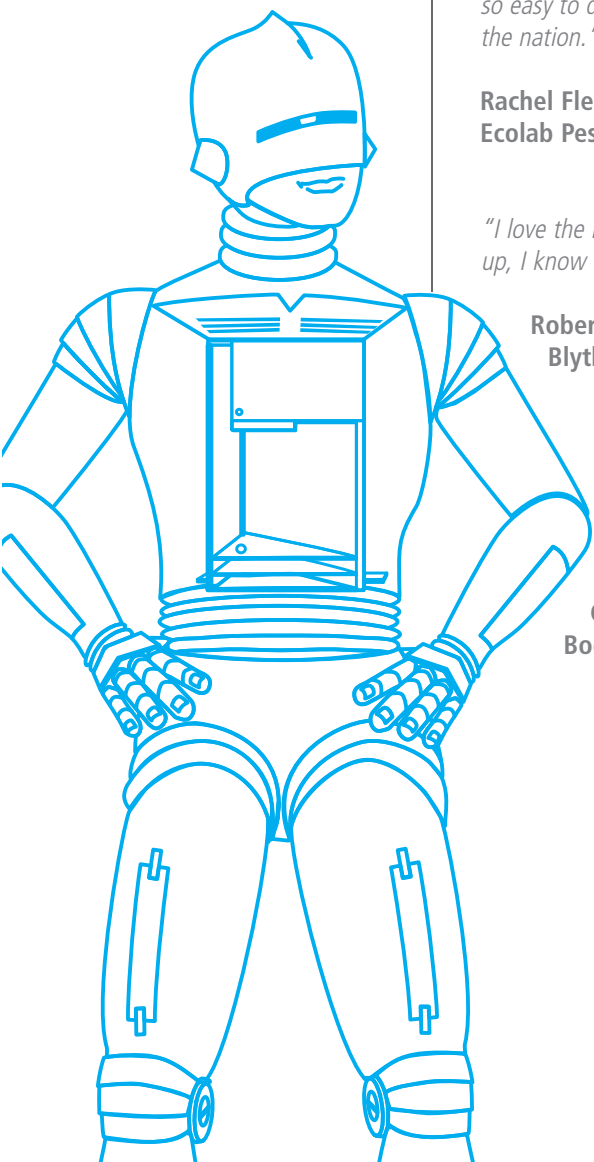


Success Stories

Discover How Other Companies Are Using The Robot Automated Operations Solution





"With Robot/ALERT, I'm able to send text messages to my boss 24/7 on his cell phone. Through text messaging, I can give him the complete information he needs without disturbing a meeting."

Bobby DeGuzman
International Rectifier

"Robot/SCHEDULE saves me a lot of time and allows me to spend time on other things instead of sending jobs. I just love your products!"

Lois Anne Warnock
Mills Pride

"Robot/REPORTS has taken so much of the labor-intensive coding out of our programs and made it so easy to distribute reports to associates across the nation."

Rachel Fleur
Ecolab Pest Elimination

"I love the Robot products because once I set them up, I know they work, every time."

Robert McEssey
Blyth HomeScents International

"It is so nice to be able to tell Robot/CONSOLE to respond to messages, instead of having to answer them myself."

Carol Horton
Boehringer Ingelheim Vetmedica

"Robot/SCHEDULE allows us to schedule and manage the night batch process so well we don't need anyone on-site during off-hours. Best of all, Robot/SCHEDULE does not take a vacation or get sick."

David Garland
Zenith Administrators

"My wife is the Automation Analyst here at Flowserve. I especially love Help/Systems because she is no longer 'stressed out', complements of your fine products. When she's happy, I'm happy!"

Bill Bateman
Flowserve Corporation

"Robot is my knight in shining armor."

Valerie Walls
Sysco Food Services of Philadelphia, LLC

"I was recently assigned Sarbanes-Oxley Compliance Officer at my company. Without Robot/SCHEDULE, I don't know if we would have ever passed the audits."

Jackie Rowland Brisco
Xomox Corporation

"The Robot products are second to none and Help/Systems Technical Support is exemplary! I love my Robot."

Greg Wyatt
Southern States Cooperative

"The first year we implemented Robot/REPORTS we calculated that we saved 890,000 pages of paper that we would have printed, or roughly \$15,540."

Rick Metzger
DTR Industries

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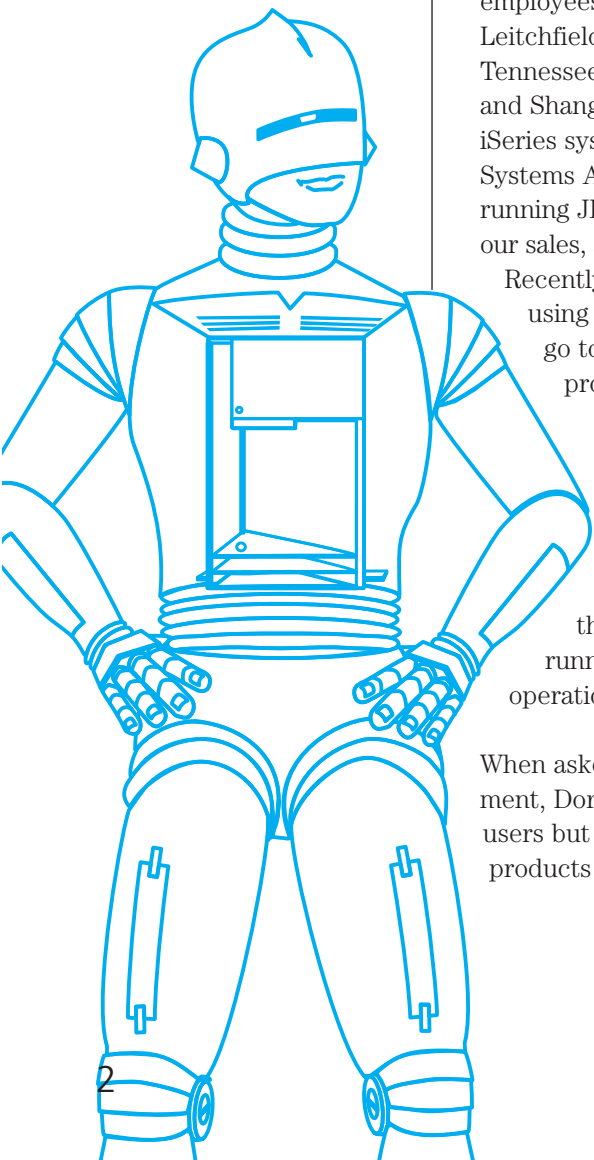
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"In today's environment, budgets are tight, everyone's expected to do more with less, and if I wasn't automated, I couldn't keep up."

See page 16 for more.

Campbell Hausfeld Goes “Lights Out” With Help/Systems’ Automated Operations Software

“We reduced costs by eliminating a night shift position, and the jobs actually run smoother now.”



Campbell Hausfeld started out making horse-drawn wagons and agricultural equipment in 1836. Now, 170 years later, they’re still here—a recognized leader in the home improvement and automotive industry. Today they offer a complete line of air compressors, air tools and accessories, inflators, nailers and staplers, paint sprayers, pressure washers, tire safety products, welders and, since 2005, power tools with a new line of cordless drills and accessories.

This privately-held company of 400 employees with facilities in Harrison, Ohio; Leitchfield, Kentucky; and Mount Juliet, Tennessee; and offices in Taipei, Taiwan; and Shanghai, China; currently uses three iSeries systems. Doreen Boyle, iSeries Systems Administrator, elaborates, “We are running JD Edwards World software for all our sales, accounting, and manufacturing.

Recently, we took our Web server live using WebSphere. Now, people can go to our Web site and order our products online.”

A company doesn’t remain successful for 170 years without being willing to explore new opportunities, and that’s exactly what Campbell Hausfeld did three years ago when they began running ‘lights out,’ automating the operation of their iSeries systems.

When asked about her operations department, Doreen states that they have 350 users but only one operator—the Robot products from Help/Systems.

As Doreen explains, “When I first came to Campbell (Hausfeld), we had a second shift operator, and I was the day operator. If he went on vacation or was sick, I would have to cover for him. There were multiple issues at the time, and I thought there has to be a better way to do this. So I did some research on the Internet, read some magazines, and learned about this company called Help/Systems. Then, I read about their products and I got interested.”

They installed Robot/SCHEDULE, the job scheduler and batch management system, first. “We put all of our nightly processing jobs into Robot/SCHEDULE,” Doreen reveals. “This seemed to be working out pretty well, but we still needed an operator because there were messages that needed to be answered and, if something went wrong, we had no way of knowing.”

These problems were resolved when Campbell Hausfeld added Robot/CONSOLE, providing message management, and Robot/ALERT, the system event notification package. Doreen points out, “Now our night operation is totally lights out, hands off—unless there is a problem. Then, I am alerted, and I can take care of it.”

With the addition of Robot/REPLAY, the Robot/SCHEDULE plug-in that automates interactive jobs, and Robot/SAVE, the backup, recovery, and tape management software, Campbell Hausfeld is now running five Help/Systems products. In fact, according to Doreen, they have integrated Robot/CONSOLE, Robot/ALERT and Robot/SCHEDULE primarily around their backups.

Larry Rude, Campbell Hausfeld’s IT director, describes his job as “making sure we can meet all user needs, currently and in the future, at the best price possible.” He adds that the management outside of IT is happy with the direction they have gone. “I report to the CFO, vice president of finance, and he gave us a challenge to reduce costs. We did that by eliminating a night shift position, and the jobs actually run smoother now. We check throughout the day and get the call out a lot faster to get things fixed.” Larry confirms they have had a good return on their investment.

According to Doreen, “The Robot products have saved me a lot of time and overtime, too. No more having to work on weekends.” Adds Larry, “Doreen is now free to do other functions—she is able to help us in other support areas. She’s free to do more critical things than babysitting the operating system.”

According to Doreen, the company was able to implement Help/Systems’ automated operations software with the help of just one programmer. “I think it was because the products were new, and I wasn’t really comfortable with them yet. But, once you get the feel of the Robot products, setting things up is not that difficult. Once we set them up, we just kind of forget about them because they run smoothly. They are quality products.”

