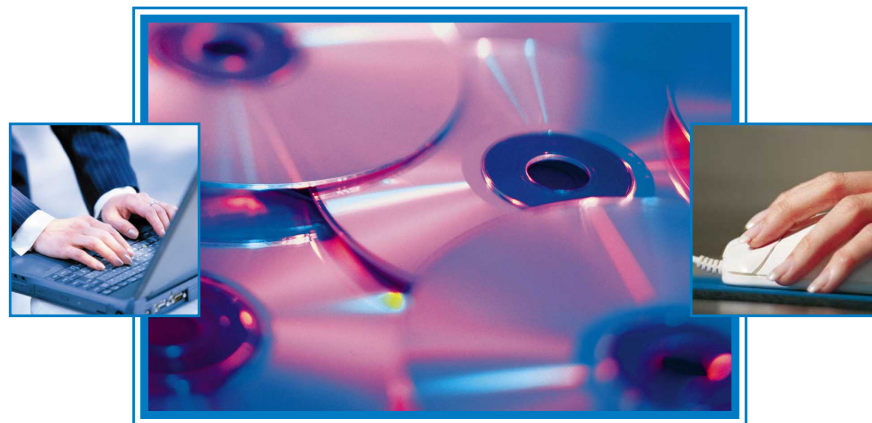


RUNNING UNIX APPLICATIONS OVER LOW-BANDWIDTH CONNECTIONS MAKES SWEET MUSIC FOR WARNER/ELEKTRA/ATLANTIC ADMINISTRATORS AND DEVELOPERS.



GO-Global Provides Fast, Efficient Remote Access from Windows Desktops to UNIX Applications for Legendary Music Distribution Firm.

Customer Solution at a Glance

Customer Profile: Warner/Elektra/Atlantic is a leading music distribution company with headquarters in New York and regional offices in Los Angeles, Atlanta and Minneapolis.

Business Need: The company needed an effective and efficient way to access UNIX-based A/R, order management and inventory control applications from remote Windows desktops.

GraphOn Solution: Using advanced server-based computing technology and near-zero-footprint clients, GO-Global® for UNIX provides WEA with fast, simple, affordable access from any location, even over dial-up connections.

Results:

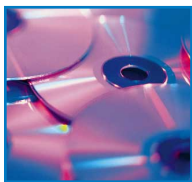
- Eliminated the need for X Servers on Windows PCs.
- Provides instant access from any location or platform.
- Increased the productivity of WEA consultants, developers and network administrators.

Time Warner music subsidiary Warner/Elektra/Atlantic (WEA) Corp. was the first major music distribution company in the U.S. and has continued to set the standard in the music industry for more than thirty years. In addition to the Warner Bros., Elektra and Atlantic labels, WEA also distributes audio and video releases from Rhino Entertainment, Word Entertainment, Time-Life Music, Warner Music Latina, Curb Records, and several other labels.

WEA implemented a GO-Global for UNIX solution from GraphOn that has greatly increased staff productivity. GO-Global ultra-thin-clients allow WEA consultants, developers and administrators to use Windows desktops to access UNIX applications on the company's Sun Solaris servers in Burbank and other remote locations. The Sun servers run accounts receivable and order management applications, as well as inventory software that transfers information retrieved by handheld scanners in remote WEA warehouses to the UNIX server at the company's central office in Southern California.



Access to Applications Anywhere.



WEA had migrated from a Data General system to Sun Solaris UNIX-based hosts. Most of the applications for managing WEA

accounts are based on an Oracle database using a Windows front-end to connect to the UNIX hosts. Consultants and developers involved in the migration, customization, and ongoing administration of the applications used PCs on their desktops and accessed the UNIX server over WEA's local area network. This required a PC X Server on the desktop, such as Hummingbird Exceed, in order to let administrators and developers run popular desktops environments or window managers such as server-based OpenWindows or the UNIX Common Desktop Environment (CDE).

PC X Server Limitations

An X Server on the PC desktop means that only high-bandwidth connections may be used to pass the typically verbose data between the desktop and the UNIX host. Consequently WEA administrators, consultants, and developers quickly found that they could not work from home because using a PC X Server on the desktop and dial-up modem connection to run applications on the server was far too slow to get any work done. They could Telnet into the host and get an ASCII connection into the UNIX server, but as far as bringing up a graphical UNIX interface on their Windows PC, it was simply impossible.

The GO-Global Solution

WEA first tested GraphOn's GO-Global for UNIX application publishing software on their internal network to link their Windows desktops with UNIX servers and saw that it performed very well over the LAN. Subsequent tests performed from outside the company proved GO-Global worked extremely well over dial-up modem connections. WEA quickly dropped Hummingbird Exceed and within a short time everyone in administration and development was using GO-Global. WEA progressed from client licenses to server-based licensing for easy, centralized management of their expanding GO-Global usage.

A Small Native Client

WEA developers working on customizing Oracle SQL-based accounts receivable forms that run on the UNIX server can now do their work easily because GraphOn's GO-Global enables them to bring up the same application interface over phone connections from home that they use at work—a task that Tony Sevilla, WEA's UNIX system administrator, says would have been impossible using Hummingbird Exceed. Today, all WEA developers and administrators use GO-Global, accessing their servers using GraphOn's small native client on the PC that connects directly to the UNIX host, even eliminating the need for users to log in.

“Using GO-Global, I dialed into the UNIX box in California from New York and was able to do... three more hours of work from my hotel room. And I was able to leave the next night instead of...taking a red-eye or waiting till the next day. So GO-Global provides an improvement for my quality of life. With Hummingbird Exceed, I could not have done that.”

Tony Sevilla,
UNIX Administrator
Warner/Elektra/Atlantic

GO-Global Instant Access

“When we were developing our accounts receivable forms, developers would have to log in and bring up the forms from home,” said Sevilla. “With Exceed, I got tired of waiting and exited out and Telneted back in. I gave up waiting for CDE. With GO-Global, I can open CDE and get to Open Windows with no problem.”

Increased Productivity

Application development is a never-ending process. While developers put in their five days a week at the office, they often still do work from home, especially when they are on a deadline.

By using GO-Global, developers can now run their UNIX applications over low-bandwidth connections. Developers no longer need to come into the office to continue their work on weekends or after hours.

GO-Global to the Rescue

“Before we got GO-Global, I was supposed to fix a problem, but I needed the Windows application interface to bring it up,” said Sevilla. “It was so slow I couldn't do it, so I had to drive into work and go into the office to recover a database that had gotten corrupted.”

In emergencies, GO-Global comes to the rescue by helping administrators pinpoint and, in most cases, fix problems without ever leaving their desk or home. WEA administrators are notified of network emergencies via calls from a Java-based Windows application called OpenView, which calls their cellular phone with a text message and notifies the administrator that there is a problem.

The administrators bring up the servers on their Windows desktops using GO-Global to view the system directly. With GO-Global and OpenView, administrators can log in and 90 percent of the time can fix any software problem from any remote location, eliminating the need to visit each server to identify and resolve the problem.



Access to Applications Anywhere.

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