

# NEWS/4/YOU

AS/400 SOLUTIONS MAGAZINE

AUSTRALASIA

May 2000 Volume 7 Issue 1

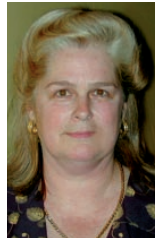
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## The New User Group

### INTERACTION AUSTRALASIA USER GROUP INC

In 1999 ASG and COMMON joined together as a single IBM User Group. Accordingly ASG, COMMON and Team RS/6000 are being deactivated and their assets transferred to **Interaction Australasia**.

### REGIONAL EVENTS

One of Interaction's key objectives is to increase awareness of the value to our members of our Regional Meetings. These meetings have been occurring bi-monthly in Sydney, Melbourne and Brisbane. Similar meetings are held in Adelaide, Canberra, Perth, Auckland, Christchurch and Wellington.

You are invited to come along to one of these meetings so that you can see what the User Group can offer. These events provide excellent opportunities for management and technical education and, of course, peer networking.

Details of all upcoming Regional Meetings are available on our Web site:  
[www.interaction.com.au](http://www.interaction.com.au)

### INTERACTION 2000

The annual Interaction conference for 2000 will be held at the Melbourne Convention Centre, 23-25 July, 2000.

### MEMBERSHIP

If your organisation is not already a member of the User Group and you would like to find out more about Interaction, including the Annual Conference, Daily News Service and other services, please feel free to contact us.



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## CONTENTS

## AS/400 goes on-line with ShopIBM



ShopIBM is IBM's e-commerce strategy that brings IBM's products, services and business solutions on-line to our customers.

IBM launched the first stage of its on-line shopping Web site through ShopIBM, on September 1, 1999. This current Web site is constantly enhanced and allows customers to select from a broad range of IBM's products and services that they are interested in purchasing.

AS/400 offers visitors on this site a range of AS/400 servers, software as well as IBM services, solutions and special promotions.

All ShopIBM customer queries/orders will be handled by a dedicated e-care specialist. The Web site will allow for on-line purchases of selected AS/400 systems and features from IBM and our Business Partners.

### ShopIBM

#### FOR MORE INFORMATION

To begin your AS/400 online shopping experience visit:

##### Australia

[www.ibm.com/shop/au](http://www.ibm.com/shop/au)  
or call 1800 Buy IBM (1800 289 426)

##### New Zealand

[www.ibm.com/shop/nz](http://www.ibm.com/shop/nz)  
or call 0800 426 376 and ask for ShopIBM

#### 4 Editor's Column

VAD goes for a spin with IBM

#### 5 AS/400 Announcements

#### 6 Business Article

Strengthening Customer Relationships with e-business

#### 8 Customer Story

Solution 6 uses e-commerce to bring enterprise level service to customers

#### 10 Performance Management/400e

##### Business Partner Solutions

#### 11 SSA fast tracks clients towards GST readiness

#### 12 LANSA for the Web revolutionises NSW high schools

#### 14 AS/400 Web-enabled Customer Relationship Management

#### 15 Lease Plan revs into e-Gear with SynergyPlus

#### 16 Announcement

Electran/UC links Websphere with back-end applications

#### 17 Tech Tips

#### 18 IBM Learning Services

AS/400 Education

#### 19 Storage

The emergence of Storage Area Networks

#### 20 Advertorial

- Nettrack and Synergy Software Merge
- Mastermind – AS/400 System Management

#### 21 • Seagull Business Software

#### 22 • Advanced Business Link e-business is more than just emulation

#### 23 • Wilkinson Computer Services • Cyber Bootcamp

**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

Welcome to the May edition of News4/You.

Don't miss our business article on page 6 "Strengthening Customer Relationships with e-business". It reinforces the fact that an effective e-business strategy requires that we carefully consider the integration and management of all the elements that go to make up an e-business deployment. Key components such as core business systems, web-enablement, customer and business data management tools, need to be combined into a coherent and integrated set.

With this in mind, we continue to bring you stories of how our customers deploy effective e-business solutions with the AS/400e. In this edition, Lease Plan (P15) and NSW Board of Studies (P12) are two examples of customers who were able to quickly and effectively extend their core processing systems over the Web to provide increased customer service levels. Solution 6 (P8) uses the ASP (Application Service Provider) model to bring increased service levels to their customers.

In April, the AS/400 team was lucky enough to host the team from the Rochester Executive Briefing Centre, worldwide experts on the AS/400. Customers from Sydney and Melbourne heard these speakers reinforce the AS/400e is a premier e-business server. Maggie Blayney, Director, Rochester Executive Briefing Centre, in an interview with the Sydney Morning Herald, commented "While the current round of world market corrections is taking its toll on many e-business start-ups, I believe the growth will come from 'bricks-and-mortar' companies with existing product markets and infrastructure. . . IBM has redefined the AS/400 from the ground up, adding Lotus Domino, improving its Java Virtual Machine (JVM) performance and improving security."

The Interaction 2000 IBM User Conference, to be held in Melbourne July 23-25, is the most comprehensive educational event of the year for AS/400 users. It is a fantastic opportunity to meet with your peers, and to hear about the latest industry and product developments from leading international speakers.

Sophie Baldwin

Marketing Manager – AS/400

IBM Australia and New Zealand

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## VAD goes for a spin with IBM DSD reaches all Lotus resellers in New Zealand

IBM distributor VAD Limited commenced business in Wellington, New Zealand in November 1999. Along with product distribution and update services, VAD provides a wide range of training, marketing and pre-sales support activities.

VAD will initially distribute low-end IBM AS/400 servers and Tivoli Small Enterprise software products, together with a number of Tivoli Ready products sourced from other vendors. While VAD will be working with a number of resellers who have software applications for the AS/400, the primary AS/400 server VAD will be distributing is the Dedicated Server for Domino (DSD).

"Many smaller businesses are recognising that in order to stay competitive they need to have electronic mail and Web services, including e-business, and be connected in a secure manner to the Internet", says

Mr Dunn, Marketing Manager at VAD. "The Dedicated Server for Domino is a powerful but low-cost IBM AS/400 server specifically configured and tuned for electronic mail and Web services hosted using the highly respected Lotus Domino R5 software. Furthermore, Domino on the AS/400 can make use of multiple Domino partitions to support high availability clustering within the same server."

Some of the leading Lotus Notes Resellers are based in New Zealand, Dunn says, but until the DSD was distributed through VAD, these resellers were limited to providing the sale, installation and implementation of Lotus software only. They are now in a better position to offer a complete solution.

"VAD represents another avenue for IBM products to reach the New Zealand market", explains Craig Stoddart, IBM's



Left to right: Terry Dunn, Marketing Manager VAD, Craig Stoddart, IBM NZ Systems and Business Partner Manager.

NZ Systems and Business Partner Manager, "and we are excited by the additional opportunities that this brings IBM New Zealand."

VAD Limited can be reached at 0800 426 VAD (0800 426 823) or (04) 472 6756. Fax: (04) 471 0889 or <http://www.vad.co.nz>

If you're a resident of Wellington New Zealand, look out for the Dedicated Server for Domino Volkswagen touring the streets and give the driver a wave. ■

# AS/400 Announcements

In February, 2000, IBM made the following AS/400 announcements:

## HARDWARE

- An additional 10 upgrade paths to the model 730 with 560 CPW interactive capacity. This is to allow a greater choice of possible upgrades from models 530, S30 and 640 for customers with lower CPW capacity requirements, plus at a lower cost.
- A new 1.8m I/O tower, providing 24 PCI slots and capacity for 90 disk units, with space for 4 removable media devices.
- New 10,000 rpm 17.5GB disk units, which can attach to the AS/400 via the PCI disk unit controllers #2741 or #2748, or the SPD disk unit controller #6533.

## SOFTWARE

### IBM WebSphere streamlines path to e-business for AS/400e customers

IBM announced WebSphere Application Server Advanced Edition for AS/400e, delivering a powerful combination of software and hardware that blends the scalability and transactional capabilities of WebSphere with the speed and reliability of AS/400e. This gives customers a unique foundation on which to build high-performance e-business solutions.

WebSphere Advanced Edition delivers high-volume computing power by leveraging Enterprise JavaBean (EJB) technology, which allows customers to easily connect core AS/400 business data – such as enterprise resource planning or collaborative applications – to the Internet. Benefiting from WebSphere's open standards-based development environment, businesses can use

existing skills and resources to link application data with distributors, suppliers and customers on a single AS/400e server.