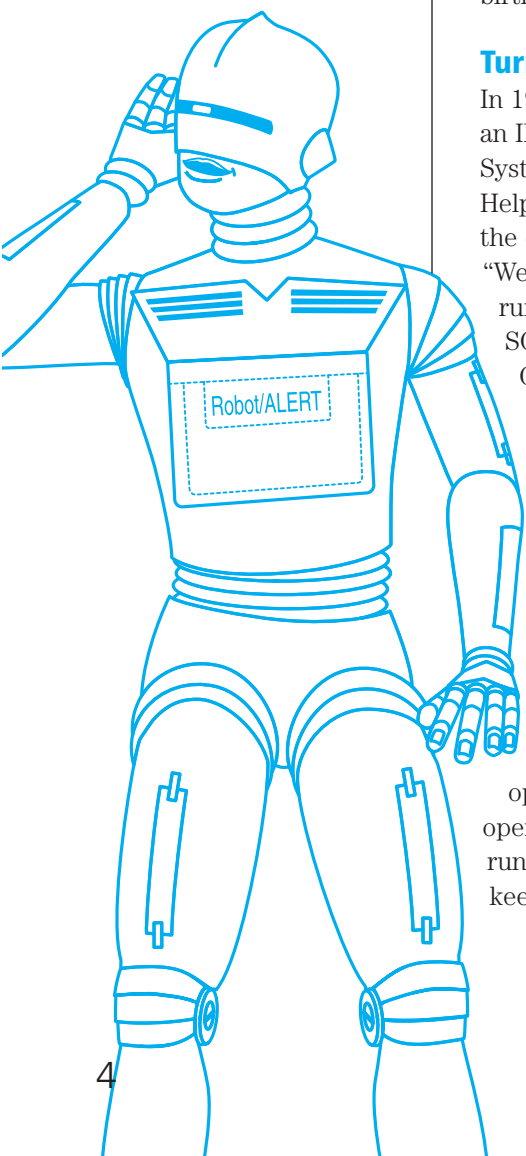
Going ‘lights out’ has saved Campbell Hausfeld both time and money, proving again why they have been successful for 170 years. Open to new technology, they did their homework and chose what they considered the best—Help/Systems’ Robot Automated Operations Solution software.

“Once we set up our Robot products correctly, we just kind of forget about them because they run smoothly.”

Automated Operations:

- Provides more smooth running, error-free operations.
- Can be audited easily.
- Lets you accomplish more with your existing staff.
- Frees operators from babysitting the system to do more important tasks.
- Helps you meet Service Level Agreements.

"No one is actually scheduled as a computer operator anymore. Our only computer operator is the Robot team."



Robot/ALERT Helps The Bank Of Lenawee Run "Lights Out"

The name Lenawee comes from the Shawnee Indian word Lenawai, meaning 'the people.' So, friendly, personable banking is what you'd expect from a bank named Lenawee, and that's what they deliver. Located in Adrian, Michigan (about 60 miles from Detroit), the Bank of Lenawee, with 120 employees and assets of \$260 million, offers a multitude of friendly and innovative commercial and personal banking services. Online banking is just one of the more recent milestones in their 136-year history, which includes joining the Federal Reserve System in 1918, their first drive-up facility in 1953, automated teller machines (ATMs) in 1967, and a 135th birthday celebration in 2004.

Turning The Lights Out

In 1995, when the bank converted from an IBM System/36 to an AS/400 (now the System i), they decided to automate with Help/Systems software. As Watson Clark, the current iSeries administrator explains, "We were looking at the Robot products to run 'lights out.' We started with Robot/SCHEDULE [batch management], Robot/CONSOLE [message management], Robot/ALERT [event notification and messaging], and Robot/UPS [power failure management]. Later, we added Robot/SAVE to automate backups and Robot/TRAPPER to monitor IP devices."

Using the Robot products, the bank went from three shifts to one. Now, as Watson describes it, "No one is actually scheduled as a computer operator anymore. Our only computer operator is the Robot team. We basically run on autopilot, using Robot/ALERT to keep us informed."

The Automation Dream Team

According to Watson, "We use Robot/ALERT to send both one-way and two-way messages. Robot/ALERT works with Robot/SCHEDULE to notify us of job starts, failures, terminations, and upcoming system events, and with Robot/SAVE for backups." Before the bank does its restricted state backup on weekends, Robot/ALERT sends reminders to test the drive so everything runs smoothly. If the bank has problems during the backup, Robot/SAVE pages the on-call person using Robot/ALERT. If they don't answer, another person is notified automatically. As Watson describes, "We don't want to walk in Monday morning and find our system in restricted state."

Robot/ALERT Keeps You Informed, Anywhere

Watson likes the fact that, "Robot/ALERT keeps you informed without chaining you to your desk. I probably get 25 to 50 pages a day about system events. I'm notified during non-banking hours anytime someone enters a bad password, tries to dial into my system, or sends an FTP request. With cell phones, broadband, and VPN, I can connect to the bank from my laptop on a secure Internet connection and talk to a software technician at the same time. With two-way messaging, we can answer a response-required message anywhere, without signing on. For example, while attending a software conference in Dallas, TX, I answered messages from my iSeries."

Bank of Lenawee also uses Robot/ALERT's unique broadcast list feature to send a message to multiple people simultaneously, or to escalate a single message through a group. "For most messages, we have three people on call and we send the notice out

three times, fifteen minutes apart. If the first person doesn't respond, Robot/ALERT selects the next pager in line. If our nightly processing needs help, a message goes out simultaneously to three different pagers. And, if we declare a disaster recovery, we send a pager message that everyone must acknowledge."

Robot/TRAPPER Monitors IP Devices For Fast Problem Resolution

The bank uses its most recent software, Robot/TRAPPER, to monitor IP devices, including their network, firewall, Web site

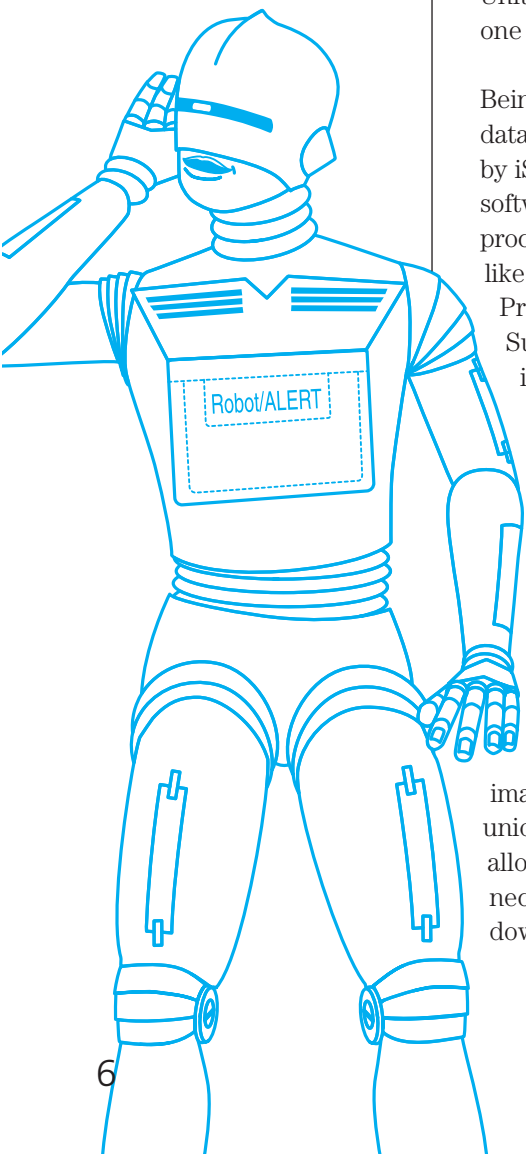
(online banking), and printers. As Watson explains, "I watch our network devices—routers, hubs, even our Internet banking Web site. We monitor its IP address constantly to troubleshoot problems before we hear from customers. With Robot/TRAPPER, we're proactive—by the time a customer calls, we're already working on the problem and can usually give them a time estimate for the solution. That makes our management team very happy and really helps with customer relations." The Bank of Lenawee and Help/Systems—good people helping each other.

"Robot/ALERT keeps you informed without chaining you to your desk."

Robot/ALERT:

- Sends messages from the System i, your programs, and other Help/Systems products to PCs, laptops, pagers, cell phones, and PDAs.
- Lets you create a problem escalation system for emergency messages to notify a chain of command automatically.
- Supports more than 50 protocols and 90 paging services worldwide.
- Sends messages across the Internet, or your intranet, using the Robot Browser Interface.

"We were able to completely automate the third shift—it's basically lights out."



Members United Corporate Federal Credit Union Stays Informed With Robot/ALERT

We all know what a credit union is—a cooperative financial institution, owned and controlled by the people who use its services: its members. But, what is a corporate credit union? That's a credit union whose members are actually other credit unions. A corporate credit union provides services such as Automated Clearing House (ACH), check collection, wire transfer, fraud detection and prevention services, share draft (check) processing, and asset liability management to its member credit unions. And, with total assets exceeding 5.6 billion dollars, Members United Corporate Federal Credit Union is one of the biggest and best.

Being one of the biggest and best means big data processing needs. Needs often handled by iSeries hardware, iSeries automation software from Help/Systems, and the data processing and iSeries expertise of people like Tammy Whited, manager of the Product Operations and Applications Support Team, and Darlene Kimbler, iSeries specialist.

As Tammy explains, "As a corporate credit union we help our credit union members provide savings and benefits to their individual members. Operationally, we offer ACH transactions so our credit unions don't have to pay for that service directly from the Federal Reserve. We also process share drafts (checks) through our clearing system and provide online imaging of those drafts for our member unions via the Internet. Internet banking allows our members' customers to connect, perform transactions, and view or download image copies. Our image soft-

ware is available 24/7 because customers need to link to it all hours of the day."

Darlene adds, "We also provide record retention and research for our member unions. Overall, we are kind of an outsourcer of credit union services—our members place their assets with us and we manage them."

Members United has been using the iSeries platform for more than ten years to handle processing for their major financial applications. Darlene explains their setup. "At our corporate headquarters in Warrenville, Illinois, we have an 820 system as our production server. We run back office software, accounting software, an in-house application, and our Robot products: Robot/SCHEDULE [automated job scheduling], Robot/ALERT [automated notification], Robot/CONSOLE [automated message management], Robot/SAVE [automated backup and recovery], and Robot/NETWORK [automated network management]. In Indianapolis we have a second iSeries, a 720, as our backup server. We're also using DataMirror high availability (HA) software to maintain stability."

The Robot products were there from the beginning. Tammy says, "We bought Robot/SCHEDULE in the early nineties, when we got the iSeries, because we needed the reactive job feature. We added Robot/ALERT and Robot/CONSOLE to reduce our staffing needs. Because the jobs running at night were reactive, there was no need to have an operator watching tapes, so we decided to use Robot/CONSOLE with Robot/ALERT to monitor for errors and alert the staff. We were able to com-

pletely automate the third shift—it's basically lights out."

Members United uses Robot/ALERT to monitor the iSeries. If a job fails, Robot/ALERT sends a text message to their cell phones. If a backup has an error, Robot/ALERT pages their cell phones for after-hours support. And, after their weekly, full-system, restricted state backup, Robot/ALERT notifies them when the system is available.

Darlene explains how well Robot/ALERT fits with their high availability (HA) scheme. "We use Robot/ALERT with Robot/NETWORK because of our HA solution for the back office software—it's the only thing we really mirror. We do a pre-save backup to our backup system so that if something happens to production during nightly processing, we have a clean starting point.

Our jobs are set up as reactive in Robot/SCHEDULE, so everything is interwoven. If anything fails, we notify automatically using our Robot/ALERT call list."

