



On the Road in the Great Northeast

The opportunity to visit end user customers is so enlightening. A first-hand look at hardware, application, and database infrastructure is key to helping us understand our clients' real-world needs and helping them overcome any obstacles to achieving those goals.

Nico Spence and I had two such opportunities with Tufts Health Plan and Whelen Engineering.

TUFTS Health Plan

Our trip started in Watertown, Massachusetts at [Tufts Health Plan](#), located in a beautiful business district near MIT. We spent the day with Jim Binney, MP Systems Support Manager, and his staff, learning about their infrastructure, 2009 hardware upgrade plans, and desire to migrate to BBj®. It was an eye-opening experience looking at the vast topology around BBx® that interfaces to many other applications and databases.

Jim presented a well-planned timeline for upgrading his hardware to the Hewlett Packard Itanium platform with over 500 users and making the move to BBj. Nico reviewed the benefits of BBj and gave Jim and his staff ideas on the potential enhancement opportunities available to them. Our goal was to give Tufts advice on their migration steps to insure a successful upgrade and to educate them on the tools they will

need to have in order to make their development tasks easier.

The first migration step we recommended was to move to a BBj database, allowing them to use many of the BBj features alongside their PRO/5® applications, like enhanced file types such as J-Keyed, X-Keyed, V-Keyed, and ESQL. This would also provide them access to stored procedures, triggers, live backup, online copy job, and much more.

A feature that piqued their interest is triggers. Triggers will allow them to replace time-consuming batch jobs to update other databases in real time to keep their data synchronized. This is just one example of the many ideas that we explored together. Since our visit, we continue to guide Tufts along their upgrade path and make ourselves available to them as needed. Tufts' goal is to completely migrate their applications to BBj and use its powerful functionality to make enhancements and create new applications.

WHELEN

After visiting Tufts, we embarked on a road trip through scenic Connecticut to [Whelen Engineering](#). At one point Nico was certain I was lost; it was the beautiful countryside that threw him off. But in no time I found Whelen Engineering, located in picturesque rural Chester.

Whelen manufactures sirens, alarms, beacons, and many other related products and relies on PRO/5 to keep their enterprise software running for several hundred users. Tom Englart and Nora Lund, Senior Software Analysts, gave us an overview of their infrastructure and the applications they currently maintain. Although PRO/5 has

always been a solid and reliable product, it became apparent that there were many ways BBj could make their job easier, give users better access to data, and increase productivity.

We spent the afternoon giving Tom and Nora a technology overview of all areas of the language and offered advice on how to improve their database, administration duties, and development tools. It was a productive day sharing ways they can take advantage of BBj features to run their department more efficiently.

We try very hard to communicate to the world about all of the exciting new BBj features and functions through our communiqués, videos, and tutorials, yet it is so important to share face-to-face time to understand the customer needs. It is also a great opportunity to address those needs with the cutting edge technology that BASIS offers and continues to enhance.

Our goal is to reach out to our customers that have the aspiration to take their enterprise software to the next level. Software developers and end users alike can benefit from the many venues we offer for product knowledge. Stay up-to-date with our Advantage magazine articles, upcoming Java Break with BASIS Webinar series, ongoing training classes, and technical conferences. In addition, visit our Web site often – it has an abundance of information at your finger tips.

We look forward to the opportunity for face-to-face time with you and to have technology and strategy discussions. The BASIS Sales Team is ready to hit the road and bring guidance and direction to you. Contact your BASIS Account Manager to set up an onsite visit. ■



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