By delivering WebSphere to the AS/400 community, IBM is providing some of today's most advanced e-business software to one of the industry's largest server installed bases.

This announcement can help thousands of AS/400e users extend their businesses to the Web without having to re-build their IT infrastructure. Instead customers can leverage the proven performance of their already-installed AS/400e systems as they evolve into e-businesses.

### IBM rolls out UNIX porting tool on AS/400

AS/400 PASE (Portable Application Solutions Environment) is a fully integrated component of OS/400 that provides a subset of AIX runtime functionality. It exploits the AS/400 processor's ability to switch between AS/400 and UNIX run-time modes. UNIX Applications deployed using PASE run natively on the AS/400 and take full advantage of its file systems, security and DB2 Universal Database for AS/400. AS/400 PASE is available immediately in OS/400 Version 4 Release 4 on all AS/400e servers.

Visit [www.ibm.com/as400](http://www.ibm.com/as400) for more information.

### New Business Intelligence solutions for AS/400

IBM announces DB2 OLAP (On-Line Analytical Processing) Server for AS/400, a key platform joining the family of DB2 OLAP Server offerings for IBM and non-IBM platforms. DB2 OLAP Server enables users to quickly build analytical applications using built-in math, financial and statistical functions; and to easily deploy Web-based analytical applications.

Also announced is QMF (Query Management Facility) for Windows for AS/400. QMF is a multi-purpose query, reporting and updating tool for IBM's DB2 Universal Database for AS/400 relational databases. It allows users to access large amounts of data, share central repositories of queries and enterprise reports, and publish to the Web for viewing with a Web browser.

## New supply chain solutions

**I2 Technologies Inc** announced AS/400 availability of its e-Business and TradeMatrix technologies for setting up and conducting business via online business-to-business marketplaces.

**Logility Inc** announces availability on AS/400 of its collaborative planning, forecasting and replenishment software.

**QAD Inc** announces its business-to-business order management suite, eQ, to be made available on AS/400.

The AS/400 Team would like to congratulate the following customers on winning prizes at recent events held by IBM:

- **DOMINO IN ACTION**, Melbourne, Mr Bob Eden Department of Human Services who wins the **IBM WorkPad Door Prize AS/400e Forum**
- **ROCHESTER EXECUTIVE BRIEFING CENTRE**, Sydney winner Mr Frank Kolman Revlon Manufacturing Melbourne winner Mr Vince Nastoski Lease Plan Australia Limited who both win **tickets to the Sydney 2000 Olympic Games.**

# Strengthening Customer Relationships with e-business



**John Schilt, AS/400 Business Manager, Australia and New Zealand**

*I was recently reading this white paper on "Strengthening Customer Relationships with e-business" – and thought I would highlight to you the important message of how the Web is generating a whole new way of interacting with customers throughout the sales and service cycle.*

## The rising bar of expectations

Harvey Thompson, IBM's Global Executive for Customer Value Management Consulting, tells a story that should be a warning to all businesses in the modern age. Arriving in Atlanta on a recent business trip, Thompson strode up to a rental car booth, expecting the worst. The weather was hot and humid. The flight had been long and crowded. And, as any traveller knows, with rental cars, what can go wrong usually does.

He couldn't have been more wrong. His name was emblazoned in lights above precisely the model of car he had requested. The car's engine was already running, and so was its air conditioner. All he had to do was drop his baggage in the luggage compartment and drive off. "In my mind," he recalls "the company's name was also emblazoned in lights".

Shortly after, Thompson arrived at his hotel, one of the top-of-the-line chain where he often stayed while on the road. As a premier level member of the hotel's customer loyalty program, he looked forward to relaxing in his room. But finding a parking place took several minutes. The check-in lines were long. And the clerks were slow.

"At that moment," says Thompson, "the hotel was unaware of the level of dissatisfaction that a valued customer was experiencing. Worse, they were not aware that my expectations of service had been reset, not by their competitors, but by a rental car company" just a few minutes before.

Harvey Thompson's experience occurs thousands of times each day, in every industry and in every part of the country. The rush to attract and retain customers by providing exceptional service, explains Thompson, "is creating an upward spiral of expectations that effectively raises the bar for everyone."

Customers, in short, expect more than ever before from the companies that want their business. And smart companies are responding in ways that help them to get ahead – and stay ahead. The dual forces – speed and service – have made the Internet

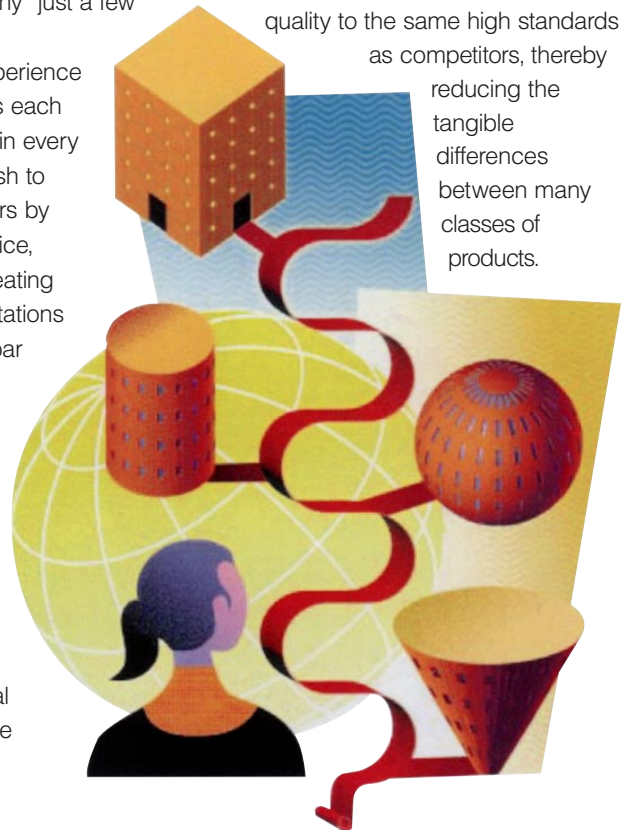
a natural channel for companies seeking to expand market share and compete in the global economy.

The effective commoditisation of many products and services has also had a subtle consequence. It has become easier than ever before for customers to switch vendors or manufacturers. As a result customer loyalty can no longer be assumed – and neither can the revenue streams that once came with it.

By eliminating the high costs of obtaining information about competing products and services, the Internet has forced companies to raise their product quality to the same high standards

as competitors, thereby

reducing the tangible differences between many classes of products.



*“Companies have been left to compete on an entirely different playing field – the quality of the customer experience”*



*“Customer relationship management is no longer a matter of administrative convenience, no longer a mere profit making tool. It is, instead, a matter of survival”*

As a result, customers have been left to play on an entirely different playing field – the quality of the customer experience.

With the rise of e-business, companies have acquired the opportunity to adapt the traditional marketing and sales practices to a real-time business environment. This forces companies to think first, not about products and channels, but about customers and, in particular, about new ways of ensuring customer satisfaction.

Customer Relationship Management (CRM) deployed via the Internet helps companies meet enhanced customer expectations by overcoming the challenges of faster service levels. Companies with CRM solutions can further expand their service capabilities through additional customer contact points, such as customer-facing Web sites, on-line customer self service and e-mail based marketing automation.

“For the years ahead, two-thirds or more of senior executives expect to distinguish themselves from their competitors through the ways in which they interact with their customers. The Web will be central to these efforts. More than any technology before it, the Web generates whole new ways of interacting with customers throughout the sales and service cycle,” says Stephanie Hahn, General Manager of Customer Relationship Management Solutions for IBM.

In the future, e-business is more than just a supporting tool for helping companies to manage their customer relationships, e-business is customer relationship management. The companies that realise this, that take this message to heart, will be those that succeed and prosper in the decade ahead.



#### **AS/400 CRM Solutions**

There are a number of CRM solutions available on the AS/400 and the portfolio is growing rapidly. The solutions come from three main application areas:

- **Domino-based applications** which leverage the workflow, application integration, e-mail and instant Web publishing of Domino to deliver the CRM functions.

- **Integrated CRM functionality**

as extensions to core business management systems as delivered by the major ERP vendors.

- **Specialist CRM offerings** which are being ported to AS/400 over the coming months. ■

*\*Material for this article was sourced from the white paper “Strengthening Customer Relationships with e-business” produced by Business Week Strategic Programs and IBM.*

*“More than any technology before it, the Web generates whole new ways of interacting with customers throughout the sales and service cycle”*

# Solution 6 uses e-commerce to bring enterprise level service to customers

Solution 6 is the world's leading supplier of business systems to the accounting profession, and is an innovator in the emerging ASP services market. Based in Australia, Solution 6 wanted to offer its client base new methods of software delivery.