To monitor the nightly back office cycle, they rely mainly on Robot/ALERT and paging for fast support. Using the on-call list, they can resolve issues before they affect production, so the management team is happy. As Tammy describes it, "The iSeries houses our most critical business application, which contains our accounting processes, maintains our members' information and assets, and provides a daily accounting of their accounts. Beside our Internet application, it's the most critical application in the company. The back office cycle that runs nightly is a mission-critical process, and with Robot/ALERT, we don't need people to monitor it."

"If anything fails, we notify automatically using our Robot/ALERT call list."

Robot/ALERT:

- Sends messages from the System i, your programs, and other Help/Systems products to PCs, laptops, pagers, cell phones, and PDAs.
- Lets you create a problem escalation system for emergency messages to notify a chain of command automatically.
- Supports more than 50 protocols and 90 paging services worldwide.
- Sends messages across the Internet, or your intranet, using the Robot Browser Interface.

Robot/CLIENT Gives Toshiba America Medical Systems Control In A Multi-Platform Scheduling Environment

Toshiba America Medical Systems (TAMS) sells and services medical imaging systems for the healthcare industry throughout the United States. Its products range from traditional X-ray, to MRI, to ultrasound systems. Located in Tustin, California, they are one of five Toshiba America companies in the U.S. With approximately 1,000 employees at the Tustin headquarters and in the field, they maintain a call center in Tustin to handle the demands of their nationwide business.

TAMS currently uses iSeries, Windows, and UNIX Sun servers for their enterprise applications. The iSeries systems run the company's custom back-office financial applications and

serve as a data warehouse for their financial database. They run their front-office sales and service applications on the UNIX Sun servers, and they have department applications running on Windows servers. According to Dave Beckman, manager of MIS Operations, "All the systems are integrated. Our environment is multi-platform, and we have interfaces to send data between them. We perform enterprise scheduling using the iSeries as the focal point. The reliability of Robot/SCHEDULE and the flexibility of Robot/CLIENT have delivered the right solution for us."

Dave elaborates, "We run daily, weekly, and monthly schedules on the iSeries using Robot/SCHEDULE as the master control center. We control the order in which jobs and processes are executed, as well as the system where they run. Robot/CLIENT ensures that non-OS/400 jobs and processes are executed.

"Together, these products guarantee that jobs execute in the right sequence without human intervention or timer programs."

Dave estimates that the company runs at least 100 jobs through Robot/SCHEDULE on a daily basis, and more at month-end.

"At month-end, we initiate a backup on the UNIX side from Robot/SCHEDULE using Robot/CLIENT. When that's done, we bring data to the iSeries for processing. We schedule jobs using Robot/CLIENT's RCLEXEC command to run processes on the UNIX servers. It gives

us a lot of control because you can execute scripts on the UNIX system in coordination with OS/400 batch jobs. When a file arrives on a UNIX or Windows system from the iSeries, it can be processed immediately."

The company realized it had to integrate its various platforms as new applications were implemented. "We had to gain control of our environment so that we could run processes on non-OS/400 systems in conjunction with OS/400 jobs, having the iSeries dictate when to run the process. Robot/CLIENT was perfect because we could coordinate all the processes to run in a certain order across platforms."

TAMS also uses Robot/ALERT to page an iSeries operator if a problem arises. According to Dave, "We've kept it simple. We page the person who's familiar with the

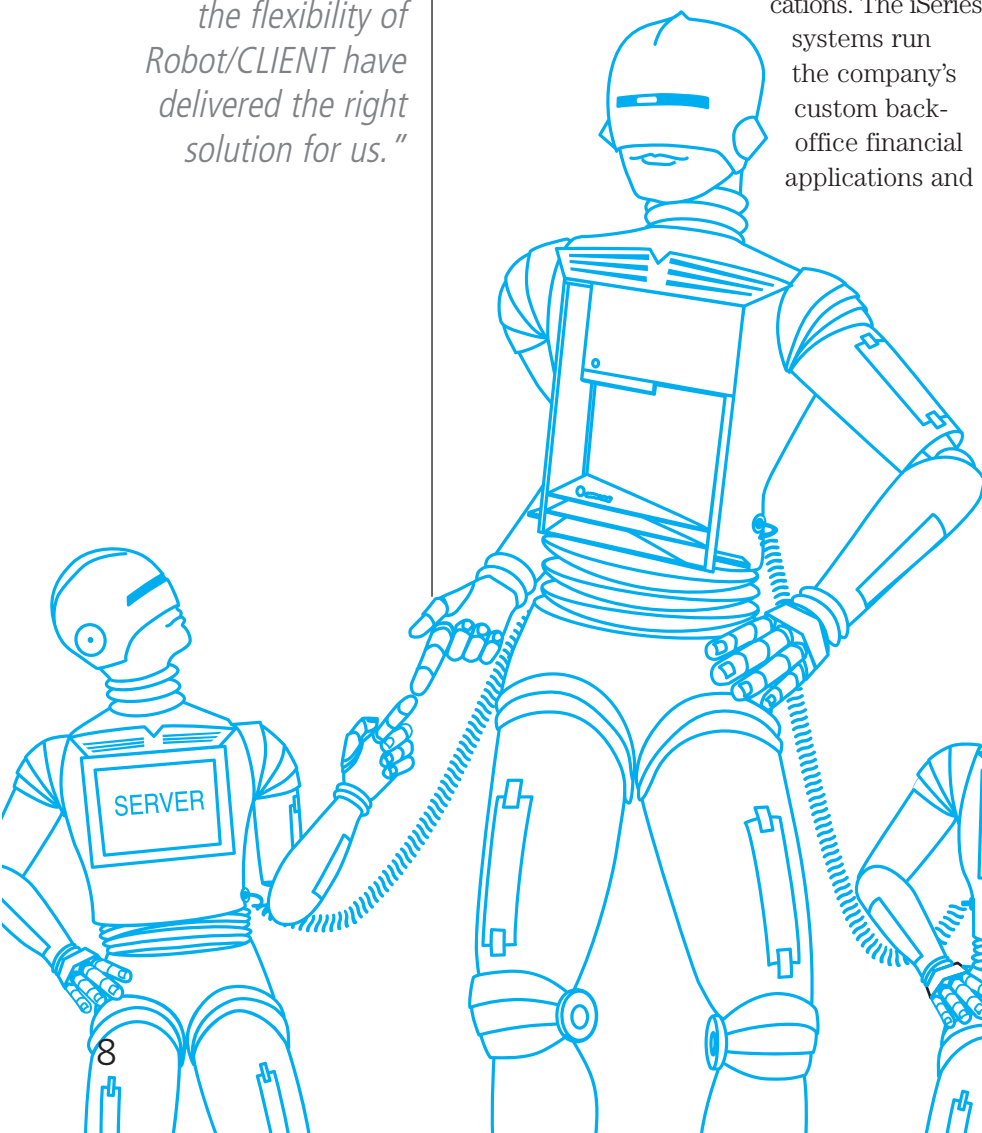
iSeries schedule. If they know the problem is on another platform, they call the proper person."

Dave adds, "We're very satisfied with the level of support—Help/Systems does a great job of supporting its products. We call the Help Desk regularly and we use the Web site for research. We've also taken advantage of the Internet education Help/Systems offers—that's a real value to us."

Now, TAMS runs their environments totally unattended, using Robot/SCHEDULE as the heart of their enterprise scheduling needs and Robot/CLIENT to coordinate the events across platforms. Someone is always on call, but their operations run lights out. As Dave admits, "We're very happy—it's a great solution for us."

"We're very satisfied with the level of support—Help/Systems does a great job of supporting its products."

"The reliability of Robot/SCHEDULE and the flexibility of Robot/CLIENT have delivered the right solution for us."



Robot/CLIENT:

- Monitors critical applications and Windows services on your servers.
- Helps schedule batch jobs across your entire enterprise.
- Sends a status to the System i when a server task completes.
- Manages server communications across System i, Windows, UNIX, and Linux systems.
- Coordinates FTP transactions between systems.
- Backs up Windows directories to the System i.

Robot/CONSOLE Helps REI Run At Peak Performance

"We really didn't have a message management system, so operators were constantly having to answer informational messages."

Rugged climbs up soaring mountains. Peaceful hikes through quiet woods. Gliding gently over lakes and rivers. If your plans include the outdoors, REI has everything you'll need to make your adventure a success. And, when REI wanted to make sure their computer operations could keep up with their business responsibilities, they turned to Help/Systems and the Robot products.

REI (Recreational Equipment Incorporated) was founded as a cooperative in 1938 to sell outdoor gear and clothing to members. Members pay \$15.00 for a lifetime membership and receive a dividend each year on their purchases. Today, REI operates more than 80 stores throughout the U.S., and has a thriving online and direct sales business. "We've been around a long time, and we have a lot of satisfied customers and members," says Rod Williams, IS Manager for Service Assurance, at REI headquarters in Kent, Washington, a suburb of Seattle.

REI began using the AS/400 as its business computer in the late 1980s, when it was first introduced. Since then, they've acquired several more iSeries systems. Most are located at the Kent location.

One iSeries is located at REI's distribution center, a few miles away in Sumner. The company first began using the Robot products when they purchased this iSeries for the distribution center.

"We were opening the new distribution center in about 1990 and needed to purchase a scheduler to run a set of batch jobs. We looked at a couple of different products and chose the Help/Systems

products," says Rod. "Prior to that time, we were primarily a mainframe shop. This was our first foray into automation products for the iSeries."

Today, the company uses Robot/CONSOLE for message management, Robot/SCHEDULE for job scheduling, and Robot/SAVE, for backup and recovery. Says Rod, "We found them very easy to install and set up. Especially in the case of the distribution center. We were able to do the things we wanted to straightforwardly and simply with the Robot/SCHEDULE package. Fifteen years later, the applications have changed, but we still have a lights-out data center and we rely on Help/Systems products to maintain that.

"The other big savings came when we put Robot/CONSOLE in our Kent data center, which is staffed 24 hours a day. We really didn't have a message management system, so operators were constantly having to answer informational messages. Robot/CONSOLE allowed us to manage that. Our operators were doing things that the software does better and it frees them to do other things."

REI automated their message processing by creating message sets. For example, they created device failure messages that break to the operator and let them know when there's a problem. Says Rod, "We had a problem with a credit authorization that was going to another company. As part of troubleshooting that problem, we created some message sets to monitor for those messages, and now we're getting alerted (to problems) much sooner."

Other messages are suppressed so operators never have to see them. Adds Rod, "We've

written some in-house programs for different applications so that they create a unique message and we monitor for that message ID. Then, we give the operator specific instructions on what to do, or just automate a recovery action."

REI runs the same message sets on different systems whenever it's appropriate to do so. Other message sets are unique to each system based on the applications they run.

Says Rod, "We have nine operators staffing the data center 24/7. Not all came to REI with extensive iSeries experience. But no matter their level of experience, they can monitor messages through Robot/CONSOLE. The night operators are monitoring the batch schedule, looking for errors, and

watching the timeliness of the schedule to meet our service level agreements with REI customers."

