to any IBM server, any network and any application.

IBM's "Shark"
heads for open waters!

> *"The Enterprise Storage Server (Shark) is a fast, hungry, multi-platform server that can devour the biggest storage loads."*

If the number of platforms you must manage is overshadowed only by the tidal wave of data hitting your IT shores, IBM Storage Systems have an announcement that could radically change your world view.

What if you had a competitive weapon at your disposal that could swim in any sea? A system that could devour the biggest storage loads and keep coming back for more? A solution so fast, so sleek, so fearless, that your competitors wouldn't even know what hit them?

And what if that storage system was available at an incredibly aggressive price – one that didn't cost you an arm and a leg?

IBM has just introduced the Enterprise Storage Server (ESS) – code-named Shark – a fast, hungry, multi-platform storage server that unleashes powerful new performance features into the turbulent waters of information technology.

It's fast, smart and resourceful. And its exceptional connectivity allows the Enterprise Storage Server to hunt down information regardless of where it resides – whether on AS/400, S/390, UNIX, Windows NT or Novell servers.

Among its more noteworthy attributes, the Enterprise Storage Server:

- Provides superior storage sharing for AS/400, S/390, UNIX or Windows NT servers
- Supports high performance with two powerful, four-way RISC SMP processors, large cache, and serial disk attachment
- Incorporates state-of-the-art copy services for rapid backup and disaster recovery
- Uses redundant hardware components and RAID 5 disk arrays to provide high availability for mission-critical business applications
- Provides fast data transfer rates with attached hosts via Fibre Channel, UltraSCSI, ESCON, and FICON interfaces

- Increases administrative productivity by centralising operations management and providing users with a single interface via a Web browser
- Enables enterprises with multiple heterogeneous hosts to scale up to 11 terabytes while maintaining excellent performance

The ESS is also ready today for tomorrow's storage area network (SAN) environments. SANs are separate networks of storage devices dedicated to managing and storing data without tying up the computing resources of the server.

The ESS uses IBM's Seascape Architecture with advanced hardware and software technologies to deliver breakthrough performance and maximise data sharing across the enterprise.

The Seascape architecture is ideally suited to the emerging world of SANs, with its powerful storage server and modular technology building blocks.

For all of these reasons and more, you won't have to worry about navigating today's data storage seas if you have a "Shark" on your side. ■

ESS Connectivity

Enterprise Storage Server
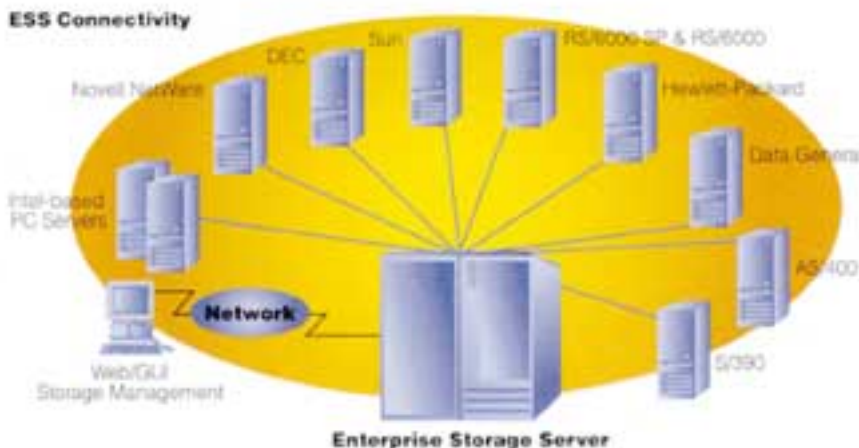
4-state barcoding with your AS/400

From October 1999, Australia Post will be implementing its "Future Post" initiative, a five-year program to improve the capacity and efficiency of Australia Post's national letters and parcels delivery network.

The "Future Post" program requires not only installation of new mail handling technologies at Australia Post, but also the implementation of quality addressing standards and barcodes on mail.

Those who choose to barcode their mail, from October this year, will benefit from:

- discounted postage prices,
- more accurate mail deliveries,
- lower mail preparation costs.

These benefits result from barcoded mail only having to pass through one piece of equipment at the Australia Post Mail Centre to be sorted, hence by-passing several steps that unbarcoded mail needs to follow to be sorted. Australia Post encourages barcoding because it provides improved business process efficiencies and lowers costs.

There is a two-stage process to take advantage of these benefits:

1. Creating a DPID (Delivery Point Identifier) for all your customers,
2. Printing 4-state barcodes.

Creating a DPID for each customer

Every postal address will have a unique Delivery Point Identifier (DPID) calculated for it. The DPID is a numerical representation of where a mail piece needs to be delivered. It is used in later processes to produce a 4-state barcode according to Australia Post specifications to speed and automate their mailing functions.