Solution 6 also saw the potential to provide its large customer base – of accountants – with deeper business intelligence and more sophisticated advisory services.

The Application Service Provider model makes it possible for Solution 6's customers to provide a cost-effective solution for their clients.

## The Challenge

Solution 6 supplies solutions to many public accounting firms, including the "Big 5" accounting firms. With an established position as a vertical solution provider, Solution 6 examined current and future marketplace trends and concluded that many leading-edge and competitive ISVs will transition into ASPs.

Being accountants, Solution 6's clients are considered to be amongst the most influential groups of advisers in business. The ASP model opens up multiple possibilities for accountants



to access more sophisticated forms of business intelligence from Solution 6, and to assist and in turn provide more sophisticated advisory services to their clients.

The challenge was to adapt their current solutions to bring enterprise level service to customers via the Internet.

Between the target market of smaller and mid-sized businesses and the nature of the application, Solution 6 realised it needed to build a system that was cost-effective, yet extremely secure in order to gain customer confidence in working with accounting packages over the Internet.

Lastly, Solution 6 wanted to provide the smaller and mid-sized customers with enterprise integration and sophisticated back office applications.

## The Solution

Solution 6 decided they could meet their prospective customer needs for

back office solutions by providing SAP R/3 template driven solutions. In order to provide a robust, secure e-business solution, Solution 6 turned to IBM to provide the necessary infrastructure and hosting solutions they required.

Prior to evolving from a standalone ISV to an ASP, Solution 6 had extensive experience with IBM's Lotus Notes. Solution 6 felt that Notes messaging and workflow capabilities and powerful application development environment would more than meet their needs. As a result, Solution 6 chose IBM's Lotus Domino server on IBM's AS/400 to run the integrated applications. While core data – such as customer and product records – would be held in SAP R/3, the Domino applications provide a friendly "wrapper" and additional functionality, reducing the need for every customer to have an SAP client on their desktop.

Since Solution 6's value proposition was to provide customers with

*“The ASP model opens up multiple possibilities for accountants.”*



*“The technologies we have chosen – SAP, Lotus Domino, Applink, MQSeries and AS/400 – are the key to building a large-scale, successful, global ASP business.”*”

sophisticated applications that were easy to use and yet cost effective, Solution 6 demanded seamless integration between the SAP ERP package, the accounting software and the Domino-hosted e-business application. To meet this need, Solution 6 went looking for a fully featured message brokering system, finally settling on the Applink Enterprise Integrator product suite from IBM Business Partner Fishtech & Partners. Using MQSeries as its transport, this system offers the scalability and manageability demanded by a fast-growing ASP business.

“Underpinning the application and messaging technologies is IBM’s DB/2 for AS/400 database,” according to Kent Duston, General Manager, ASP Services for Solution 6. “The technologies we have chosen – SAP, Lotus Domino, Applink, MQSeries and AS/400 – are the key to building a large-scale, successful, global ASP business. They are proven, robust, very reliable, and give us the ability to offer additional services, such as business intelligence and online transaction processing, in the years ahead.”

Solution 6 chose Aspect Computing as its business partner to assist with the implementation of the IBM AS/400 system that hosts the Lotus Domino and SAP environments. This large-scale implementation of Domino and SAP on the AS/400 resulted in Aspect having to implement the logical partition (LPAR) functionality now available on the AS/400, whereby Solution 6’s customers using different applications are kept in completely separate environments to ensure increased availability, consistent

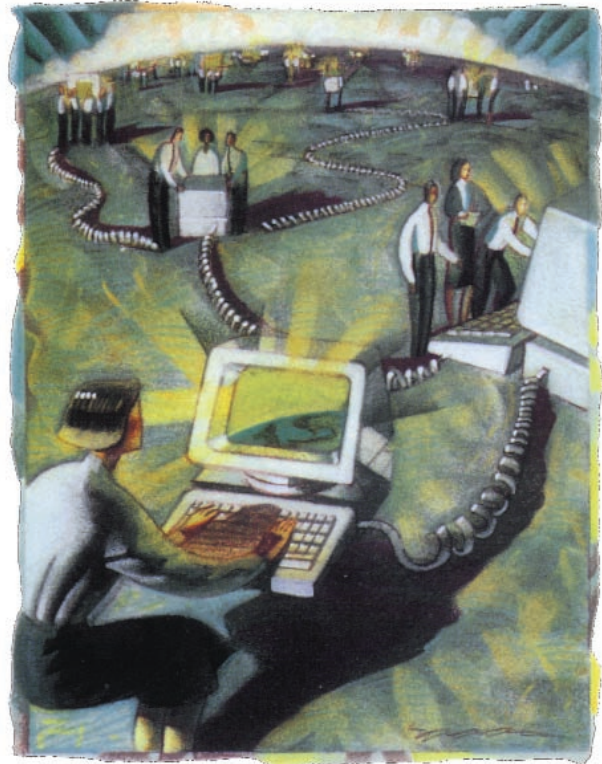
response times and enhanced security. This was the first production use of the LPAR functionality in Australia.

### **The Benefits**

Solution 6’s SAP R/3 ASP offering – Centrum – is already meeting the demands of customers. One of Solution 6’s best success stories is its work with the United Nations Children’s Fund (UNICEF), Australia. UNICEF Australia, like most non-profit organisations, needs to keep operating costs to a minimum.

“As a non-profit organisation, we are very sensitive to the impact of high operational costs on our overseas projects,” said Gaye Phillips, Chief Executive Officer for UNICEF Australia. “Our mandate is to provide assistance to children in need, as part of a United Nations charter, and every dollar we spend on administration in Australia is a dollar we can’t spend in the field. Solution 6’s ASP offering gives us a way of getting the state-of-the-art systems we need to operate the organisation in the new millennium, at the lowest overall cost.”

UNICEF Australia realised the inherent benefits of having an integrated application that would enable them to more accurately view and analyse donations. Clearly, the potential to use



business intelligence to create a stronger understanding and relationship with donors would help the organisation to raise funds more effectively.

“The entire UNICEF staff has been eagerly awaiting the move to the new system, particularly as it has enabled us to move from a number of legacy applications to a single integrated view of our organisation,” said Ms Phillips. “We are now able to get a complete view of our donors, and access all our information in real time. For the first time, our staff can look at the same information whether they are in Sydney or Adelaide. This is a very substantial improvement over the old systems.” ■

# Performance Management/400e

Web access to your AS/400 system's capacity planning and performance analysis data.

Performance Management/400e is a tool shipped with OS/400. PM/400e automates many of the functions associated with capacity planning and performance analysis – automatically. It's simple, there's nothing you need to do other than activate the function and periodically check that data is being collected and transmitted to IBM, which is done via the Electronic Customer Support (ECS) that ships with most AS/400s. PM/400e provides you with the information that can help you plan ahead for future computing needs.

## Result

After receiving the performance data, IBM develops a series of capacity planning and performance analysis reports and graphs that provide a crisp picture of your current system operating efficiencies. Based on current trends, these reports will let you know when you should consider rectifying an approaching capacity planning problem.

*The addition of "e" to PM/400 signifies big changes and improvements to the original offering.* These include:

**Availability:** PM/400e data is available electronically where and when you need it through Web-based browser access, securely and privately. You will require Adobe Acrobat to view or print.

## New PM/400e Management Summary Graph:

This graph provides a quick snapshot of your system's current utilisation and growth trends. Updated monthly, this graph provides critical management information, including

processor utilisation for interactive, batch and disk capacity use. To stay informed of your system growth, a bar graph projects the time remaining until a performance threshold will be exceeded.

## PM/400e Letter of Notification:

If you do not review your reports via the Internet, you will receive a letter informing you when your AS/400e is within six months of a performance threshold or capacity limitation.

## Manage your system with more flexibility:

Data and trends are not only collected and calculated for "average" utilisation across the measured time period, but for "peak average" utilisation as well, which means you have more flexibility to manage your system to the "peak" versus to the "average".

**New and improved PM/400e graph explanations:** Many of the "shift average" and "peak average" analysis reports contain text clarification to accompany the graphs and make them easier to understand, more user-friendly and enable you to visualise the trend more clearly.