Adds Rod, "It's never been a goal to eliminate staff through automation. Instead, it's the challenge of absorbing the work and responsibility that results from business growth. It would just be a lot more difficult, and I probably wouldn't sleep as well.

"These products have helped us achieve our business goals, beginning in 1991 with a new data center in a new REI distribution center. They continue to be an important part of our business strategy and achievement of goals."

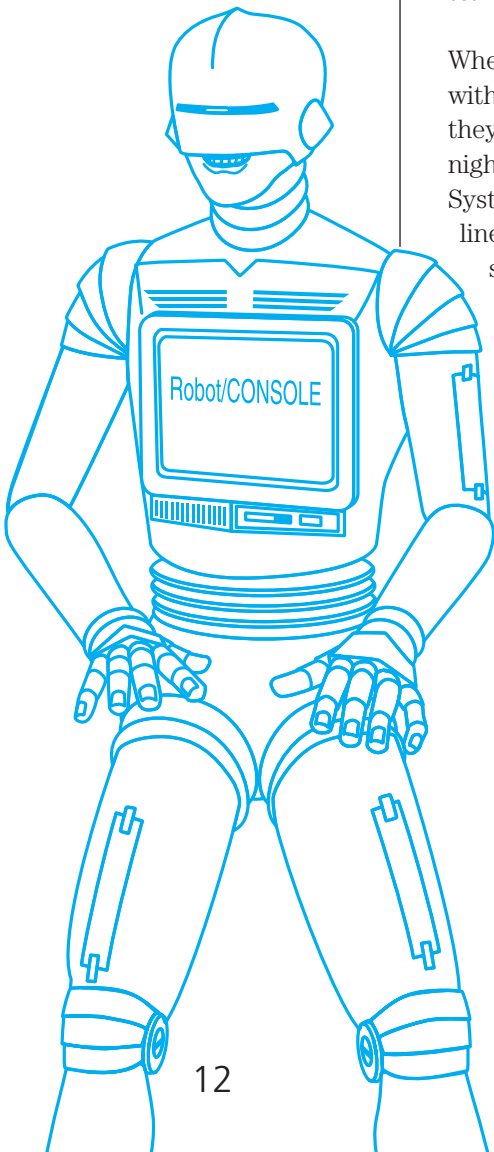
"These products have helped us achieve our business goals."

Robot/CONSOLE:

- Suppresses useless messages so you never need to see them.
- Answers messages automatically—with the same answer, or based on the contents of the message.
- Forwards messages to experts.
- Escalates messages requiring a response until someone replies.
- Monitors critical resources, such as devices, lines, servers, subsystems, job queues, and much, much, more.
- Monitors FTP requests, the security audit journal, and the system history log (QHST).

Automation Brings A Season Of Changes To White-Rodgers

Messages that require a response are routed to a message set that sends a pager message using Robot/ALERT.



Many seasons have passed since 1937 when White-Rodgers first started in the business of making people more comfortable. Today, as part of Emerson Climate Technologies, White-Rodgers serves the worldwide market for thermostats, ignition controls, humidifiers, electronic air cleaners, and many other quality products that help people everywhere breathe easier.

White-Rodgers relies on two IBM i5 systems: one hosts the production PeopleSoft ERP system, the other serves both as a high-availability target using Data Mirror, and for testing and IT development. The machines used to be staffed 24/7 by a team of six operators.

When the IT department was challenged with meeting a major cost reduction goal, they decided to eliminate staffing during nights and weekends by automating their System i operations. To meet their deadline, the project had to be completed in slightly over four weeks.

Bob Burnham, Director of Applications Development, and Brian Hoefener, Supervisor of Applications Development, became a two-person implementation team. They determined they needed three automation components:

1. A job scheduler that could start jobs based on the completion of other jobs and support other complex schedules.

2. A message manager that could manage the system operator message queue, respond to messages, and notify staff when a problem required attention.
3. A reliable way to page IT staff members when necessary.

They selected the Robot suite of products from Help/Systems and began a 30-day trial of Robot/SCHEDULE (job scheduling and batch management), Robot/CONSOLE (message management), Robot/ALERT (automated paging and e-mail), and Robot/NETWORK (network management).

Job Schedule Automation

Bob started the automation process by automating the jobs that run every day (updates, reports, and backups), since they yielded the quickest results. These were followed by weekly, monthly, and special-request jobs.

White-Rodgers relies heavily on some key Robot/SCHEDULE features. Group jobs allow several individual jobs to execute in sequence, allowing the company to reduce the number of individual schedules that have to be created and maintained. They also rely on reactive jobs that start based on a status change on one or more other jobs. The group and reactive jobs can include jobs run on multiple systems connected by Robot/NETWORK.

Message Management And Paging

Brian took on the responsibility of implementing Robot/CONSOLE and Robot/ALERT to provide message management and notification services. He created message sets that contain instructions for managing messages based on their severity and other user-defined criteria. Some messages are ignored, while others are answered automatically. Messages that require a response are routed to a message set that sends a pager message using Robot/ALERT. Important informational messages also result in a page.

White-Rodgers used Robot/NETWORK to configure a central monitoring facility for both i5 systems. This allows them to use one copy of Robot/ALERT to handle pages for problems on both systems.

Results

White-Rodgers completed the initial phase of the project in time to meet their deadline. Computer room staffing was reduced to three operators providing support 13 hours a day, 5 days a week. This resulted in an initial ROI of 242 percent. Since then, the company has continued to add other jobs to the schedule and improve schedule management by ensuring that critical jobs start on time.

For White-Rodgers, the automation project has been a huge success. They exceeded their expected savings without schedule interruptions and without compromising the monitoring or control of their i5 systems.

They exceeded their expected savings without schedule interruptions and without compromising the monitoring or control of their i5 systems.

Robot/CONSOLE:

- Suppresses useless messages so you never need to see them.
- Answers messages automatically—with the same answer, or based on the contents of the message.
- Forwards messages to experts.
- Escalates messages requiring a response until someone replies.
- Monitors critical resources, such as devices, lines, servers, subsystems, job queues, and much, much, more.
- Monitors FTP requests, the security audit journal, and the system history log (QHST).

Robot/NETWORK Helps Bright Stars Connect

"We wanted to automate the iSeries portion as much as possible, which is why we chose the Robot products."

Antares, the brightest star in the constellation Scorpius, symbolizes the scorpion's beating heart. For centuries, its ruddy hue has been a critical navigation guide for mariners. In 1997, a new Antares—Antares Management Solutions—was founded to help companies expand their information technology (IT) resources and capacity by steering them through the maze of IT functions and services.

Based in Westlake, OH, Antares Management Solutions is a wholly owned subsidiary of Medical Mutual of Ohio. They capitalize on the resources, IT infrastructure, and expertise of the oldest and largest Ohio-

based health insurance company to offer business process and technology outsourcing services throughout the United States. Currently, with 700 employees at four service locations and annual revenues of nearly \$80 million, Antares provides IT services to every type of business. They manage, schedule, administer, and handle change management for data on all major computer platforms, including IBM—mainframe and partitioned iSeries—UNIX, Windows, and SQL with Oracle databases.

Help/Systems, the brightest star in the constellation of iSeries automation products, has been with Antares Management Solutions from the beginning. The company uses a mix of Help/Systems products—Robot/ALERT, Robot/CLIENT, Robot/AUTOTUNE, Robot/CONSOLE, Robot/NETWORK, Robot/REPORTS, Robot/SCHEDULE, and Robot/SAVE—to run their iSeries environment unattended.

Manuel Aguiar, a Senior System Programmer, describes their setup. "We have a 24/7 Operations staff monitoring the iSeries and the other systems we cover. We can't be totally lights out because of all the systems we coordinate. But, we wanted to automate the iSeries portion as much as possible, which is why we chose the Robot products."

One of the key pieces in this iSeries automation is Robot/NETWORK, the single-point

network control package. Manuel explains, "We use Robot/NETWORK and Robot/CONSOLE to monitor iSeries messages centrally. Our Robot products send statuses to Robot/NETWORK, which sends them to our main partition. We use the Robot/CONSOLE Product Master to send master message sets via Robot/NETWORK to our partitions. We also use the Robot/NETWORK Product Master feature to move jobs from one partition to another."

Doug Powell, an Advisory Systems Programmer, adds some details. "Recently, we fine-tuned our automation by setting up jobs in Robot/SCHEDULE using the Robot/NETWORK Product Masters. If something goes wrong, we can just re-send the job because we always have a master copy of the latest version.

"Our Robot/NETWORK Status Center responds to events to help our operator

staff. We use Robot/ALERT to notify our Tech Support group and Operations. Our console room looks like NORAD [North American Aerospace Defense Command] headquarters—screens everywhere, and a dedicated monitor with red and yellow flags to alert someone when a system has a problem."

Doug and Manuel take advantage of Robot/NETWORK's ability to span partitions (or systems). "We use cross-system reactivity between Robot/NETWORK and Robot/SCHEDULE to share a tape drive between two partitions for backups. We also use cross-system reactivity to update files—save, restore, or transfer—on other partitions.

Antares Management Solutions, Robot/NETWORK, and Help/Systems—a powerful synergy of people, processes, and products, and a great example of what can happen when bright stars connect!

"Our Robot/NETWORK Status Center responds to events to help our operator staff. We use Robot/ALERT to notify our Tech Support group and Operations."

Robot/NETWORK:

- Manages multiple partitions on the same system.
- Manages multiple System i, iSeries, and AS/400 systems.
- Distributes operational instructions for many of the Robot products from Hosts to Nodes, assuring consistency across systems.
- Provides a Status Center that lets you monitor everything from a single PC display.
- Integrates with popular enterprise monitoring packages.

Robot/REPLAY Helps A Big Wheel In The Cheese Game Automate Interactive Processing

About 4,000 years ago marks the humble beginning of cheese as people started breeding animals and processing milk. A few thousand years later, 1947 marks another humble beginning. Louis Russo arrives in the United States from his hometown of Sorrento, Italy, to start the Sorrento Cheese Company using authentic, old-world recipes. After 45 years of growth, Groupe Lactalis of Laval, France, one of the world's premier dairy companies, buys Sorrento in 1992. Today, Sorrento is the leading brand of Italian cheeses—including Mozzarella, Ricotta, Provolone, Gorgonzola, Fontina, Asiago, Romano, and Parmesan—in the eastern United States.

As Director of Information Technology (IT) for Sorrento Lactalis, Inc., John Cirocco is in charge of computer operations that use an extensive mixture of software and hardware, including iSeries servers.

When John started at Sorrento Lactalis, operations were totally manual—the operator used a large checklist to keep track. It was tough, as John explains.

“Basically, one person had to support operations manually for a 24/7 manufacturing plant environment, including bursting and distributing 2,500 pages of printed reports each day. It was easy to overlook jobs. Our business is time-critical and missing a job can be very time-consuming to fix.”

