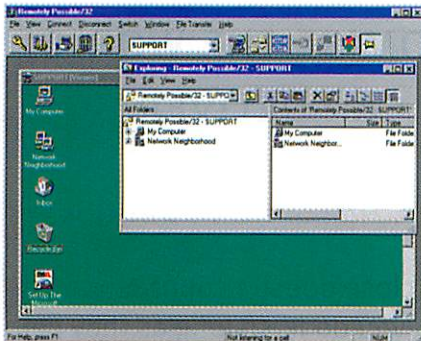


Remote-Control Software Provides Off-Site Windows NT Support



As a leading vendor of customized software to mid-sized discrete manufacturers located all over the world, Effective Management Systems (EMS), Milwaukee, Wis., has witnessed the server environment change from what used to be almost exclusively based on AIX or Unix to mostly Microsoft Windows NT.

“Remote control enables us to do what we used to do on the Unix system. We are able to get on the modem, see what’s happening with the customer’s system, and fix the problem.”

When it came to providing technical support—the premier part of EMS’s contractual arrangement with its customers—the Windows NT environment presented obstacles to remote access of customers’ systems.

“Under the old AIX or Unix box, we would be able to dial up via modem and hook right into the customer’s system, look at the problems, and resolve them,” says Rob Simon, system support analyst for EMS. “In a text-based operating system like Unix, it was easy to dial out and log in remotely.

“But the graphical operating system of NT presents a completely different challenge. With Windows NT, we didn’t have that kind of remote-control ability. When we tried using our standard remote software, it was unacceptably slow for Windows NT customers,” he explains.

EMS specializes in selling extremely

by **Marty Weil**
staff writer

complex manufacturing software. Therefore, when problems occur they reverberate in multiples. It was vital for EMS to find a sturdy, remote-control software program, designed for the NT environment, that could support heavy-duty diagnostics and / or the resolution of a system problem that might be thousands of miles away.

After trying one remote support software package that “wasn’t satisfactory at all,” according to Simon, EMS turned to Avalan Technology’s Remotely Possible, a remote-control software for all native Windows environments.

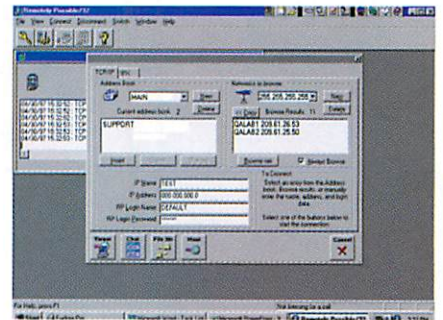
“Once we discovered how remote-control worked for us, we recommended that all of our customers buy Remotely Possible as part of our software suite,” says Simon. “Remote control enables us to do what we used to do on the Unix sys-

tem. We are able to get on the modem, see what’s happening with the customer’s system, and fix the problem.”

According to Simon, the remote-control software gets a heavy workout throughout the day in EMS’s customer support department, where the Avalan product is used to access a customer’s system off-site and perform a number of crucial services, including program debugging, correcting set-up configurations, initiating a proper start-up after a power outage, and editing and compiling sources for programs.

“Remotely Possible allows us to access a customer system and troubleshoot it,” says Simon. “We can dial on to the customer system and control the desktop or workstation. The software allows us to see what is going on as if we were there.”

Vornado of Wichita, Kans., a manufacturer of air circulation systems, is a typical EMS customer. “Quite often, I use the remote-control software to either control Vornado’s server to troubleshoot a



problem, or to control a workstation on their network to configure set-ups such as printers,” says Simon.

“Remotely Possible allows us to troubleshoot more problems in a shorter amount of time than would be possible if we had to play ‘20 Questions’ with the customer. It also enables us to brainstorm and try things out ourselves.”

One of the best uses for Remotely Possible, Simon believes, is as a tool for training and illustrating concepts. “I can be talking to the user on the phone at the same time I’m showing him what I’m doing on the computer. So it goes beyond troubleshooting. I can actually educate the customer about the problem and illustrate the logic behind the solution,” says Simon. □

Problem:

When it came to providing technical support, the Windows NT environment presented obstacles to remote access of customers’ systems. It was vital for Effective Management Systems (EMS) to find a sturdy, remote-control software program, designed for the Windows NT environment, that could support heavy-duty diagnostics and/or the resolution of a system problem that might be thousands of miles away.

Solution:

EMS turned to Avalan Technology remote-control software designed for all native Windows environments.

Payoff:

The software enables EMS to do what it used to do on the Unix system: get on the modem, see what’s happening with the customer’s system, and fix the problem.

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