**Easy to use:** PM/400e is automated and self managing, which allows for ease of use. PM/400e gathers performance and capacity data from your AS/400 and sends it to IBM. In return, you receive this data in a series of reports and graphs that show your system's growth and performance.

## Getting started

If your AS/400 processor is under warranty or covered by an IBM Maintenance Agreement you can access PM/400e. From the Web site, select the "View Your Management Summary Graph" option. Access to your data is secured through a unique PM/400e user ID and password that are automatically mailed to you after your first data is processed by IBM. You can make



changes to passwords or request that your password be reset at the PM/400e Web site.

After registering the installation of your system, access to your PM/400e Management Summary Graph is available at no additional charge at the PM/400e Web site. To substantiate the data on the Management Summary Graph, more detailed reports and graphs are available for a fee.

PM/400e uses less than 1% of your processor, and requires a 20MB minimum of disk space. Activating PM/400e has little effect on your system's performance. ■

*If your AS/400 is covered under an IBM Maintenance Agreement or Warranty, you'll have the benefit of these additional functions at no extra charge.*

## Highlights

- Forecast data processing growth that is based on trends
- Plan for and manage consistent service levels
- Maximise your return on current and future hardware investments
- Identify performance bottlenecks
- Reduce the time needed to collect and manage AS/400 performance data
- Identify resource-intensive applications
- Access data electronically when you need it!

## FOR MORE INFORMATION

For further information on installing and activating PM/400e or FAQs visit the PM/400e Web site <http://www.as400.ibm.com/pm400>

# SSA fast tracks clients towards GST readiness

MODERATE

## Overview

SSA Pacific recognises the pressure on their clients to be GST ready by the July 1 deadline, and SSA's experience and knowledge of BPCS means that they can fast track this process for them.

## What is the GST Ready Pack?

The GST Ready Pack provides the software enhancements necessary to have BPCS ready to meet the requirements for the Australian GST.

The pack is designed to provide the BPCS user base with a one-stop shop reference pack on GST, placing them on a fast track towards GST readiness in a cost-effective manner.

It contains the following 6 documents.

### GST Requirements Statement –

Summary of the principles of GST and how it affects Australian business.

### Managing GST within BPCS –

How to prepare BPCS to handle transactions to meet requirements and how to produce reports that comply with the new regulatory requirements

### Requirements for client specific forms –

Defining the changes required for client specific forms, e.g. invoices, in order to produce appropriate reports.

### Guide to implementing GST in BPCS –

Managing the implementation of GST in BPCS. A full project methodology.

### BPCS modifications –

The critical modifications required to produce the BAS (Business Activity Statement) as defined by the Australian Taxation Office. The reporting will allow the client to trace back from the BAS to the individual BPCS transactions, and hence to the base documents, supporting detailed audits.

### ATO GST Transition requirements statement –

SSA documentation outlining the legal transition requirements going forward.

The pack will assist clients with the following:

- Planning and managing their GST project
- Auditing records
- Producing an electronic BAS (Business Activity Statement)
- Reducing the complexity of becoming GST ready
- Preparing for GST implementation on July 1, 2000

## Why purchase the GST Ready Pack from SSA?

### 1. Value-Add

SSA can add value to the business-process, as it understands the complexities of how to change BPCS to become compliant, and can simplify the road to GST readiness. This is supported by SSA's track record in Europe with VAT, and in NZ and Canada with GST, making SSA ideally suited to address and understand local BPCS customer needs.

### 2. Cost Effective

SSA can make it cost effective to manage GST compliance and the ongoing costs associated with this. This is achieved by:

- a short, sharp implementation cycle, and
- minimal down-time.

### 3. Documentation and Knowledge Management

SSA can assist you with GST knowledge preservation by providing a blueprint to be used as part of the strategy to gain readiness. This avoids re-training and potential non-compliance due to staff rotation.

The GST Ready Pack offers SSA's client base the perfect opportunity to fast track their business towards GST readiness. It is designed to enable the smooth transition of our clients' key operating system to be GST ready, on time, on budget. ■



## About SSA

System Software Associates is one of the world's leading providers of ERP software and services, with the largest installed base of ERP systems on the IBM AS/400 platform.

SSA's portfolio of solutions provides best-of-market solutions to the pharmaceutical, consumer package goods, automotive supply, chemical, electronics, food & beverage and general manufacturing industries, by partnering with industry leaders in eCommerce, Business Intelligence and Supply Chain Management.

## FOR MORE INFORMATION

Call (02) 9855 7100 Australia  
or 649 358 0555 (New Zealand)  
for a FREE copy of the  
GST Ready Pack and find out  
how we can fast track your business  
towards GST readiness.



# LANSA for the Web revolutionises NSW high schools



OFFICE OF THE BOARD OF STUDIES  
NEW SOUTH WALES

The Board of Studies NSW is responsible for the content, distribution and logistics of syllabus material and the School Certificate (SC) and Higher School Certificate (HSC) examinations. The Board uses the Internet and LANSA for the Web for a growing number of its interactions with schools.

Dr John Bennett, Director Information Services, says "The web has fundamentally changed the way we work with schools. We have many interactions with schools that used to require huge numbers of forms. In the past, schools often had to wait for weeks to receive confirmation of the information they sent to us. Now schools can use our on-line service to enter, browse and update student information and print confirmation reports instantly."

## The Challenge

There are approximately 900 schools in NSW that have students sitting for the SC and HSC. Every year the Board of Studies collects course enrolment details for about 215,000 students in Years 10 to 12.

Jim Watterson, senior IT consultant at the Board, explains: "Traditionally we would send out over 200,000 entry forms each year. The students complete the forms which are checked by their teachers and then mailed to the Board. The forms would be re-checked and then sent off to be entered onto tape. Only when these tapes were loaded onto our system could we begin checking the data's accuracy. Enrolment starts the yearly school cycle and is a big logistical task.

"There is a complex scheduling function as well. We have to schedule examinations for over 140,000 students and appoint 4,000 supervisors for 700 examination centres, as well as arrange the marking process.

"We are in constant dialogue with the schools and their staff. For example, schools provide 1.2 million course assessments annually for Year 10 and 12 students. Through the year we also get thousands of requests to change courses which again used to come in on paper for manual entry by Board staff."

technologies that can make a difference, and could immediately see that LANSA for the Web would provide significant benefits for the Board and schools. We developed a small sample Web application and showed this to our management. We also setup an extensive security system and got the go-ahead."

Mr Watterson and Mr Mathieson created a subset of functions which they made available by secured access to a trial group of about 70 schools in the first term of 1998. During 1998 additional functions were created and feedback from the schools was used to fine-tune the system. From the third term of 1999 the system was made available to all schools.

## The Benefits

Mr Mathieson explains "If you make a change online you can see it immediately. In the past, schools had no idea when or if the change was made until we sent them a confirmation. Now data is validated immediately, and schools find out instantly whether there are problems.

We only get clean data into our system. Schools can request a confirmation report on-line and receive it within seconds.

"One of the biggest events of the year is distribution of HSC results. We used to deliver printed results to students and schools across the state on exactly the same day, traditionally in the first week of January. This year, using LANSA and the Web, we made the results available on 17 December, giving students a lot more time to consider their options for the future."

The results were published online on 17 December at 5.00 am. The first student inquiry came in at one second past five and the first school downloaded



**Dr John Bennett, Director Information Services, The Board of Studies NSW.**

## The Solution

The Board of Studies has used LANSA and the AS/400 for basically all its development since 1990. When LANSA for the Web came out in 1997, Aspect Computing invited Mr Watterson and his colleague, senior IT consultant Muir Mathieson, over for a demonstration.

Mr Watterson continues "We have a brief to look out for new

its Principal's Result List about one minute past five. The vast majority of schools logged on to download their results that day and a huge number of students accessed the Board's AS/400 Web server and its Student Results backup system at OzEmail.

Mr Watterson comments "LANSA provides rapid application development and is changing the way we deal with schools. We are not duplicating our data. We are also running on a secure platform that we already own. Without LANSA for the Web we would not be anywhere near this far advanced."

### The Future

"We are looking at implementing e-Commerce this year because the Board sells a lot of products, such as syllabus materials, CDs and books. We plan to offer on-line order entry using LANSA for the Web.

"We will be looking at other processes and see where further advantages for schools and the Board can be achieved. In many cases we believe Web applications will give a positive result to both parties. It is a win-win. It gives a reduction in paper-work and delays," concludes Mr Watterson.