Since then, John and his staff have completely automated computer operations at Sorrento Lactalis using some of the Help/Systems

Robot products—Robot/SCHEDULE, Robot/REPLAY, Robot/CLIENT, Robot/REPORTS, and Robot/NETWORK. Now, the products perform the operations, the people administer the system, and daily operations finish at four-thirty in the afternoon instead of nine at night. John describes the changes and how they began using Robot/SCHEDULE and Robot/REPLAY. “Before, we had a regular shift plus five people rotated on call. After nine each night, the on-call person had to run the evening's jobs and handle problems. The operator on call used to dial in, but now they can sleep because they just manage exceptions. They are contacted when there's an issue, but that's very rare.

“When we started to automate, we had no batch version for most of the reports we count on. We had to sign on, select options, fill in fields, submit the job, and wait. Each month we'd repeat the process, just changing date ranges. We needed to automate the unautomatable. Robot/REPLAY is perfect for anyone who has interactive jobs submitted manually. You just fill in screens and modify the process where you need to use variables for values. We use reserved command variables to plug in values (like the first and last days of the fiscal month), so we don't have to change our job schedule each month.”

Another satisfying achievement was automating their Kronos timekeeping system using Robot/REPLAY. Before automation, each Monday morning, at each of their 40 departments, each supervisor had to manually enter values for each Kronos report he or she wanted to run. As John proudly explains, “We've automated

all of that—45 interactive screens. We do it automatically for each plant and the reports are in their hands by seven every Monday morning.”

John stresses the importance of automation for productivity, cost-savings, and an improved workplace. “In today's environment, budgets are tight, everyone's expected to do more with less, and if I wasn't automated, I couldn't keep up. In essence, with

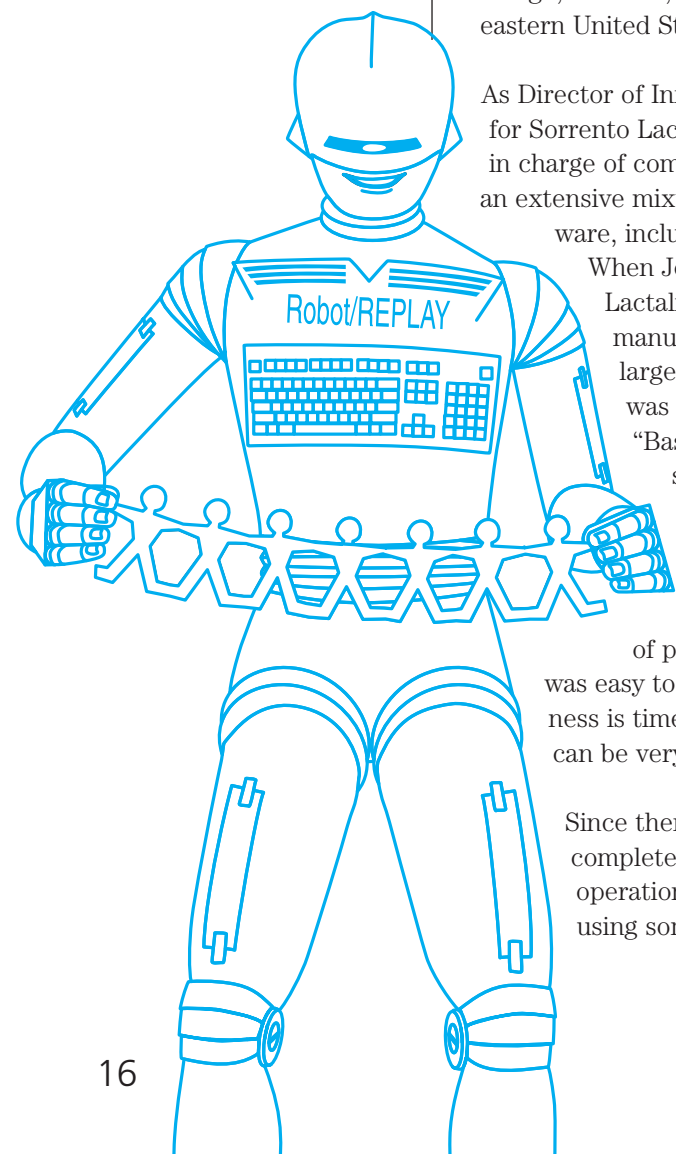
lights-out automation, I've been able to add the resources of three people to my staff and spread our workload 24/7. As for the human side of automation, I've automated hundreds of processes with the Robot tools and you don't lose jobs when you automate. My operators are now system administrators who really appreciate working days and going home nights and weekends.” After all, it gives them more time to eat some great cheese.

“In today's environment, budgets are tight, everyone's expected to do more with less, and if I wasn't automated, I couldn't keep up.”

Robot/REPLAY:

- Records interactive job submission processes, including FTP and TCP/IP operations.
- Uses playback and editing features to create a reusable object.
- Uses Reserve Command Variables to submit the job correctly each time.
- Schedules these jobs using Robot/SCHEDULE.
- Automates the unautomatable.

“Robot/REPLAY is perfect for anyone who has interactive jobs submitted manually.”



Behind The Scenes, MacDermid, Inc. Automates With Robot/REPLAY

“With Robot/REPLAY, you don’t need programming for an interactive application.”

Sometimes what’s behind the scenes can be even more impressive than what’s up front. Take MacDermid, Incorporated, a massive international business that researches, develops, manufactures, markets, and services specialty chemicals and systems for metal and plastic finishing, electronics, graphic arts, and offshore oil industries. Founded in 1922 in Waterbury, Connecticut, their Advanced Surface Finishing division has become one of the leading specialty chemical manufacturers in the world. And, since the early 1960s, they have been an integral part of the rapidly changing electronics industry by developing numerous products used to manufacture sophisticated electronic devices. All behind the scenes, but still very impressive.

A company like this needs fast, reliable, processing power, so they turned to the iSeries. Karen Tablan, a Financial Systems Business Analyst for MacDermid, Inc. explains, “At our main headquarters in Waterbury, Connecticut, we have three iSeries: one for our Enterprise Resource Planning (ERP) system, one for sales information, and one as our Lotus Notes server. On the software side, we use JBA for our ERP system, GBA as our Fixed Asset System, and Infinium for HR and payroll. The ERP system iSeries houses all of our Help/Systems products—Robot/SCHEDULE,

Robot/ALERT, Robot/REPORTS, Robot/REPLAY, and Robot/SAVE. In 1995, we bought Robot/SCHEDULE and Robot/REPORTS as our first Help/Systems products. We automated our report processing, using Robot/SCHEDULE to schedule our reports and Robot/REPORTS to archive them. In 1998, we added Robot/REPLAY.”

Karen found that Robot/REPLAY, “...could save us lots of time because many of our scheduled jobs were interactive. Just bring up a screen, fill in the parameters, and you’re done. With Robot/REPLAY, you don’t need programming for an interactive application. At that time, the schedule was entirely reactive (event-driven) jobs. It was hard to figure out what ran when because each job depended on another. I converted it to fewer, larger, group jobs, and used Robot/REPLAY to automate the interactive ones. Now, about 80% of our jobs are scheduled through Robot/REPLAY.”

“We had over 200 jobs running in Robot/SCHEDULE during the month. We use a combination of Robot/REPLAY jobs and normal batch processing—a group job with reactive jobs, some interactive processing, and some batch processing. We use reserved command variables with Robot/REPLAY for an accurate date range, so Robot/REPLAY can learn a query and run it after high usage daytime hours.”

Karen was so relentless about increasing efficiency, she earned the title of ‘CPU Police’. “Monday mornings, lots of report

runs made the system crawl. I told users, ‘Tell me what you’re running and I’ll schedule them so everything will be ready for you Monday morning.’ Scheduling lets you run things in the proper order, with no major impact on your daytime machine usage.”

MacDermid, Inc. found that with Robot/REPLAY and Robot/SCHEDULE, automation was easy, efficient, and profitable. Karen summarizes: “First, we didn’t need

a programmer. Second, we reduced the amount of Operations overhead. Third, we improved our system performance because we schedule and run jobs more effectively and efficiently—after hours, or during periods of low resource consumption.” A nice tribute to the automation experts behind the scenes—Help/Systems, its people, and its products.

“I used Robot/REPLAY to automate the interactive jobs. Now, about 80% of our jobs are scheduled through Robot/REPLAY.”

Robot/REPLAY:

- Records interactive job submission processes, including FTP and TCP/IP operations.
- Uses playback and editing features to create a reusable object.
- Uses Reserve Command Variables to submit the job correctly each time.
- Schedules these jobs using Robot/SCHEDULE.
- Automates the unautomatable.

"We have really saved money using online viewing...Now, we view more than 175,000 pages a month online as view-only reports."

Patrick Industries Automates Their iSeries World

When a company grows and expands, so does its view of the world. As this happens, the trick is to stay focused and remain organized. A classic example is Patrick Industries, which started out in 1959 supplying paneling to the manufactured housing industry in Elkhart, Indiana as the Merv Lung Building Company. Over the years, the company expanded into other markets, including recreational vehicles, furniture, and cabinet manufacturing. Today, Patrick Industries is a \$300 million company, located across 13 states, with 27 manufacturing and distribution centers. The recreational vehicle and manufactured housing industries represent more than 70% of their volume, but they also manufacture and distribute aluminum products, high-pressure laminates, drawers, doors, adhesives, and more.

To handle their ever-expanding manufacturing and distribution needs, Patrick Industries relies on the iSeries model i825 and World software from Oracle (formerly JD Edwards World) for enterprise-level control and monitoring of their systems. To automate their iSeries operations, they use Robot/SCHEDULE and Robot/REPORTS.

Patrick Industries combined World, Robot/SCHEDULE, and Robot/REPORTS to automate the printing and

distribution of iSeries reports. They use Robot/REPORTS to process hundreds of user-submitted reports daily and scheduled reports nightly, as well as weekly and monthly reports.

Deborah Richardson, Operations Supervisor in charge of day-to-day operations, explains the evolution of iSeries report management. "Before Robot/REPORTS, we used primitive bursting software with no viewing capabilities or banners for distribution. Now, we segment reports by a location on a report page. And, we have really saved money using online viewing. During a typical month, we used to print more than 230,000 report pages. Now, we view more than 175,000 pages a month online as view-only reports." Deborah admits that online viewing was a hard sell. But, after the initial adjustment, most people preferred an online report to paper cluttering up their desk.

Another big piece of report management is distribution. It's common for Patrick Industries to process 5,000-page reports, using Robot/REPORTS to burst these reports so each division receives their correct pages. As Deborah explains, "If we had to run a separate job for every division, we'd run thousands of jobs a night. Trying to maintain that schedule wouldn't be fun."

Patrick Industries uses OPAL code, user data from World, report segments, and identifiers to process reports to multiple locations. For division reports, Robot/SCHEDULE runs a job that submits a report to a monitored output queue. Information specified in World identifies how the report should be burst, distributed, and printed. When a new division

report arrives in the queue, Robot/REPORTS determines the bursting instructions, prints a copy at the division office, and distributes a copy to each recipient. Patrick Industries also uses Robot/REPORTS to segment division reports. Each division's segment is sent back through Robot/REPORTS via the monitored output queue. A field on the new spooled file provides new bursting instructions that Robot/REPORTS uses to create the smaller report.

