



MUSIC INDUSTRY



AUSTRALIA



ESKER **Tun**® Plus

EMI

CASE STUDY

EMI tune their network connectivity to achieve a global harmony



EMI is a world-leading music company representing some of the top recording artists and songwriters of all time. The EMI group operates directly in 45 countries and distributes within another 26 global locations. This dispersed network features a multitude of information systems on separate platforms and saw staff entangled between applications when using vital business information. EMI chose Tun Plus by Esker to synchronise system access.

CHALLENGE

The company operates a number of heterogeneous systems on different hardware platforms which means staff spend time juggling different systems in the search for operational information.

Nick Martin, EMI's IT Team Leader explains:

“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”

EMI wanted to streamline their network. A complex network featuring numerous mainframe computers hosting essential business applications that serve functional divisions spanning the globe.

Information security was understandably of the highest importance in choosing their host-access solution and EMI had a two-fold situation to address. Systems and databases needed to be fully secured to prevent unauthorised access.

The flip-side of EMI's security dilemma was that their stringent data-security measures were hindering internal access. EMI's firewall technology could not recognise and allow authorised users the free access to business information they required.

Additionally, EMI saw the opportunity to mobilise their workforce and enable remote data-exchange. They wanted their salespeople to have network access while off-site using mobile technology. EMI needed a solution that would provide client functionality at a distance.

The unique organisational structure of EMI demanded a solution that could adapt to their requirements and facilitate internal communications in their highly-evolved technical environment.

CUSTOMER REQUIREMENTS

EMI operates a multi-platform network with host servers and client users dispersed across several continents. They needed to make their systems available on a worldwide, virtual private network, having all applications available on the same client workstation from a range of international PC, AS/400 and UNIX hosts.

Information security was of the highest priority, yet with a flexibility to serve a diverse user-group based around the world; whether they were located in an EMI office, visiting off-site, or consulting EMI externally.

“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 - we get everything with Tun Plus. It fits our organisation really well. They've totally fulfilled our business needs.”

SOLUTION

Users can now view Stock, Ordering and Royalty systems through one screen and can switch between their various systems they need to access. Nick Martin continues, “Tun Plus provides exactly the seamless integration process we require.. It now links our local offices with all the necessary business systems worldwide. Tun Plus has surprised us with it's powerful functionality.”



"I have no hesitation recommending Tun Plus or Esker. Their host-access tool is 100 percent trouble-free and sits perfectly for large distributed enterprise-level companies. Esker's service is excellent. They are connectivity specialists."

— Nick Martin, EMI's IT Team Leader



"Finance and ordering staff can now talk to a number of different systems, all at once, without moving from their desks. Tun Plus links a diverse range of mainframes, together with computers from EMI affiliates."

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

It's high-level of security is also an advantage for EMI. Nick elaborates, "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 staff need to talk to different divisions."

BENEFITS

Ease of use and reliability are important for EMI, and Tun Plus scores high on both counts. It has optimised productivity and efficiency across all departments and EMI have seen a dramatically improved workflow.

Nick explains, "Tun Plus is easy to configure and parameters can be set 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. 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."

CONFIGURATION

- ◆ **SERVERS:** AS/400, mainframes, UNIX boxes integrated in a worldwide virtual private network across EMI local offices, affiliates and suppliers
- ◆ **CLIENTS:** PC workstations (resident and mobile users)
- ◆ **APPLICATION:** In-house stock, ordering and royalties software

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Extending the Reach of Information