*"Without  
LANSA for the Web  
we would not be  
anywhere near this  
far advanced."*

### System Information

- OzEmail hosts the static Web site of the Board of Studies NSW. The dynamic sections are developed with LANSA for the Web and run on the Board's own AS/400 Web server. The Board has an AS/400 Model 640 with 200 internal users.
- Security: Schools can apply for their own user-id and are issued a Personal Identification Number (PIN). Students use their student-id and are issued a PIN, which allows them to get only their own examination results. The AS/400 Web server provides encryption via SSL (Secure Sockets Layer).
- Aspect Computing developed the initial examination system with LANSA during 1989-1990. Since then additional functions including web functionality are developed by the Board's IT team. ■

# 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.

### FOR MORE INFORMATION

For more information about the Board of Studies refer [www.boardofstudies.nsw.edu.au](http://www.boardofstudies.nsw.edu.au)  
For more information about LANSA visit [www.lansa.com](http://www.lansa.com)

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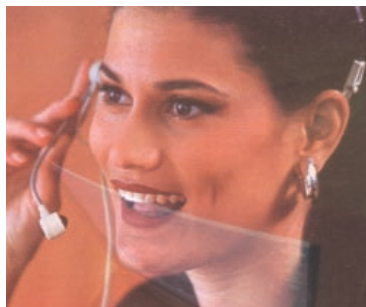
IT COULDN'T BE FASTER.

## LANSA invites you to take THE WEB SITE EXPRESS Trial Offer – exclusively running on AS/400e

Anxious to do business on the Web? Need to get up and running fast? If you want to make your AS/400 do e-business, you need a bullet-proof internet transaction environment. LANSA's Web Site Express is a specific offer for AS/400 customers that allows you to prove the e-business concept for your own systems with minimal investment and without risk or obligation. Over the course of a five-day assignment and for only \$3,000 AUD, LANSA will work with a selection of your existing database files to build a pilot web application to run on your AS/400.

Visit our Web site at  
[www.lansa-express.com](http://www.lansa-express.com)  
and register on-line.  
Or call +61 2 9928 1188  
and ask for LANSA/INFO.





# AS/400 Web-enabled Customer Relationship Management

By Neil Hills-Johnes  
Regional Manager NSW, Dialog Information Technology

The humble Call Centre – something with which many organisations are still coming to grips – is already evolving.

The term Customer Relationship Management (CRM) embodies this evolution, and is about delivering a far greater benefit than simply providing organisations with a point for administering incoming and outbound telephone calls.

CRM is playing a pivotal role in the way organisations communicate with customers, as well as the way they transact business and manage customer information.

Supported by the latest developments in web-based technology, Customer Relationship Management (CRM) provides a wider range of options for an organisation to maintain contact with its valued customer base.

This shift is occurring as customers increasingly demand access to their suppliers via convenient new mediums, such as Information Kiosks, Web pages and email – as well as the more traditional phone and fax.

It is also being driven by the increasing acceptance of e-business and the demand by customers to transact their business on-line.

Organisations seeking to develop a CRM-focus for their business need a software solution that is capable of accessing and consolidating all information involved in the chain of customer communication. For example, information that may be gleaned by sales staff, support or service staff, as well as business partners and even the corporate web site.

Developed specifically for the AS/400, Infinium's web-enabled CRM solution meets the needs of different segments and industries of the mid-size market upward and has

been successfully deployed by 150 companies.

Infinium CRM delivers an organisation knowledge about its customers, prospects, competitors and markets.

Because it empowers organisations to make strategic decisions at every level, Infinium CRM helps lower operating costs and increase profits by enabling organisations to operate more strategically across the enterprise.

The structure of Infinium CRM provides a complete information system that supports marketing, sales and business relationship management.

Infinium CRM is a single, central database that contains one correct version of all relevant commercial company data. It includes:

- A central database containing vital information about clients and prospects.
- Market overview and insight – providing a picture of customers and prospects, competitors and suppliers.
- Integration of CRM solution information and data with an organisation's back office applications and office environment.

## Tangible Benefits

Infinium CRM helps organisations increase revenue and win ratio. Sales executives are able to access information about who is using their organisation's products and services and why. This enables them to focus sales effort on the most likely prospects.

Costs associated with sales and marketing activity can be lowered as a result of Infinium CRM's ability to track and analyse costs associated with sales and marketing.

Through Infinium CRM, organisations have access to all the information and issues relevant to their customers at their fingertips.

This puts organisations in closer contact with their customers, helping them to improve customer satisfaction, win customer loyalty and optimise internal and external communication.



## About Dialog

IBM business partner, Dialog Information Technology, is one of Australia's leading technology services organisations with over 475 information technology specialists.

Established in 1979, Dialog trades nationally and internationally from offices in Brisbane, Canberra, Sydney, Melbourne, Darwin, Townsville and Rockhampton. Dialog works with hundreds of clients across many industries. Major customers include federal, state and local government organisations of all types and large corporations as diverse as BP Oil, Caltex, Bechtel, Comalco, Suncorp Metway, McDonalds, Brisbane City Council, SeaWorld Nara Resort, Billabong, Australian Provincial Newspapers, Bartercard

International, Star City Casino and Griffith University. Dialog provides a wide range of information technology services including outsourcing and technology management, systems integration and application development, implementation, training and support.

Specialist capabilities include customer relationship management solutions, web-enabled applications, e-business, Lotus Notes development, knowledge management and multi-media solutions.

## FOR MORE INFORMATION

For more information about Dialog and Infinium CRM, contact:  
Dialog Information Technology  
Phone: 1800 358 447  
Email: [dialogit@dialog.com.au](mailto:dialogit@dialog.com.au)  
www: [dialog.com.au](http://dialog.com.au)



# Lease Plan revs into e-Gear

## with an Internet Solution from SynergyPlus

MODERATE



**Mr Rod Solomons,**  
Managing Director  
for Lease Plan  
Australia.

Lease Plan is Australia's largest leasing company, managing more than 62,000 vehicles in a portfolio valued at \$750 million.

During recent years, the vehicle leasing and fleet management industry has seen a move to novated leases, where individual

employees lease their own car under a corporate umbrella lease. This transfers responsibility for leased cars from fleet managers to individual employees. As a result individual employees now require more detailed information on their car usage to be available to them.

Lease Plan has responded to increased information requirements by developing a system that is Internet based, providing clients with 24-hour

access to the company's back-end Fleet and Cost Tracking System (FACTS).

e-FACTS delivers significant benefits to both Lease Plan and its clients including flexible reporting capabilities, reduced administration time, 24-hour system access and the delivery of real time information to an increasing number of people.

"Whilst the application can be accessed at any time, the information is still a monthly snap shot from a data warehouse," said Managing Director for Lease Plan Australia, Mr Rod Solomons.

A central concern for individual drivers is maintaining car mileage details to comply with Fringe Benefits Tax (FBT) requirements. e-FACTS gives drivers real-time feedback on how they are tracking on their targeted FBT. This is a key deliverable for e-FACTS phase 2.

Fleet managers can also use e-FACTS to monitor fuel consumption, vehicle services and car usage from individual employees to the whole company.

"e-FACTS has also freed Lease Plan's staff from administrative tasks, enabling them to focus more on strategic customer service activities. Once a month there was a hectic time when monthly reports and FACTS reports were produced. Everyone was run off their feet," said Mr Solomons.

"From the tools that we are developing, we are going to give a lot of time back to staff, to provide value added services for customers. e-FACTS is one of the major steps of our whole CRM (Customer Relationship Management) process," said Mr Solomons.

Lease Plan deploys the e-FACTS solution on an IBM AS/400 server. "Aggressive project deadlines and scalability requirements meant that there was only one choice; the Web server

had to be an AS/400," commented Mr Solomons. The e-FACTS application was written in Java. The write-once, run-anywhere Java capability has turned the existing AS/400 investment into a Web server.

IBM Business Partner SynergyPlus was selected by Lease Plan to design and implement the fully integrated e-FACTS AS/400 solution. Synergy developed the application in Java.

"SynergyPlus has provided Lease Plan with an e-business solution that puts us ahead of our competition by delivering a higher level of service to our customers without increasing our costs," said Mr Solomons.



**SYNERGYPLUS**

### About SynergyPlus

Winners of the 1999 National Solution Provider of the Year, Synergy Software, and NSW Solution Provider of the Year, Nettrack Technical Solutions, have joined forces to become SynergyPlus, Australia's largest IBM Business Partner Solution Provider. SynergyPlus delivers professional services to the users of AS/400, RS/6000 and Netfinity Servers. Talk to SynergyPlus about e-business, and the industry and solution expertise that Synergy can provide to help you find ways to combine your existing systems and network infrastructure with the new possibilities powered by the Web.