Deborah likes other Robot/REPORTS features, especially usability. "With Robot/REPORTS, I can train a new operator, who doesn't know OS/400, and have them changing report distributions in an hour. Help/Systems products are the first applications we teach new operators. Other big benefits we've seen include lower printer, paper, and labor costs; increased productivity; and an increased ability to share information." A nice beginning to the story of how Patrick Industries uses World software and the Robot products to automate their iSeries and help run their business.

"With Robot/REPORTS, I can train a new operator, who doesn't know OS/400, and have them changing report distributions in an hour."

Robot/REPORTS:

- Automates System i report bundling and distribution.
- Archives reports on the System i.
- Safeguards confidential data.
- Lets you view System i reports with a standard Web browser.
- Lets you download report data to spreadsheets.

OshKosh B’Gosh Takes A Fresh Look At Its iSeries Reports With The Robot Browser Interface

“While people are traveling, and get on the network but not at their own PC, it’s huge for them to be able to access reports.”

Step back in time to July 13, 1895, in Oshkosh, Wisconsin as four men—Frank E. Grove, James G. Clark, J. Howard Jenkins, and George M. Jones—start the Grove Manufacturing Company. Their plan: to produce hickory-striped denim bib overalls for railroad workers and farmers. They succeed handsomely, and in 1911, a company executive on a buying trip to New York hears the phrase Oshkosh B’Gosh in a vaudeville skit. He likes it, the company adopts it as their garment brand name, and the rest, is history.

Today, OshKosh B’Gosh, Inc. has become a global marketer of children’s clothing and accessories. Still best known for their overalls, they’ve extended their line to include products for the entire family.

As they have grown, their data processing requirements also have grown, including the need for automated iSeries report management. Three members of the Operations team—Terri Rugg, Supervisor of Operations; Debbie Spannbauer, Sr. Technical Support Analyst for iSeries systems; and Mark Esslinger, Technical Support Analyst—recently shared some details of their computing environment.

According to Mark, “We have one iSeries model 830 partitioned into three systems, and another iSeries system at our distribution center in Tennessee. Besides the iSeries systems, we have some IBM pSeries UNIX systems for our retail system, Microsoft and Novell servers, and PCs configured in a wide area network (WAN).”

For software, they use a package designed specifically for the apparel industry as their primary order processing system. To handle all their iSeries automation needs, they rely on some of the products from Help/Systems: Robot/SCHEDULE, Robot/CLIENT, Robot/CONSOLE, Robot/ALERT, Robot/REPORTS, and the Robot Browser Interface.

Terri briefly explains their history with the Robot products. “We’ve had Robot/SCHEDULE, our first Help/Systems product, for more than ten years. During that time, we added Robot/CLIENT, Robot/CONSOLE, Robot/ALERT, and Robot/REPORTS. I’m really impressed with how well the Help/Systems products are integrated. Today, we use Robot/REPORTS to manage 1,100 report sets and 425 recipients—including our own employees and external vendors. We e-mail some reports to vendors and sales people—anybody who can’t access our internal computers.”

According to Debbie, “A big issue for us was getting information to our sales people faster. Now, with Robot/REPORTS, Robot/CLIENT, and e-mail, they get their report almost instantly. They have critical information more quickly to make them more productive.”

As Terri explains, “In the last few months we’ve really started focusing on cutting down on our printing. By using electronic methods like e-mail for reports, I’d say we’ve cut printing by 60% in all phases of the company and all departments.”

To give the print reduction program a little boost, Mark and Debbie decided to try something new. “We implemented the Robot Browser Interface with Robot/REPORTS, which lets our users view their reports using a standard Web browser. They can view a report using this interface and just print the part they need.”

It’s had an impact on report distribution, as Debbie describes. “Travel is a great example. While people are traveling, and get on the network but not at their own PC, it’s huge for them to be able to access reports. We have a link called Online Reports on our corporate intranet. They can click on the Robot/REPORTS icon to link directly to the Robot Browser Interface.”

User profiles are a critical piece of the product’s security, as Terri explains. “The Robot Browser Interface ties to the Robot/REPORTS recipient record, which ties to a user profile. There are two security layers—they have to be a valid iSeries user, and they have to have an intranet login.”

Debbie noticed a big plus when using the interface for large reports. “Our sales people connect to our network to download their e-mail to get their reports. With e-mail, you may have a large attachment that is difficult to open. The interface is faster and more efficient because you don’t have to download e-mail.”

Mark enjoyed installing the interface. “The interface was very easy to install—in fact, it was one of the most straightforward products I ever installed.”

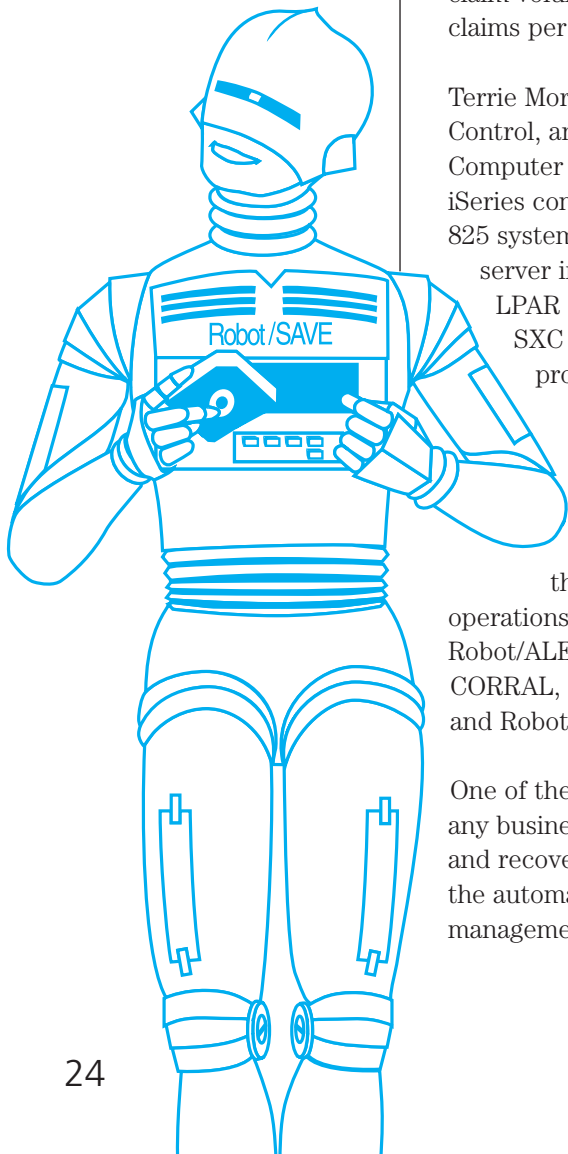
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Prime Therapeutics Trusts Robot/SAVE With 7.5 Million Lives

One of the most important IT functions in any business is having a reliable backup and recovery plan in place.



Drugs. We all need them; we all use them. In fact, it's said that prescription drugs are the most frequently used benefit of most health plans. So, who manages all those pharmacy services taking place out there?

One of the prime players in the pharmacy benefits industry is Prime Therapeutics, LLC. Based in Eagan, Minnesota, this company of approximately 1,000 employees provides pharmacy benefits management services to its clients, including Blue Cross/Blue Shield plans, employers, union groups, and other third-party administrators. The company numbers its member base at 7.5 million covered lives, and their claim volume at an estimated 60 million claims per year.

Terrie Morgan, Manager of Production Control, and Leigh Richardson, Senior Computer Operator, are responsible for iSeries computer operations on two Model 825 systems: their primary production server in Irving, Texas, and a three-way LPAR system in Eagan. They run SXC RXClaims software for claims processing.

To manage their workload—from providing clients with a comprehensive pharmacy program to claims processing—the company relies on several operations automation products, including Robot/ALERT, Robot/CONSOLE, Robot/CORRAL, Robot/NETWORK, Robot/SAVE, and Robot/SCHEDULE.

One of the most important IT functions in any business is having a reliable backup and recovery system in place. Robot/SAVE, the automated backup, recovery, and tape management package, plays a vital role at

Prime Therapeutics. They run all daily, weekly, and monthly backups using Robot/SAVE and two IBM 3494 automated media libraries (AMLs). One 3494 is located in Texas and the other, with two drives, is in Eagan. The company mirrors most of its data from the production system in Texas to the secondary system in Eagan. Says Terrie, "We have 99.9% availability service level agreements we need to meet, so we keep the system up and running all the time. Our primary business is processing claims, so that application is replicated to our backup box."

The majority of the data is backed up in Eagan. Only non-mirrored data is backed up in Texas. They send Robot/SAVE's restoration reports between the systems in Eagan and Texas following each backup session. Says Terrie, "If we lost our Texas box, we'd have the information in Eagan as far as the tapes we'd need to restore the systems, and vice versa."

Daily and weekly backups consist of a full SAVLIB of all libraries. According to Terrie, "With the 3494, 3592E tapes, and compression and compaction, we can hold about 700 gigabytes of data. It's to our advantage just to do a SAVLIB across the board." The libraries included in the SAVLIB are defined to the backup.

Both daily and weekly backups have retention periods of 60 days. The main difference between the two is that the tapes used for the daily backups remain on-site in the 3494, while those used in the weekly backups are ejected from the AML and stored off-site.

The backups are scheduled in Robot/SCHEDULE. The company uses cross-

system reactivity to back up the partitions to the AML. Says Terrie, "We share the tape drives in Eagan with our development partitions. We start the backup at 7 p.m. That's split into two backup sets so that it runs on both drives. When one of them finishes, the drive is deallocated on the current partition and allocated on the development partition."

The Eagan LPAR system is configured in a data center using Robot/SAVE. The tapes in the 3494 are set up in a scratch pool and the partitions share all the tapes in the AML. According to Leigh, "We put together a

project plan when we were setting up the data center and someone from Help/Systems' staff actually walked through our project plan to see if we were missing anything."

The combination of Robot/SAVE and the IBM 3494 AML gives Prime Therapeutics the confidence that their important data will be available whenever it's needed. And that, in turn, should make 7.5 million people feel confident that when they need medication, their claims will be processed quickly and reliably.

