

EMI chose to connect disparate systems locally and internationally, enabling Sales to place orders on the spot from their laptops and provide first class security

EMI is a large, multinational organisation with five offices around Australia and a presence in more than 30 countries. The company operates a number of disparate systems on different hardware platforms which means staff spend time moving between systems in the search for operational information. Esker's Tun PLUS was chosen to facilitate the viewing of all systems by users from one seat, at any one time.

Today, Tun PLUS has allowed EMI to link systems internationally as well as internally in a worldwide, virtual private network. Users can view systems such as stock, ordering and royalty through one screen and can switch between the various systems they need to access. This has optimised productivity and efficiency across all departments and EMI have seen a dramatically improved workflow.

Nick Martin, EMI's IT Team Leader explains, "I initially found the Esker products through a specialist magazine review. The publication was reviewing a number of different terminal products and Esker came out as the clear winner in a rigorous product comparison. Our own research of the terminal emulation products on the market concluded that only Tun PLUS was specific enough to meet our exact needs. I was proved right - it fits our organisation really well."

*"What particularly impresses me is the way Esker take an interest in our business and just ring to see how we're going with the product, a level of service virtually unheard of in the computer business."*

Nick Martin, IT Team Leader, EMI

*"Tun PLUS allows us to access a number of different business systems at once through a single screen. It makes it much easier for our staff to do their job. Why would I look at other products when I am happy with what I've got?"*

Nick Martin, IT Team Leader, EMI

### Connecting EMI systems onto one screen from PCs, AS/400s and UNIX hosts

Nick continues:

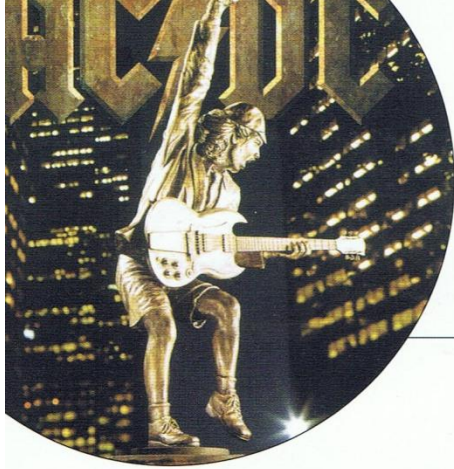
"For example, our finance and ordering staff can now talk to a number of different systems all at once without moving from their desks. And within our Finance Division, Tun PLUS links a diverse range of mainframes, from the royalties computer to the ordering computer together with computers from EMI affiliates."

## kasey chambers THE CAPTAIN



**SPECIAL BONUS EDITION**

7 tracks including the 'I STILL PRAY' duet with Paul Kelly



*"Our challenge, when we began to research connectivity tools was to connect a number of very dissimilar business systems via the Intranet to enable effective communication between them at any one time. Today, host access tool, Tun PLUS, enables the various systems to communicate and provides exactly the seamless integration process we require."*

Nick Martin, IT Team Leader, EMI

## An added bonus – Tun PLUS cuts through firewalls

Nick explains, "As a large organisation we have to protect our data and our systems from security break-ins but sometimes our divisions are so well secured we cannot communicate between them internally. Although we didn't purchase Tun PLUS as a security tool, it is so flexible and technically strong we are able to use its proxy and secure protocol support to connect through our highly restricted firewalls when we need to i.e. when staff need to talk to different divisions. Of course there are tools out there on the market that do this but we don't need to invest in them because we get everything with Tun PLUS."

## Tun PLUS now sits on every laptop in the company

Nick explains, "Tun PLUS has surprised us with its powerful functionality. It now links our local offices with all the necessary business systems worldwide by a virtual private network. We are also linked to affiliates and suppliers.

Additionally, our sales people are now Tun PLUS-enabled on their laptops right through Australia to enable them to place orders instantly during their visits to retail outlets. The team can dial in through their mobile phones and fire up Tun PLUS and read off stock levels, check delivery dates and place orders."

*"The implementation of Tun PLUS was straightforward and trouble free and on the few occasions we have sought technical support, Esker's technical support team responded immediately – they are a good team. Also, Tun PLUS is so reliable, we haven't needed a lot of help. When I have, they've always come straight back to me and are helpful and friendly."*

Nick Martin, IT Team Leader, EMI

## Tun PLUS scores high on ease of use and reliability

Ease of use and reliability are high on the agenda for EMI and Tun PLUS scores well on both counts. Nick explains, "Tun PLUS is easy to configure and parameters can be set in stone so that users can't 'fiddle' or change the parameters. This is a dream to manage. It's cut my support calls down to a minimum and I can relax because I no longer receive calls from users who have changed the corporate standards we've worked hard to set. We no longer receive calls from staff asking me to assist them because the product is so easy to navigate. Tun PLUS has allowed me to concentrate on the higher level management issues of IT."

*"If I was rating Esker Software out of ten, I would give them at least nine and a half based on the good service and their excellent product. I have no hesitation recommending Tun PLUS or Esker Software. They are the connectivity specialists, connecting systems that could be in different buildings or in different states. Their host access tool is 100% trouble free and sits perfectly for large, distributed enterprise level companies. Esker's service is excellent and they've totally fulfilled our business needs."*

Nick Martin, IT Team Leader, EMI



## Esker Software Background

Since its inception in 1985, Esker Software has grown into the world's fourth largest fax vendor, developing an exciting range of software products to help customers improve the link between people and information. Esker Software's Australian subsidiary was created in 1997 and provides a vital, local link for service and support in a rapidly growing Asian Pacific market. Esker Software is now pioneering the development of Intelligent Information Delivery (IID) technology, allowing enterprises to deliver documents and information in the right way, at the right time, to the right place, at the lowest possible cost.

Call us for more information on 02 9565 5688 or visit our website at [www.esker.com.au](http://www.esker.com.au).

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Great Britain, Germany,  
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