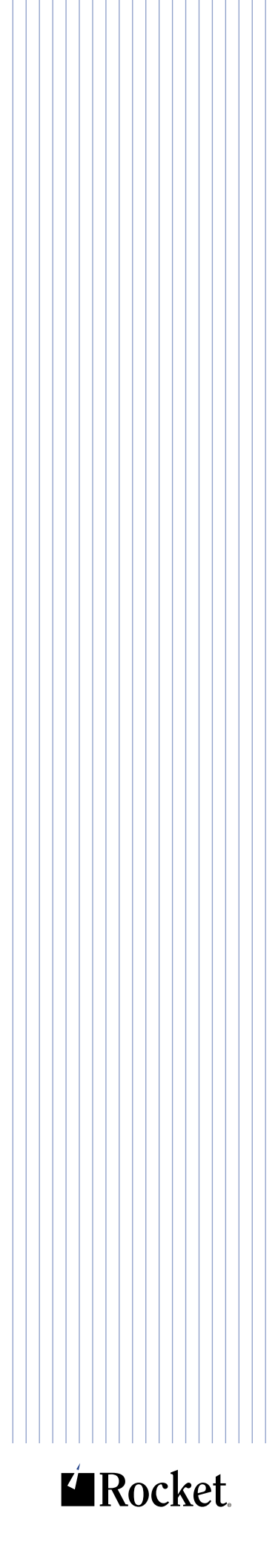**Rocket**

Next Generation Terminal Emulation

Next Generation Terminal Emulation White Paper

Deploying new emulation technology can be a daunting task, with concerns ranging from high installation and maintenance costs to the pain of retraining employees and interrupting day-to-day operations. This white paper discusses second generation emulators which are faster, thinner and Web-ready, and addresses the common concerns that accompany deploying a new terminal emulation system.

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Next Generation Terminal Emulation

Introduction

The terminal emulation market has been changing for quite some time. First-generation emulators are being challenged by second-generation emulators, which are faster, thinner and Web-ready. They are also more flexible, easier to deploy and typically offer a lower total cost of ownership. However, despite the numerous benefits associated with second-generation emulators, many organizations are electing to continue using their older technologies for fear that deployment of a new system could possibly lead to high installation and maintenance costs, procedure changes that force employees to be retrained, an interruption in productivity or IT infrastructure instability.

All of these concerns are important and must be addressed when exploring new emulation technology. The task of deployment can seem overwhelming and risky at first, but with the right solution, it doesn't have to be. Rocket BlueZone Terminal Emulation Suite from Rocket Software is a state-of-the-art terminal emulator which offers thin, fast, secure, full-function browser- and PC-based terminal emulation for IBM Mainframe (TN3270), iSeries (TN5250), UNIX/DEC (VT), Unisys (T27 & UTS), and secure File Transfer Protocol (FTP). BlueZone minimizes the cost, maintenance, upgrade burdens and administration when compared to older emulators—all with a safe, transparent, virtually cost-free deployment.

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Concern #1: Cost

The potential costs associated with deploying a new emulation solution go beyond just software license fees. Administrators must configure and install software for hundreds or thousands of users, who may be spread across multiple buildings, cities, states or countries. With most emulation solutions, this process is manual.

Plus, deployment may require the purchase of new hardware. Software configuration and maintenance may force network administrators to shift their focus from more important tasks threatening productivity and perhaps requiring more personnel. And the process of managing software updates for multiple user locations can become an ongoing logistics and administrative burden.

At the risk of over-simplifying the task of launching new emulation software, BlueZone deployment requires virtually little or no cost. How can BlueZone make deploying new emulation actually save you money, rather than adding expense? Here are the reasons why:

> "How can it be economically feasible to re-deploy to thousands and thousands of users, where in some cases, I don't even know who or where they are?"

❖ BlueZone Supports Multiple Server Environments
The BlueZone client object can be deployed from any Web server (WebSphere, NT, Mainframe, iSeries, UNIX, etc.). So no additional hardware/software purchase is required.

❖ Distribution is Simple and Inexpensive, Regardless of the Number or Location of Your Users
Many organizations have groups of widely distributed users, and often, administrators have lost track of them—potentially making software installations costly and complex. But BlueZone deployment is easy. Users are simply sent an e-mail that includes a Web link. When users click on the link, the download of BlueZone is initiated. Or, users can be directed to a link located on an Web page to begin the download. All it takes is one click to achieve painless, fast and virtually costfree deployment.

❖ BlueZone Automates Configuration
In many cases, users may lack the skills necessary to install and configure a new emulator. BlueZone takes care of that. BlueZone can be set up for automatic download, so organizations can eliminate the need to tie up technical resources to configure software again and again, user by user. There is nothing required of the user beyond clicking on a hyperlink, which starts the automatic download of a preconfigured client.

❖ Low Total Cost of Ownership
With BlueZone, you may choose the type of licensing that best suits your needs—concurrent or per seat. So you'll never have to waste a dime on a sporadically used license. And upgrades are included in your annual maintenance subscription, putting a stop to the seemingly endless add-on charges just to allow an operating system upgrade.