# Electran/UC links Websphere with back-end applications

Powerlan, the Australia and New Zealand distributor of the Electran e-commerce solutions for AS/400 customers, has now announced Electran/UC, a universal connector for integrating IBM's Websphere to back-office enterprise applications.

The combination of Electran/UC and Websphere gives companies running business applications on mid-range and mainframe platforms an integrated e-business solution. Electran/UC uses easy-to-configure XML extensions to support universal connectivity. In the case of the AS/400, it connects through 5250 datastream or Java Database Connectivity (JDBC) with the ERP system.

"More companies world-wide are looking to rapidly integrate back office enterprise applications with new e-business capabilities," said Damon Carley, Powerlan General

Manager. "Electran/UC with the new XML scripting capabilities eliminates the need for Java or C++ coding to enable enterprise application integration (EAI). Application connectors developed using Electran/UC are fully reusable and scalability is assured since Electran runs on any Java platform."

Electran/UC allows trading partners and authorised employees to conduct business using real-time, on-line transaction management data from the back-office business applications. These users can access current information such as credit balances, inventory levels and order status through a Web browser.

New scripting language support for XML provides complete compatibility with any existing HTML editor. Application development is not only easier, but also pure HTML is delivered to the client so that any standard browser is supported. The scripting

language also contains syntax checking which helps to eliminate scripting errors. ■



**Electran Corp.**

**POWERLAN**

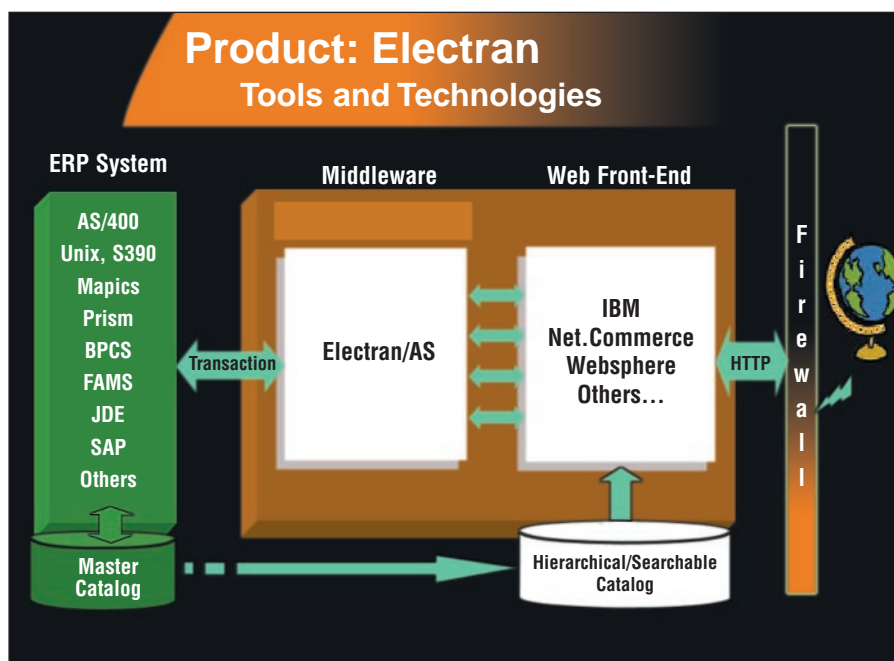
## About Powerlan

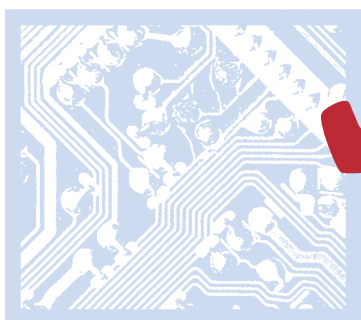
Powerlan is one of the largest Australian owned and Australian managed information technology and telecommunication services organisations operating throughout the Asia Pacific region. The company has 32 offices in 10 countries including Australia (16 offices), the United States of America, New Zealand, Hong Kong, China (3 offices), Malaysia, Thailand, Singapore, Macau and Indonesia.

The company has over 700 employees including a sales force of over 150 executives and a consulting and engineering team of over 450 qualified IT&T professionals. Powerlan has a customer list of over 6,000 corporate and government clients.

## FOR MORE INFORMATION

For further information please contact [smoore@powerlan.com.au](mailto:smoore@powerlan.com.au), or visit [www.electran.com](http://www.electran.com) or [www.powerlan.com](http://www.powerlan.com)





# TECHTIPS/4 YOU

## CONVERTING AS/400 SPOOL FILES TO PDF

**Q** How can I convert AS/400 spool files to PDF format?

**A** The code for converting AS/400 spool files to PDF can be found at <http://www.midrangecomputing.com/anje/> and selecting "Downloadable Code".

Then select the link for "Spool File to PDF, PDQ" under June/July 1999. You will get a zip file that contains the source for a command, the CL processing program and .jar file that does real work.

The installation is pretty simple, but it will require the AS/400 Toolbox for Java (5769-JC1) and the AS/400 Developer Kit for Java (5769-JV1) on your AS/400. These are no charge program products. To set up the AS/400 Toolbox for Java, follow the setup instructions in the "AS/400 Toolbox for Java Setup Guide SC41-5438-02."

## ACCESSING AS/400 FILES VIA WINDOWS EXPLORER

<http://www.news400.com/nwn/StoryBuild.cfm?ID=996>

**Q** How can I connect an AS/400 as a network drive in Windows Explorer and open files stored in the AS/400 Integrated File System?

**A** You can set up the AS/400 as a Windows file server using NetServer. NetServer, which is available since V4R2, is a no charge product that is built into the operating system. It enables an AS/400 to be viewed under the Network Neighborhood on Windows machines. NetServer is TCP/IP only, so if you're connecting via another

protocol such as SNA, you have to use Client Access's file serving capability. NetServer is considerably faster than the Client Access method, possibly two to four times faster according to IBM. For more information about configuring NetServer, check out <http://www.as400.ibm.com/netserver>. To set up AS/400 NetServer, follow the manual "Getting your AS/400 Working for You - SC41-5161". Chapter 7 gives detailed set-up instructions for AS/400 NetServer.

## DIGITAL CERTIFICATES, SSL, AND CLIENT ACCESS

<http://www.news400.com/nwn/StoryBuild.cfm?ID=995>

**Q** I want to use digital certificates to secure communications between my AS/400 and client PCs. What steps must I add to my Client Access for Windows Express client set up to include use of Secure Sockets Layer (SSL) protocol?

**A** If you use a well-known certificate authority (CA), such as Verisign or Thawte, to create and sign your server certificates, there are no additional steps because certificates for well-known CAs are shipped in the default Client Access Express key database. However, if you use your AS/400 as a CA to create and sign server certificates for any of the Client Access Express servers, you must perform the following steps for every certificate you create:

- Add the CA certificate to the default Client Access Express key database.
- Copy the CA certificate to your PC or shared directory (which you make available to all SSL-enabled PC users).

Client Access provides a tool (called CWBCOSSZ)

that automates the process of adding an unknown certificate to the default Client Access Express key database and copying the certificate to a PC or shared directory. You can use this tool to set up any certificate you want to use with Client Access Express. If you have the AS/400 Toolbox for Java installed on a PC, the tool will also add the certificate to the Java key database.

CWBCOSSZ allows SSL sessions for applications written using the AS/400 Toolbox for Java or Java plug-ins to Operations Navigator. To use the tool, you must have Client Access Express Service Pack SF55256 or later installed on your PC. The tool is available at the Client Access Web site at <http://www.as400.ibm.com/clientaccess/cadownload.htm>.

If you prefer to set up your custom certificates manually, you can obtain detailed steps for doing so at the AS/400 Information Center Web site at <http://www.as400.ibm.com/infocenter>. After you specify your version and release at the home page, select Client Access Express, Administering, Connection administration, and Secure Sockets Layer administration. For more information about using digital certificates on the AS/400, see "Getting an AS/400 Web Site Up and Running," April 1999, "Authenticate Users with Digital Certificates," November 1998, and chapters 4.4 and 4.5 in the IBM Redbook AS/400 Client Access Express for Windows: Implementing V4R4M0 (SG24-5191). ■

This information is intended to assist you. IBM does not warrant its accuracy or completeness. These tips are reprinted with permission from NEWS/400 and NEWSWire/400; for more information, visit [www.news400.com](http://www.news400.com)



# Time to challenge a really interesting course!

## AS/400 LEARNING SERVICES SCHEDULE

This Schedule is a sample of the many courses available during June in Australia.

