

TIDAL SOFTWARE USES GO-GLOBAL FOR SMOOTH SAILING OVER THE INTERNET



GraphOn's GO-Global Solution Saves Time and Money by Instantly Web-enabling Tidal Software's Enterprise Scheduler Application.

Customer Solution at a Glance

Company Profile: Based in Mountain View, California, Tidal Software provides software products that ensure applications run at peak efficiency and return the business value that its customers need to be successful.

Business Need: Tidal Software needed a way to quickly Web-enable its flagship Enterprise Scheduler™ software solution.

GraphOn Solution: With GO-Global®, Tidal Software customers can now access Enterprise Scheduler from any location over any connection.

Results:

- Saves time and money by eliminating the need to develop a native Web-based version.
- Provides instant Web-enabled access, even over low-speed dial-up lines.
- Maintains the familiar look and feel of Enterprise Scheduler from any Web browser.

Tidal Software is a leading provider of job scheduling and intelligent automation solutions for the IT enterprise. The company's Enterprise Scheduler is a premiere enterprise job scheduling solution designed to reduce operational costs, free-up valuable personnel resources, and enable corporate data centers to deliver superior benefits to its customers.

Enterprise Scheduler is designed to manage hundreds of thousands of tasks per day. It offers a scalable, distributed architecture that works across multiple platforms such as Windows, UNIX, z/OS and OS/400. Enterprise Scheduler seamlessly integrates with leading ERP applications such as mySAP, PeopleSoft and Oracle E-Business Suite.

When Tidal Software decided it needed to Web-enable its popular Enterprise Scheduler, the company turned to GO-Global from GraphOn.



Access to Applications Anywhere.

The Need for Web-Enabled Access

Tidal Software, like many independent software vendors (ISVs) serving the enterprise market, was getting a very clear message: the company's existing and new customers wanted to use Enterprise Scheduler's mission-critical capabilities in a common Web environment to manage the increasing number of software products that were becoming Web-enabled.

Tidal Software wanted to respond quickly to its customers' demands for immediate and universal access to its job scheduling and process management software, but did not want to sacrifice the look and feel of its flagship product. Web-enabling Enterprise Scheduler would give its customers the ubiquitous, low-cost connectivity they needed to manage their ERP applications, but there were both benefits as well as potential pitfalls.

The Downside of a Native Web Solution

Prior to learning about GraphOn's Web-enabling software, Tidal Software had considered developing its own interface for the Web. The company also considered using an HTML front-end to provide access to a Web-based version of its application.

However, Tidal Software management realized they would lose precious time-to-market and run up considerable expense in trying to develop the Web interface internally. In addition, they could alienate existing customers who were used to a certain look and feel of the Enterprise Scheduler software. HTML interfaces lack some performance capabilities and are restricted in their ability to perform the typical Enterprise Scheduler functions.

"HTML would relegate the product to more of a view-only interface rather than a dynamic one," explained Matt Reid, product manager at Tidal Software.

What Tidal Software needed was a way to Web-enable its product without having to modify any code. The company wanted to quickly offer its customers the ability to run

the Enterprise Scheduler interface from wherever they may be. And they wanted to give administrators the ability to monitor their system and identify a problem immediately from any PC or client device with a Web browser.

The Solution: GO-Global

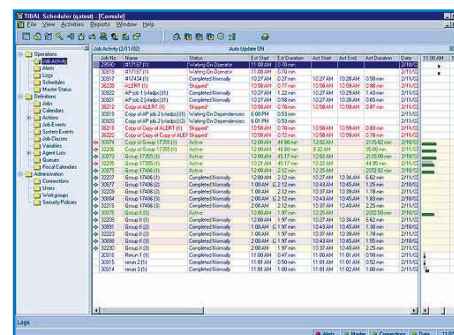
To meet these goals, Tidal Software selected GO-Global to instantly Web-enable its job scheduling solution without the need to modify a single line of code. GO-Global was selected because of the product's ease of use and simple implementation—and because it allowed the fully-functional Enterprise Scheduler client desktop interface to be delivered over the Web.

"With GraphOn's GO-Global, the client interface looks on a desktop. There's really no difference in what the user actually sees or how they work with the product at all, which is really a large benefit when zero training needs to take place."

Matt Reid
Product Manager
Tidal Software

The Benefits of GO-Global

Tidal Software's Enterprise Scheduler integrates seamlessly with the major ERP applications from SAP, PeopleSoft, and Oracle. In addition to allowing access in a mixed environment, many of Tidal's customers who use Enterprise Scheduler in a 24/7 environment work in shifts from different locations.



Now available via any Web browser, the Tidal Software Enterprise Scheduler Job Activity Console lets the administrator easily and effectively manage the production schedule.

By Web-enabling Enterprise Scheduler, the company can guarantee that its customers, such as Agilent Technologies, BestBuy.com and CNA Life Insurance can instantly access applications and resolve problems—even in emergencies from home over low-speed telephone lines and modem connections.

Remote Access through the Web

Thanks to the power and flexibility of GO-Global, Enterprise Scheduler now allows organizations to securely monitor and control critical business processes over the Web from any remote location, over any type of Internet connection. Web browser access provides full and complete functionality, not just a limited list of the most common functions.

Administrators can now rest assured that they can guide their company's ship to calm waters using Tidal Enterprise Scheduler Web-enabled by GraphOn's GO-Global software.



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