



PowerTerm[®] Pro Delivers Lower Total Cost of Ownership for NHS Trust

The Challenge

- NHS Trust needed a full-featured, yet affordable, solution for integrating Windows desktops with its clinical support applications residing on its UNIX host system.



The Solution

- NHS Trust used PowerTerm Pro to integrate data on a wide variety of platforms.

Customer

Hastings & Rother NHS Trust

Host Connectivity Solution

PowerTerm Pro for UNIX

Host Server

OpenVMS Hosts on Compaq Alpha Servers via TELNET

Users

800 users in South East England, including Rye, Tunbridge Wells, Bexhill and Hastings

Benefits

- PowerTerm Pro's superior scripting capabilities and ease of key mapping have helped NHS benefit from significant time and money savings.
- PowerTerm Pro works across all Windows environments on the desktop.
- PowerTerm Pro provides one-click access to all NHS Trust's OpenVMS applications.

"We use many different applications throughout the Trust, so the ability to make PowerTerm Pro configure itself for each one without a technician setting up every PC has been a great advantage... When this is spread over 800 users, from Rye to Tunbridge Wells, to Bexhill and Hastings, the gains are considerable."

Margaret Ivatts
IT Manager
Hastings & Rother NHS Trust

Supporting the clinical support systems

Margaret Ivatts is Head of IT at Hastings & Rother NHS Trust in South East England. Her department's remit involves supporting voice and data services for the Trust's diagnostics, radiology, pathology, accident and emergency, maternity, finance and pharmacy services. Some 800 staff access the services throughout the region.

The clinical support systems, hosted on clustered Compaq Alpha Servers are delivered to PCs throughout the Trust using terminal emulation software. Ivatts' department was running a combination of Ericom's PowerTerm InterConnect 5.25 and 5.4, Xlink VT420 and SmartTerm 420 when the decision was made to upgrade its terminal emulation solution.

A new solution was required that would ensure a standardised interface for all applications and could be readily scaled as the Trust moved to greater integration. Ivatts' priorities were to make it easier for users to access and work with applications and to reduce the level of support required. The variety of applications used throughout the Trust meant that it was paramount to find a solution that was easily customised.

"With PowerTerm Pro we made savings at purchase, and because it reduces our technical support commitment, we're continuing to save in network support."

Ericom comes out ahead of competitors

Ivatts and her team conducted a thorough survey of terminal emulation solutions. Ericom's PowerTerm Pro was reviewed alongside Xlink VT420, Reflection, SmartTerm and TigerTerm. PowerTerm Pro held several important advantages over its peers including superior scripting capabilities, ease of key mapping, and the ability to provide one-click access to all OpenVMS applications.

PowerTerm Pro's competitive price and on-going lower cost of support proved the winning factors in the market comparison. Ericom's flexible licencing plan also allowed the Trust to roll out large numbers of users and keep licencing costs to a minimum, a strong advantage when compared to its competitors.

PowerTerm Pro's capacity to self configure by accessing information for the PC's environmental variables, profiles and files and then create individual set up and connection scripts meant that the Trust's IT support team would not have to visit every PC – clearly a winning factor for any IT department.

Easy installation

The initial installation was facilitated by mapping across scripts and key mappings from PowerTerm InterConnect 5.25 and 5.4 to PowerTerm Pro scripts. A common installation script for all the OpenVMS application connections was developed. This enables a single installation of PowerTerm Pro on each PC to self configure for each of the nine OpenVMS applications — depending on the user's Windows NT profile.

A total of 22 scripts were developed, tested and documented over a period of three weeks. The individual desktop icons for the nine current applications were all set up and tested in a single day.

The Trust's IT team was impressed by the response of Ericom's customer support services when they found a problem mapping a particular key combination. Working in partnership with the Trust's IT staff, Ericom's UK support centre linked up with development staff at Ericom's head office in Israel and provided a fix to the problem very quickly. "Throughout the project, via a combination of email and telephone technical support, Ericom have proved very responsive to our requests for assistance," said Ivatts.



The benefits of PowerTerm Pro for UNIX

A key challenge that PowerTerm Pro overcomes is management across a wide geographical area and across a variety of platforms. The stability of PowerTerm Pro means that it works consistently across all Windows environments on the PC, reducing management commitment and thus travel and downtime. One-click access and standardised scripting give users a familiar and easily navigated interface, significantly reducing their need for support. Ivatts' support staff is reaping the benefits of the standardised set-up and interface. PowerTerm Pro has speeded up the implementation of different terminal setups and key mapping of each PC. Ivatts said, "We use many different applications throughout the Trust, so the ability to make PowerTerm Pro configure itself for each one without a technician setting up every PC has been a great advantage. Having all the scripts identically set up on each PC, with the only variation being the PC's own network identity or specific Answer Back, means that support for users is greatly simplified. When this is spread over 800 users, from Rye to Tunbridge Wells, to Bexhill and Hastings, the gains are considerable."



**Connectivity,
Efficiency, Simplicity**

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