For all your Education needs call IBM Learning Services on

Australia: 1800 801 088

New Zealand: 0800 801 800

[www.ibm.com/services/learning/au](http://www.ibm.com/services/learning/au)

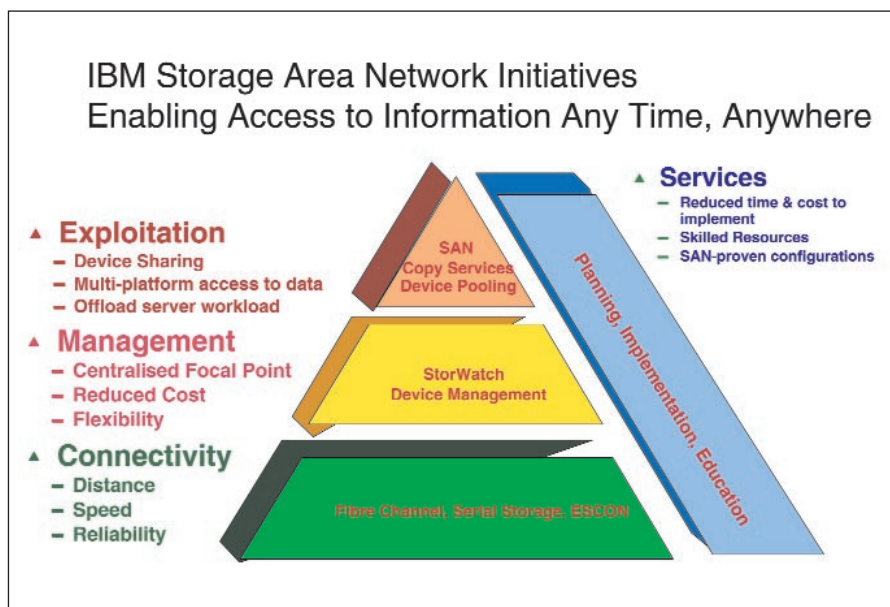
Australia						
AS/400 Operations						
Course	Course Title	Days	Vch	Fee \$A	June	
OE98Y	AS/400 for New End Users	1.0	10	\$500	26 Syd	
OL29Y	AS/400 System Operator	3.0	30	\$1500	20 Mel 27 Syd	
OL41Y	AS/400 Advanced System Operator	3.0	30	\$1500	13 Mel 19 Syd	
OL19Y	AS/400 Administration & Control	4.5	45	\$2250	26 Mel	
OL50Y	AS/400 Security Concepts & Implementation	2.0	20	\$1000	22 Syd	
OL06Y	Client Access for Microsoft Windows 95/NT	3.0	30	\$1500	28 Syd	
OE14Y	IBM Query for AS/400	1.0	10	\$500	23 Syd	
OL14Y	AS/400 Interactive Program Design	4.0	40	\$2000	26 Syd	
OL88Y	AS/400 Advanced RPG IV Programming Topics	5.0	50	\$2500	19 Syd	
UA705Y	Structured RPG Programming	5.0	50	\$2500	26 Mel	
UA709Y	AS/400 Introduction to Control Language Programming	1.0	10	\$500	02 Mel	
CF12Y	DB2 SQL	2.0	22	\$1100	08 Mel	
OL37Y	Accessing the AS/400 Database Using SQL	2.0	22	\$1100	26 Mel	
OL35Y	Lotus Domino R5.0 for AS/400 - Installation & Management	2.5	25	\$1250	05 Mel	
OL36Y	AS/400 Programming Interfaces for Domino R5.0	1.5	15	\$750	08 Mel	



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Australia email: [aust\\_education@vnet.ibm.com](mailto:aust_education@vnet.ibm.com)

# The emergence of Storage Area Networks (SANs)



If you are an IT Manager, you spend a good deal of time worrying about storage. As our mail, file and Web servers host growing quantities of critical business information, managing and protecting the growing sets of storage media becomes a central issue. How are we to sleep well at night, knowing that we have no control over all of this information? Today, information is the foundation on which business is won or lost. The storage infrastructure is playing an increasingly strategic role in business success.

To meet demands for more storage capacity and faster access to data, IT professionals are turning to SANs. IBM defines SANs as centrally managed, high-speed networks of multivendor storage systems, storage management software, application servers and network hardware – to provide transparent access to information anywhere, any time, independently of vendor computing systems and software applications. By centralising and consolidating storage, SANs can reduce management costs,

facilitate continuous operations, and improve productivity through universal access to information. Industry analysts predict that SANs will become one of the most popular choices for IT managers looking to reduce storage costs and are predicting that SANs will be deployed by 70% of all mid-to-large size companies by 2002.

The implementation of SANs will be an evolutionary process. To execute the goal of a storage-centric network providing high speed, direct access from all servers to all storage, IBM has prepared a technology roadmap – the IBM Storage Area Network Initiative. The IBM SAN Initiative identifies four key stages in SAN deployment: Connectivity, Management, Exploitation and Services.

- **Connectivity** – enables physical communication between servers, storage and network components
- **Management** – SAN management is realised via device management software, which is capable of managing IBM and/or non-IBM connectivity hardware.

- **Exploitation** – software solutions will exploit connectivity and management capabilities by utilising attached host servers. These software solutions can provide improved information access, data protection, and data sharing of vital corporate information – anywhere, any time.
- **Services** – IBM has extensive experience in IT planning, design and implementation – as well as creation and analysis of complex networks. IBM is strong in all aspects of enterprise computing and e-business. Blending these service capabilities, IBM is well positioned to provide the services, support and education required to support end-to-end SAN solutions.

The phased implementation outlined in the SAN Initiative enables businesses to pursue the benefits of a SAN in a cost-conscious manner. To leverage existing investments and minimise operational disruption, IBM will provide migration paths of current storage resources that support a range of storage resources – based on both IBM and non-IBM technologies.

Providing the complete range of services, infrastructure and technology required to successfully build platform independent SANs, IBM can help you effectively harness the power of information to build business success. ■

#### FOR MORE INFORMATION

For more information on SANs please call 132 426 and ask for Storage/Info or visit our Web site [www.ibm.com/san](http://www.ibm.com/san)

# Nettrack and Synergy Software merge

## Creates IBM's largest Business Partner-Solution Provider



**The Launch: from (left to right) David Russell, Director, IBM Channels Australia/NZ; Mark Johnston, Director, Synergy Plus; David Thodey, Managing Director, IBM Australia; Bob Bassat, Managing Director, Synergy Plus.**

The winners of the 1999 National Solution Provider of the Year, Synergy Software, and NSW Solution Provider of the Year, Nettrack Technical Solutions, have joined forces to become SynergyPlus, Australia's largest IBM Business Partner-Solution Provider.

The merger creates an organisation that boasts the most comprehensive skills set in the Australian market to deliver true e-business solutions to customers who operate in an IBM mid-range environment. "It's extremely pleasing to see our major business partners supporting IBM's e-business efforts," said David Thodey, Managing Director, IBM Australia.

Powerful e-business solutions will come from Nettrack's strengths in developing enterprise and mid-range RS/6000 solutions combined with Synergy's 16-year history of application development, integration and technical solutions. This will mean an expansion of the depth and breadth of services which both companies can offer as one entity and an increased level of



**SYNERGYPLUS**

customer service and support. SynergyPlus will employ almost 200 people, with offices in Melbourne, Sydney and Canberra.

David Russell, Director, IBM Channels Australia/NZ, commented, "SynergyPlus is now among IBM's largest providers of IBM AS/400 and RS/6000 solutions in Australia. The merger will help bring further value added services and products to the Australian marketplace through our Channel Partners while continuing our commitment to maintain the highest possible levels of customer satisfaction."

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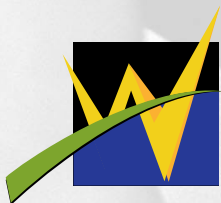
# Get to e-business

## fast with SEAGULL

No matter where your e-business initiatives are headed, SEAGULL technology will help you get there quickly and reliably.

Our software stands out in a crowded "Web-enablement" marketplace as the most comprehensive and widely used technology of its kind.

WinJa™ (for the mainframe) and JWalk™ (for the AS/400) provide an end-to-end solution containing powerful developer's tools, a robust server architecture, and thin client "viewer" technology – turning your e-business ideas into operational reality.



