Case Study

ICS Information Systems

Solution-Soft

Time Machine Helps Overcome Time Zones Challenge

About ICS Information Systems

ICS Information Systems is a tech company based in Vienna, Austria. It provides outsourcing IT services to local and international customers.

About DATAPLEXX

DATAPLEXX works along ICS Information Systems to provide IT outsourcing, enterprise solutions and digital signage to the German-speaking market.

Challenge: Time Zone Offset

ICS Information Systems has developed an ERP system based on Micro Focus CICS that includes a batch component. The system consists of three Windows production servers; two production nodes and one database server running DB2.

The servers have multiple instances running; one for three different customers. Two of the customers are in Europe but one of them is in North America. The software needs to execute with the same time zone as the customers that are using it. While two of these three instances could execute their solution in the Windows default time zone, the other could not.

The traditional solution is to replicate the production environment for each time zone. This means a costly and non-scalable solution as each time zone requires: three dedicated servers, the corresponding software licenses, hardware and software support, larger data center footprint, and administration costs.

Time Machine Solution

After a thorough proof of concept, it was an easy decision for ICS Information Systems to select Time Machine as the ideal solution to their problem.

Time Machine allows ICS Information Systems to have their servers centrally located while giving all users, regardless of their geographical location, access to the ERP application. Virtual clocks created with Time Machine are used to time travel the instance for the North American customer regardless of the server's physical clock and time zone settings.

ICS Information Systems has estimated that, rather than three servers, they would have needed nine servers to accommodate the implementation. Time Machine saved ICS Information Systems not only hardware costs but also the management and support of new hardware, software and configurations required to maintain users within a certain group of servers designated to different time zones.

About Solution-Soft

Solution-Soft is the leading provider of Intelligent Data Optimization (IDO) solutions, which address the urgent need for management of business-critical applications and data.

The flag-ship Time Machine product is a proven solution for enterprises to ensure mission critical applications are delivered on time and within budget. Solution-Soft works closely with consultant and strategic partners around the world in all industries to achieve clients' business objectives with ultimate ROI.

Founded in 1993, Solution-Soft is privately held and based in Silicon Valley, CA, USA.
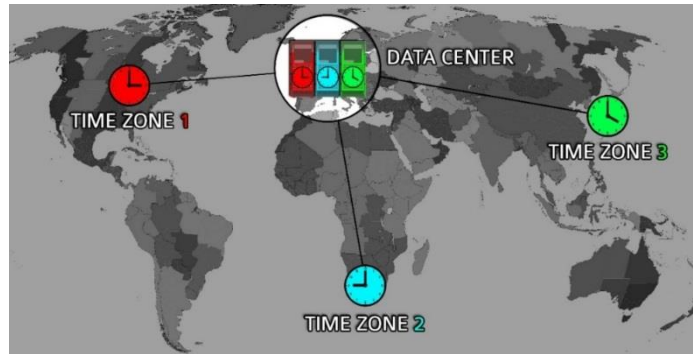
Contact

For more information about Solution-Soft's products and services, call the Solution-Soft Sales Hotline: +1.408.346.1424 or +1.888.884.7337.
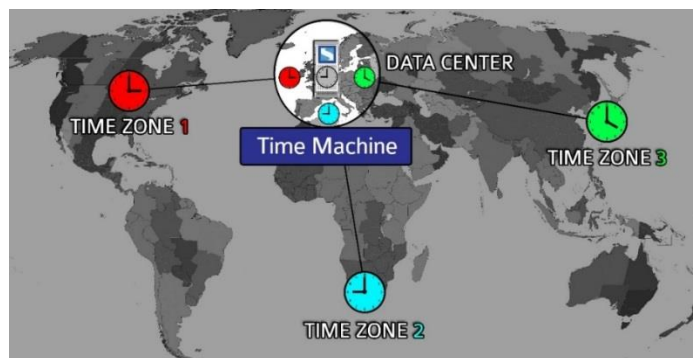
For general information, call +1.408.346.1400. To access information online, visit us at www.solution-soft.com.

Manfred Zillinger, CEO of ICS says: "Thanks to Time Machine, we were able to lower by threefold the number of servers we would have needed for the project."

The typical time zone problem: 1 environment is needed for each time zone.

The Time Machine solution: 1 unique environment with 1 virtual clock per time zone.

Now ICS Information Systems has a scalable environment that allows them to grow and add a virtual time for any new customer in a new time zone. Indeed a single Time Machine license can create up to 20,000 virtual clocks.

CS218_20160503_v.1_2