Empire BlueCross BlueShield

Save Big
Empire Blue Cross/ Blue Shield had a unique challenge for their deployment. Not only did they have to bring up thousands of users on BlueZone, but these users were scattered at over 1,500 discrete locations. With BlueZone, the entire rollout was completed in a matter of weeks.

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Concern #2: Business Disruption

When planning a new emulation solution deployment, business leaders must consider the effect it will have on business operations. Is there a possibility of downtime? Will our employees experience usability obstacles? Will we lose functionality? Will it support our future needs? Without the right emulation solution, the answers to these questions can be discouraging. In fact, some organizations feel there is so much risk involved with launching a new emulation solution, they limp along for years using older and obsolete emulation technology, only perpetuating the problems of their current solution.

The truth is, converting to new state-of-the-art emulation technology such as BlueZone can uncover dozens of deficiencies that have been dragging down the productivity of your emulation users. Only once your organization has BlueZone in place do the advantages of this architecture become realized.

With BlueZone, you don't have to worry about disruption to the business. That's because it's designed to be easy to implement, easy to use and it's highly customizable to support ever-changing business requirements—all while maintaining the functionality of your original legacy applications. The BlueZone client object is a one-time download which is typically about 2.5 MB, which makes travel through a company's network relatively unnoticeable. So regardless of where your users are or whether they're using corporate or remote dial-up, downloading is simple and won't interrupt operations.

Concern #3: Recreating Customization

When evaluating a new emulation deployment, organizations must assess the solution's ability to preserve existing customizations. Very rarely do organizations purchase an emulation software package and begin immediately using it in its "out of the box" form. Since no two businesses are alike, customization is typically required via scripting and/or macro recording. Many organizations have invested countless hours and effort into tailoring their emulation solutions to match their business needs, so to start over from scratch, duplicating the work that took months or even years to complete, seems inconceivable.

BlueZone takes the risk out of the transition to a new emulation solution. Depending on what you're using, BlueZone conversion consultants can automate the translation of your existing scripts and macros to be compatible with the BlueZone script environment. In situations where the proprietary nature of the existing macros and scripts prevents this, BlueZone conversion consultants can recreate and modify existing scripts for use within BlueZone.

Eliminate Disruption

Fifth Third Bank, one of the fastest growing financial institutions in the United States, has a heavily acquisition-based business model. This level of growth makes Web deployment of host access software attractive.

Fifth Third Bank's buying decision centered around the initial risk of change, as well as the on-going risk of new implementations in new business units. In the end, the business advantages outweighed the perceived risk of change. Through close collaboration between Rocket Software and Fifth Third Bank's resources, a project plan was put in place to rollout to over 5,000 clients in short order. The deployment was well executed, came in under all time constraints and was considered a great success. The conversion that was once shadowed by a great mountain of concern has subsequently been viewed as simple and easy.

"Will our years of scripting and macro recording be lost when moving to a new emulator?"

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Concern #4: User Training

A common concern associated with launching a new emulation solution is determining how quickly users will adapt to the new software. An emulation solution that presents users with vastly different screens than what they're accustomed to, or that forces them to alter the way they navigate through applications, could require a large-scale retraining effort. It is a common concern that employee frustration, high training costs, operation downtime, and a significantly delayed ROI could result. And the problem is compounded when users in numerous locations need to be trained.

Rocket Software recognizes that maintaining the look, feel, and behavior of the existing emulator is crucial. That's why a key part of the BlueZone conversion process is to pre-configure the interface and navigation of the client to closely mimic the previous emulator, offering a smooth and transparent transition. Your Rocket BlueZone conversion consultant can apply "skins" that, to the user's eye, look practically identical to what they've used for years, so the threat of deployment disrupting day-to-day work is minimized.

For those features that are unique to BlueZone, training documents and online training sessions can be provided. But in most cases, our customers find that very little training is necessary for users already familiar with the previous emulation software.

Concern #5: Keyboard Mapping and Session Setting

A new emulation deployment shouldn't require you to reinvent standards that you have already determined, such as keyboard mappings and session settings. Technology executives must evaluate an emulation solution's ability to duplicate standards such as these to avoid complicating or delaying deployment.

In a BlueZone conversion, administrators are able to accommodate virtually every display and printer setting that users require. The administrator can pre-configure these settings and then automatically distribute them when deploying the BlueZone clients.

As a result, BlueZone allows you to focus on new strategic business initiatives, not duplicate work that has already been done once before.

Total Transparency
In order to accommodate users requesting training on how to record scripts and make customized keyboard mappings, Maytag Corporation used common Web meeting software to facilitate training sessions for those corporate power users.

Painless Migration
Carilion Health reports that: "We were able to duplicate every keyboard mapping from our existing emulator (Attachmate) using BlueZone's keyboard mapping facility." Carilion Health is a large healthcare provider in the Mid-Atlantic region, supporting 8000 users on their network. The first phase of their roll-out, which consisted of 1,000 users, was deployed quickly and without business disruption.

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