WinJa™

For Mainframe Applications



JWalk™

For AS/400 Applications

Use SEAGULL tools to extend host applications to the Web – complete with added functionality, updated workflow and intuitive graphical interface. Leverage SEAGULL's middle-tier architecture to manage the presentation layer for new host code. And use flexible integration capabilities at the client or the server.

SEAGULL technology provides the most direct route to e-business for host applications. For more information on how SEAGULL can help get your company to e-business fast, contact SEAGULL today



Lotus Business Partner

### SEAGULL Rapid E-Business Enabling for Host Applications:

- **Web-to-Host/Host-to-Web connectivity**
- **Java™, Browser or Windows® GUI Clients**
- **Zero-Maintenance Deployment**
- **Multi-Application & Desktop Integration**
- **Workflow and Functionality Improvement**
- **Real-time Integrated Access to Other Data Sources**

**Why e-business is important for you.** E-business is the hottest topic in the market these days. But there is still a lot of confusion about the exact meaning of this new concept and about the difference with e-commerce.

Where e-commerce is strictly focussed on commercial transactions, e-business is a much broader concept, covering ALL the core business processes of an organisation. E-business is the transformation of those key business processes through the use of Internet technologies.

E-business allows you to improve each and every of your existing business processes that were, are, and will be the foundation of your business, with the connectivity, low-cost and wide-availability of the Web. E-business offers you access to a wide range of benefits including significant reductions in costs and time, quick competitive advantage and improved communication and service to your customers, partners and colleagues.

**How SEAGULL will get you to e-business FAST.** SEAGULL is the undisputed market-leader in the market of legacy application enhancement and extension. The integration of proven business systems with promising emerging technologies like PCs and Windows, and now the Web has always been our strength and focus. E-business is driving this integration today and creates the demand for effective solutions. Through our years of experience, SEAGULL's proven software technology is better suited than any other product in the market today to help you get to the benefits of E-business fast, safe and at low cost.

### Using SEAGULL technology, you can:

- Isolate specific business processes in your existing applications for Web deployment
- Renavigate the workflow to accommodate untrained, often unknown users
- Add new functionality you buy or build on other platforms
- Integrate your proven processes with processes on other platforms (client or server), to yield new composite applications
- Present the result in a thin client architecture with a graphical interface that is today's de facto standard for application access

And all this without changes in the original source code of your host applications!

### SEAGULL's solutions include:

- **Powerful developer's tools.** A PC-based visual development environment allows developers to build e-business access to host applications without having to learn everything about programming in specific technical environments such as Java or Lotus Domino, or even the host application. This means mainframe and AS/400 programmers can deliver e-business results NOW. And Java developers and Windows experts can build host-centric e-business applications.
- **Specialised server software.** WinJa and JWalk server software connects to back-end host applications, maintains persistent connections, stores and manages user interface definitions, and delivers your thin client to a volatile mix of user devices and platforms. Contrasted with two-tier Windows or Java thick clients, this middle-tier solution reduces system maintenance and administration by orders of magnitude. When users access your application, the server automatically checks the client version and downloads any updates. And firewall negotiation, digital signatures and data encryption provide triple coverage for sensitive Internet deployments.
- **Thin client "viewer" technology.** SEAGULL's portable, open, viewer software presents a thin graphical interface to the user. Think of it as an Adobe® Acrobat™-style reader or RealPlayer™-like plug-in that negotiates emulation to back-end applications, then recognises and presents the fully customised graphical panels you built with the developer tools. This thin client user presentation is pre-coded, tested and tuned for intranet, extranet and Internet deployments – browsers, Java or Windows in any combination at any time.

# e-business is more than just emulation

- GUI 5250  
Web enable your existing applications
- Push Technology  
Deliver AS/400 reports and data files to specific users
- Web Serving  
Easily programmable, scalable and secure
- High Speed Messaging (HSM)  
Rapidly develop new, interactive web applications using existing development skills

Need to web-enable existing applications? Concerned about security, scalability deployment and user management issues?

Strategi by Advanced Business Link gives you all those answers in minutes of install, plus the answer to a more important question – where do I go from here? Strategi includes Push technology, a purpose-built AS/400 Web Server, and HSM – the fastest performing web development environment that will have today's staff developing tomorrow's e-business applications, using existing skills.

Strategi™ is the technology-leading, 100% native AS/400 e-business solution. It is a suite comprising four separate "best-of-breed" components, each architected around BusinessLink's philosophy of providing firms with the technological edge that will separate them from their competitors.

Strategi's 100% Pure Java client applet provides browser-based remote access. Introduced in 1996, the current Strategi applet represents BusinessLink's third generation Java product to provide native 5250 emulation using only a browser. Upon installation, every AS/400 5250 application is immediately web enabled and uses either the traditional 'green screen' or an on-the-fly GUI interface.



Strategi's unique 'Push Technology', which is used to deliver reports and files to the browser, comprises the second component. Strategi actively delivers files directly to the appropriate persons (and, more importantly, not to inappropriate persons).

Third, Strategi is built on the world's only AS/400-specific HTTP server. This design approach allowed BusinessLink to deliver a more natural and efficient server than any other AS/400 web server. In addition, Strategi's unique template based architecture provides direct access to AS/400 data through the HSM architecture. The result is an efficient, high speed transaction architecture designed for web application serving.

The final component is the recently announced FileCabinet, which enables two-way file transfer of any file in the AS/400 IFS. File Cabinet allows IT directors a secure, manageable means to provide end users access to any file no matter if it is an AS/400 file, spreadsheet, word processing document, or presentation.

While the components are unique and exciting in themselves, Strategi is much more. It was designed and architected to address the business issues faced in the development, deployment, and management of an e-business initiative. By combining all the Strategi components, BusinessLink provides a single environment that

enables you to build a bridge to the past (legacy applications through the Java applet) and a bridge to the future (HSM eBusiness applications).

This is why you will call it your e-business Strategi.



## About Advanced BusinessLink

ADVANCED BusinessLink was a pioneer of e-commerce on IBM mid-range systems as far back as 1991, when some of its Australian customers were transacting more than 80% of their business electronically, using fax, e-mail, PCs and EDI. ABL solutions have been successfully implemented, in Australia, by companies in various industry sectors – automotive, retailing, distribution, financial, insurance, pharmaceutical and manufacturing. ABL's administrative head office is in Sydney, Australia. Its R&D centre is in the USA; and it has sales and support offices, and consulting services in the USA, UK and Australia; and distributors in New Zealand, Asia and Europe

## FOR MORE INFORMATION

For more information please contact  
Advanced Business Link  
on 61 2 9790 0555  
or visit our web site at  
[www.businesslink.com](http://www.businesslink.com)



# New electronic forms solution for the AS/400



Wilkinson Computer Services' output management and electronic forms messaging solution, WilComm, has been attracting some big clients with its flexibility and reliability. Already installed in over 60 sites around the world, WilComm is now regarded as a major player with its ability to handle many platforms, especially IBM AS/400.

WilComm now fully automates the sending of messages, whether it is by fax, printing, e-mail and even telex! Raw computer output gets merged with electronic forms for a professional, polished finish.

Sales Manager Cameron Wilkinson says, "We realised our customers wanted an effective and dependable solution, not just another productivity tool". He adds, "Once users see the results, they immediately think of other ways to improve their business – whether it's printing statements, faxing purchase orders or emailing sales reports."

## Easy to maintain

Peter Lawson from HarperCollins Publishing agrees. "We see it as very reliable and robust. WilComm's ability to track jobs and issue specific reports gives it the edge in message tracking. The few technical aspects we had to know were easy to learn. What strikes me is how little maintenance is required once WilComm is set up."

Customers are happy to sing its praises. As Steve Ryan from Neat n Trim Uniforms says, "WilComm has been easy to integrate into our existing packages. Our users now fax and e-mail directly from our



accounting system without knowing it's going through a sophisticated electronic forms procedure. WilComm is a vast improvement on any other communication solution we've had in the past."

## Future growth

Wilkinsons are looking forward to further expansion, with resellers around the globe. WilComm also operates in a double byte character set (DBCS) environment with several installations already within Japan.

### FOR MORE INFORMATION

For further information, please contact Wilkinson Computer Services on 61 3 9818 1301 or email [info@wilkinson.com.au](mailto:info@wilkinson.com.au) or visit [www.wilkinson.com.au](http://www.wilkinson.com.au)

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