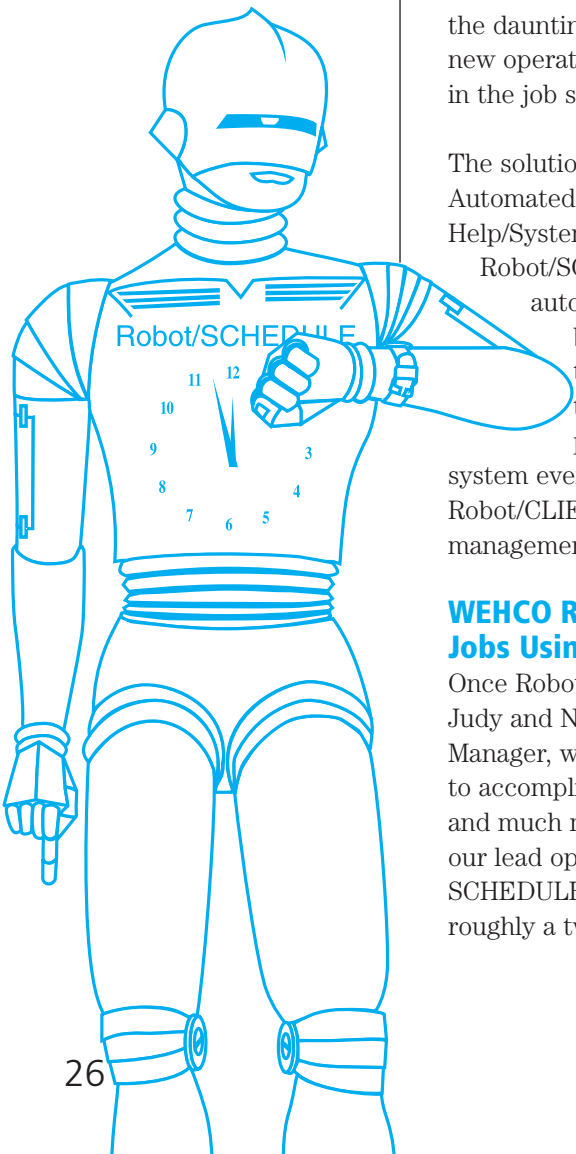
"We put together a project plan when we were setting up the data center and someone from Help/Systems' staff actually walked through our project plan to see if we were missing anything."

Robot/SAVE:

- Automates backup, recovery, and data center operations.
- Manages save media, including tapes used outside of Robot/SAVE.
- Creates a flexible object archive.
- Encrypts selected objects, libraries, object lists, IFS files, or Domino databases as they're saved to tape.
- Handles PC backup and recovery from the System i.
- Performs online backups of Domino servers and databases.

Operations Automation Allows WEHCO Media To Keep Pace In A Fast-Moving Industry

"Ninette, our lead operator, and I used Robot/SCHEDULE to automate 1,200 jobs in roughly a two-month period."



Based in Little Rock, Arkansas, WEHCO Media is big business—and continues to grow. WEHCO currently operates seven daily newspapers, thirteen cable television systems, and provides high-speed Internet service to subscribers in Arkansas, Texas, Mississippi, Oklahoma, and Tennessee.

Faced with an accelerated rate of operator turnover and an increasingly complex job schedule, Judy Nethercutt, Director of IT, began looking for a solution that would give her better control of the job schedule. Specifically, she wanted to eliminate many of WEHCO's manual processes, minimize the daunting six-month training curve for new operators, and reduce recurring errors in the job schedule.

The solution she chose was the Robot Automated Operations Solution from Help/Systems. WEHCO Media uses Robot/SCHEDULE, the job scheduler, automatic computer operator and batch manager; Robot/REPLAY, the add-on to Robot/SCHEDULE that automates interactive processes; Robot/ALERT, the system event notification software; and Robot/CLIENT, the client event operations management software.

WEHCO Rapidly Automates 1,200 Jobs Using Robot/SCHEDULE

Once Robot/SCHEDULE was installed, Judy and Ninette Morse, Operations Manager, wasted no time. They were able to accomplish all their scheduling goals—and much more—in a short time. "Ninette, our lead operator, and I used Robot/SCHEDULE to automate 1,200 jobs in roughly a two-month period," explains

Judy. Ninette adds, "We're still working on the rest of the schedule, but that's ninety percent of our OS/400 jobs that no longer need an operator to run."

Robot/REPLAY Can "Learn" Any Manual Process

Before automation, many of WEHCO's jobs required an operator to reference a checklist and plug in different parameters to run the same job for each of WEHCO's ten cable TV sites. Now, using a single Robot/REPLAY object and Robot/SCHEDULE reserved command variables, these jobs are automated; required parameters—the current date, Yes or No answers, and more—are entered automatically by Robot/REPLAY and the jobs run error-free in the correct order every time.

Robot/REPLAY is the plug-in to Robot/SCHEDULE that automates job scheduling for interactive iSeries applications that require input before batch processing can begin. Using Robot/REPLAY, WEHCO has automated jobs they once thought were "unautomatable."

Event-Driven Scheduling Across Three Platforms

WEHCO uses Robot/CLIENT for report handling across multiple platforms. Judy explains, "Our OS/400 reports are uploaded to an IBM RS/6000 running AIX, where the reports are converted to PDFs and indexed. The reports are then loaded onto a Windows server. From there, our users can access their reports directly from their PCs."

Robot/CLIENT kicks off group jobs for each of the report processes on the different platforms. If one of the iSeries, UNIX,

or Windows applications or servers has a problem, Robot/CLIENT uses Robot/ALERT to notify an operator, who can respond immediately.

As WEHCO Media embarks on new ventures and continues to expand its current business, it has found that automating its operations—using the products of

Help/Systems' Robot Automated Operations Solution—allows it to grow without increasing its operations staff. And, the IT department knows it can handle and automate any new processes that come its way.

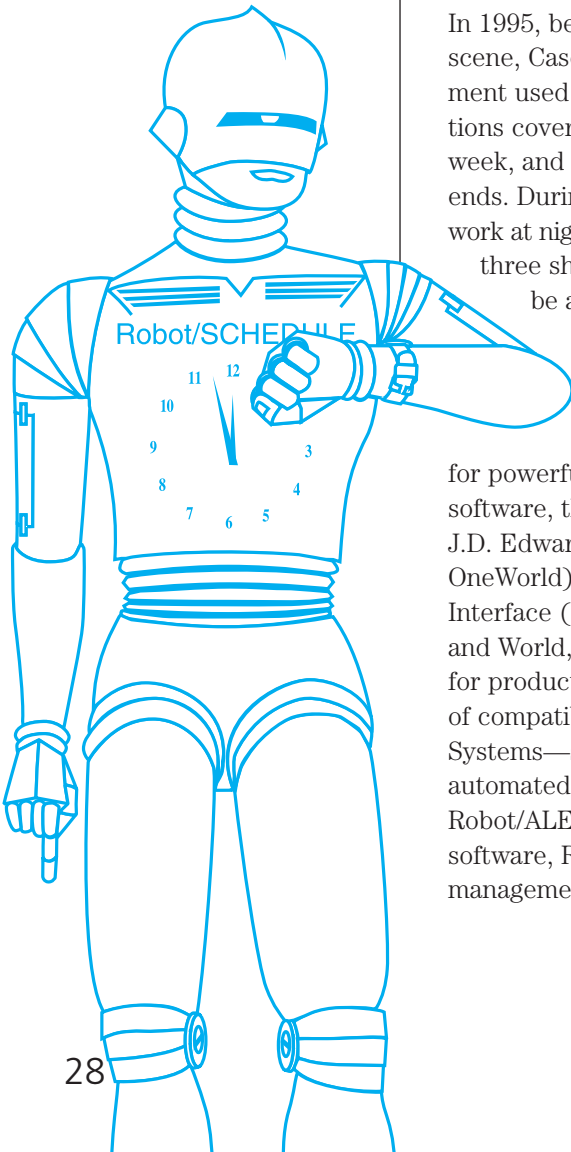
"We're still working on the rest of the schedule, but that's ninety percent of our OS/400 jobs that no longer need an operator to run."

Robot/SCHEDULE:

- Automates batch job scheduling.
- Accommodates virtually any job schedule.
- Allows jobs to react to the completion of other jobs.
- Manages groups of jobs that run together as a procedure.
- Watches and "learns" as you submit jobs.
- Audits job setup changes.
- Manages Domino servers and helps maintain Domino databases.
- Interfaces to EnterpriseOne.

The iSeries, EnterpriseOne, And Help/Systems Come Together For "Lights Out" At Cascade Corporation

"Robot/SCHEDULE handles it all."



During the last sixty years, the field of materials handling has developed into a highly sophisticated and important part of industry. From its humble beginnings as a small machine shop in the early 1940s, to its present role as the world's premier manufacturer of lift truck attachments and related products, Cascade Corporation has played a significant part in the growth and development of this field. Headquartered in Portland, Oregon, they have about 2,000 employees worldwide and are the premier supplier of forklift attachments, with revenues of over \$450 million a year.

In 1995, before the iSeries arrived on the scene, Cascade Corporation's IS department used an IBM mainframe with operations coverage 24 hours a day, five days a week, and full system backups on weekends. During the week, they ran batch work at night with operators working all three shifts. They thought there had to be a better way.

First, they switched to the iSeries platform because of its reputation for reliability. Next, for powerful, easy-to-use manufacturing software, they selected two flavors of J.D. Edwards: EnterpriseOne (formerly OneWorld), with its Graphical User Interface (GUI), for sales and accounting, and World, with its green screen interface, for production. Then, they added a suite of compatible automation tools from Help/Systems—specifically, Robot/SCHEDULE, automated job scheduling software, Robot/ALERT, automated messaging software, Robot/REPORTS, the report management system, Robot/CONSOLE

for automated message management, and Robot/SAVE, the automated backup and recovery utility.

The IS department has maintained the OS/400 platform and iSeries hardware for most of the past six years as an automated shop. As David Hinrichs, Cascade's iSeries Systems Administrator explains, "About 4 p.m. batch processing starts and it's all automated—we only intervene if Robot/ALERT notifies us of a problem. We use Robot/SAVE to do backups, all integrated into Robot/SCHEDULE. It's really nice. Basically, it's lights out."

Even though the automated workload isn't small, setup was quick. David estimates, "From the time we got Robot/SCHEDULE until we were running an automated batch schedule was several months. We have a couple of thousand jobs in Robot/SCHEDULE: end-of-day, end-of-week, end-of-month, and quarterly, all automated. We have jobs that run on the first of the month, jobs that run on the 15th of the month, even a job that is delayed intentionally if the 15th is a Sunday. Robot/SCHEDULE handles it all.

"We set up groups for different applications, so we run our J.D. Edwards jobs as a group. We can move that [J.D. Edwards] group around, stop it, or hold it, and nothing else runs. We can run EnterpriseOne jobs and other types of jobs in the same process. It's easy to have a non-EnterpriseOne batch job run after an EnterpriseOne job using Robot/SCHEDULE." Cascade uses the J.D. Edwards RUNUBE command to interface with Robot/SCHEDULE on the iSeries. The command lets them run an EnterpriseOne

batch job through an iSeries batch session. Robot/SAVE is the key to automated backups. David says, "We do an incremental backup every night to save anything that's changed (including J.D. Edwards data). We use Robot/SAVE's Restricted State Utility (RSU) to do an automatic, unattended, full-system backup Sunday mornings. It takes less than six hours to back up our entire system [on an IBM 3570 Automated Media Library]. If there are any problems, Robot/ALERT tells us."