Companies with existing customer databases can use special software such as Information Solution Work's (ISW's) *Address-IT Batch* to process address records (presented in a particular way) and return the unique DPID as well as the standardised address format where possible. This offering is available on Windows NT today and for AS/400 from October 30, 1999.

Companies can also take advantage of ISW's *Address-IT Rapid* software offering which allows the company to confirm the postal address and calculate the DPID of each new customer, as the information is input into the customer database. This is done on-line and in real-time with the benefit of ensuring integrity of address information. Call centres are a common application for this offering. It is also available on Windows NT today and for AS/400 from October 30, 1999.

Printing 4-state barcodes

Mailing barcodes can either be printed on an address label or incorporated as part of the letter, showing through a clear address window.

IBM Printing Systems division can print Australia Post's 4-state barcodes from your AS/400

IBM provides an Advanced Function Printing (AFP) software-based solution for effectively printing Australia Post's 4-state barcodes from your AS/400. AFP can provide the print integrity that you desire and print the barcode where and how you want it.

IBM also provides a range of AFP-enabled laser and line printer hardware that can be used in conjunction with the AFP software. ■

"Barcoding provides improved business process efficiencies and hence lower costs"

Time to challenge a really interesting course!

AS/400 LEARNING SERVICES SCHEDULE

Australia							
Course	Course Title	Days	Vch	Fee $A	Oct.	Nov.	Dec.
OE98Y	AS/400 for New End Users	1.0	10	$500	11 Syd	08 Mel 22 Syd	06 Mel
OL29Y	AS/400 System Operators Workshop	3.0	30	$1500	12 Syd	09 Mel 23 Syd	07 Mel
OL41Y	AS/400 Advanced System Operators Workshop	3.0	30	$1500	25 Syd		
OL19Y	AS/400 System Administration and Control	4.5	45	$2250	04 Mel	01 Syd	06 Mel
OL23Y	OS/400 Structure, Tailoring and Basic Tuning	2.0	20	$1000		15 Mel	
OL95Y	AS/400 Performance Analysis and Capacity Planning	3.0	30	$1500			13 Mel
UA701Y	Query/400 Introduction	1.0	10	$500	05 Syd 22 Mel		06 Syd 17 Mel
UA703Y	Query/400 Power User	1.0	10	$500		12 Syd	
OL49Y	AS/400 Concepts and Programming Facilities	4.0	40	$2000		30 Mel	
UA709Y	AS/400 Introduction to Control Language Programming	1.0	10	$500	08 Mel		
OL20Y	AS/400 Control Language Programming	4.0	40	$2000		15 Mel	
OL86Y	AS/400 RPG IV Programming	5.0	50	$2500		15 Syd	06 Mel
OL14Y	AS/400 Interactive Program Design	4.0	40	$2000	05 Syd		
OL43Y	AS/400 RPG/400 Interactive Programming Workshop	4.0	40	$2000		01 Syd	
OL05Y	Microsoft Windows NT on the Integrated PC Server	2.0	20	$1000		04 Mel	
OL11Y	IBM Firewall for the AS/400	3.0	33	$1650			13 Mel
OL13Y	Internet Connection Server for the AS/400	2.0	22	$1100		18 Syd	
OL92Y	AS/400 TCP/IP Version 4 Internet Access	5.0	50	$2500		22 Mel	

New Zealand							
Course	Course Title	Days	Vch	Fee $NZ	Oct.	Nov.	Dec.
OLO6Z	Client Access for Windows 95/NT	3.0	33	$1650	20 Auck	10 Well	
OL19Z	AS/400 System Administration and Control	5.0	59	$2950		22 Auck	
OL20Z	AS/400 Control Language Programming	4.0	40	$2000	05 Auck		
OL41Z	AS/400 Advanced System Operators Workshop	3.0	30	$1500	27 Well		
OL86Z	AS/400 RPG IV Programming Workshop	4.0	50	$2500		02 Auck	
OE41Z	Introduction to Integrated Language Environment	1.0	12	$600	27 Well		03 Auck

* All New Zealand prices quoted are exclusive of GST.

This Schedule is a sample of the many AS/400 courses available during October - December in Australia and New Zealand.

For all your AS/400 Education call IBM Learning Services on
Australia: 1800 801 088
New Zealand: 0800 801 800

www.ibm.com/services/learning/au

IBM learning services

New Zealand email: nzlearn@nz1.ibm.com

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