David is also very positive about the technical support from Help/Systems. "I love Help/Systems' tech support. They're really good. I've never had any problems getting

answers. Thankfully, I don't have to call often—the products work well—but if I do have a question, I call tech support and they're very knowledgeable."

So, now everything's automated and running smoothly, and no one's working weekends or three shifts anymore. "Nobody here and no manual intervention," says David. "The Robot products let us do that. They're very stable, reliable products, with good support, and they do exactly what we want them to do. Lights out with automated operations—a great reality."

"I love Help/Systems' tech support. They're really good."

Robot/SCHEDULE:

- Automates batch job scheduling.
- Accommodates virtually any job schedule.
- Allows jobs to react to the completion of other jobs.
- Manages groups of jobs that run together as a procedure.
- Watches and "learns" as you submit jobs.
- Audits job setup changes.
- Manages Domino servers and helps maintain Domino databases.
- Interfaces to EnterpriseOne.

Robot/TRANSFORM Pushes The Envelope Out Of The Way For Thermwell

"In our environment, Robot/TRANSFORM was less expensive and it did more."

Was there anything better than getting a present in the mail when you were a kid? A chemistry set. A new doll. Even if it was a plaid turtleneck from Grandma and Grandpa in North Dakota, it was still fun to see your name in print and then tear open the box.

How soon we forget. Today, waiting for anything seems ludicrous. We scoff at the thought of using snail mail unless we have to. But, until there is an alternative, that's what we do. We wait. And that's what the sales reps at Thermwell Products were

doing. They had to wait for invoices stuck in the mail. When reps have to wait for invoices, customer service suffers. Thermwell turned to Robot/TRANSFORM, Help/Systems' OS/400-output-to-PDF conversion package, to solve the waiting problem.

Thermwell sells over 2,300 products, including Frost King brand insulation and weather stripping products, to consumers all over the world. They have satellite offices and manufacturing and distribution facilities throughout the United States.

The company has used Robot/SCHEDULE, Help/Systems' job scheduler and automatic computer operator, since 1996. When they heard Help/Systems was about to introduce Robot/TRANSFORM, Thermwell had it quick-shipped and was one of the first companies to use it.

Thermwell uses a Robot/SCHEDULE job to merge sales data with the EZ Print electronic forms package from ACom to create their invoices. They used to print an extra copy of each invoice and then mail them to each sales rep. In some cases, reps were waiting more than two weeks for invoices.

Now, Robot/TRANSFORM automatically converts the invoices into Adobe Portable Document Format (PDF) files, natively on the iSeries. Thermwell e-mails them to the sales reps immediately after they're created. Jeffrey Adler, Vice President of Information Services at Thermwell, explains, "The job that creates the sales reps' copies runs at 4:00 a.m. every Sunday. I don't know how many spooled files or invoices there are going to be that week. Rather than playing games, we just run that job. Once the job ends, Robot/TRANSFORM goes out and starts looking for spooled files that contain certain user data, for example, a salesperson code. Those are the invoices. It converts those files to PDF and we go ahead and e-mail them to the appropriate sales people.

"We were looking at other solutions for this problem, and quite frankly, it was difficult to find one. We used another product to convert spooled files to PDF but that worked with everything but EZ Print spooled files. The cost of using the other solution was more than Robot/TRANSFORM. In our environment, Robot/TRANSFORM was less expensive and it did more. It has more features, functions, and it cost less."

Jeffrey was happy to solve the waiting problem. And what about the sales reps? Are they happy now that their invoices for the week are sitting in their Inbox when they log on Monday morning? Jeffrey offers this assessment: "Sales people are funny. They only tell us when there's a problem. They haven't talked to me about invoices in six months. So, that tells me there are no problems." We can assume the sales reps are happy, too.

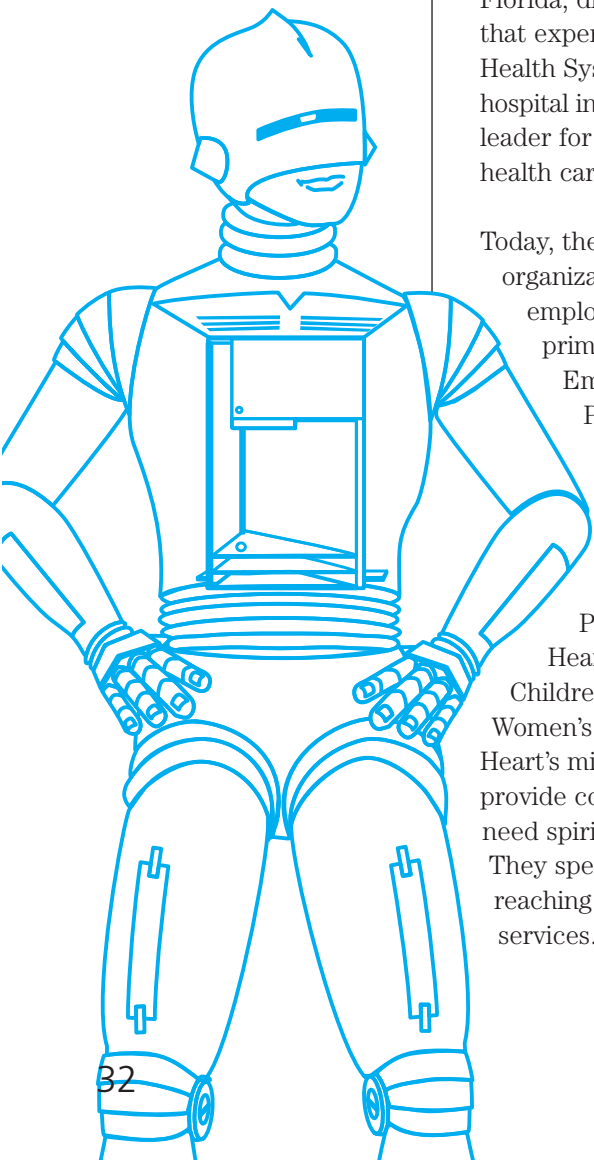
"Robot/TRANSFORM was less expensive and it did more. It has more features, functions, and it cost less."

Robot/TRANSFORM:

- Creates PDFs from standard OS/400 spooled files.
- Creates PDFs from IFS files.
- Creates PDFs from ASCII, PCL, and AFP files.
- Preserves embedded graphics.
- Eliminates the need for preprinted forms.

Sacred Heart Stays Healthy With Help/Systems

"When I call Help/Systems, I'm never put on hold, I don't have to go through a bunch of options, and frustration is non-existent. I call and say, 'Let me speak to someone in customer support,' and boom, I'm there."



Being a customer can be a thankless, frustrating experience. Sure, you were king when you were thinking about buying the product. But, that was then. Now, the purchase has been made, the product's in-house, something's not working, and you need help. You can feel invisible and ignored as you deal with all the possible "gotchas" of technical support in the computer industry: the telephone maze; the long wait for help; the lack of knowledge; and the 'it's somebody else's problem' philosophy (also known as the 'blame game').

Dennis Piner, the IS Operations Manager for Sacred Heart Health System in Pensacola, Florida, didn't want, nor could he afford, that experience. Since 1915, Sacred Heart Health System has grown from the first hospital in Northwest Florida into a regional leader for high-quality, compassionate health care.

Today, they are a non-profit healthcare organization with more than 4,500 employees, offering a network of primary care physicians, a 24-hour Emergency Trauma Center, a Pediatric Trauma Referral Center, and centers specializing in women's health, cardiac care, cancer care, and child care. The hub of this system is a 431-bed acute care facility located in Pensacola, which includes Sacred Heart Hospital, Sacred Heart Children's Hospital, and Sacred Heart Women's Hospital. A big part of Sacred Heart's mission is to care for the poor and provide comfort and healing to those in need spiritually, medically, or financially. They spend millions of dollars each year reaching out to the needy with community services.

As you can imagine, all that loving care translates into some large data processing needs for charts, forms, records, bills, and other information. Sacred Heart relies on UNIX machines, HP, Compaq and Dell file servers, Dell PCs, and the IBM iSeries. They use the iSeries to run their financial applications, supply orders, medical orders, patient results, and payroll. To manage their iSeries reports, they use Robot/REPORTS from Help/Systems, the world's leading provider of iSeries automation software.

Dennis explains, "We chose Robot/REPORTS when the hospital was looking at cost-cutting measures. We did a cost study on how much paper the computer operations area produced on a monthly basis. Between the amount of paper we were printing and the cost of associated consumables and non-consumables, the cost was astronomical. So, we looked at putting reports online for users. I know that paper usage has been cut by at least 70%, maybe more, with comparable savings."

Before he purchased Robot/REPORTS, Dennis had never worked with Help/Systems, so he was unaware that they are an ISO-9001-certified company. This means that Help/Systems pays close attention to the quality of each item from the customer's point-of-view: the products, the sales experience, the shipping, and the support. In fact, Help/Systems is so concerned with the quality of their support, they use the nursing profession to profile their customer service people.

Help/Systems wants their support people to be available, caring, and helpful. The thoroughness of that approach combined with the Help/Systems philosophy—to be a high-tech company, with low-tech cus-

tomers service—means big paybacks for the customer. The customer gets a support philosophy that is centered around people, caring, and timeliness, versus phone mazes, frustration, and waiting. With each call for help, Dennis was more impressed. "Everything Tech Support does is right, and I mean that sincerely. When I have to call Support and ask how to do things, response time by phone is virtually instantaneous. As for the e-mails I've sent, within 30 to 45 minutes there is a response. The customer support staff is excellent."

Dennis continues, "Timeliness is a big issue with me. When I call Help/Systems, I'm never put on hold, I don't have to go through a bunch of options, and frustration is non-existent. I call and say, 'Let me speak to someone in customer support,' and boom, I'm there. They say, 'Okay, tell me what you're doing and what your problem is...' and they walk through it with you, trying to duplicate your problem. As a result, I have never hung up the phone

feeling like I was not understood, or that my problem didn't get resolved."

Obviously, instantaneous feedback is not a reality every time, but as Dennis explains, "Even when I've called and asked for a specific support rep who is on the phone or away from the desk, I leave a message and within 30 minutes I get a call back. And, when I placed a support call and an answer wasn't available, they got back to me within one working day. I know the customer service people are trained across the board—the quality I've received and the knowledge base I get when I call is fantastic. The timeliness is excellent, the friendliness is excellent, and the expertise is excellent. As for the 'That's not our problem' syndrome, I've never had that issue with Help/Systems.

I probably deal with 30 to 40 different vendors and if I had to rank them from 1 to 40, Help/Systems would be Number One." Nice praise for a high-tech, old-fashioned, customer service company like Help/Systems.

"I probably deal with 30 to 40 different vendors and if I had to rank them from 1 to 40, Help/Systems would be Number One."

Technical Support:

- Knowledgeable, friendly people.
- 24/7 availability.
- No phone maze.
- More than 70% of calls are resolved in less than a day.
- Quick response time.



help/systems

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