



# Solution-Soft's Time Machine<sup>®</sup> Enables Nationwide Rollout of Progress ERP Solution for leading Australian Environmental Services Company

**“With Time Machine, our applications can manage our customers’ entire business.”**

- John Hardwick,  
Systems Engineer  
at IMAGO

## 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. IDO solutions facilitate application deployment, automated data compression, secured data transfer and migration that optimize cost, availability, scalability, and performance. The flag-ship Time Machine product is a proven solution for enterprises to ensure mission critical applications such as ERP and CRM are delivered on-time and within budget. Solution-Soft works closely with top-tiered consultant partners around the world in all industry 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 at +1.408.346.1424, or toll-free at +1.888.884.7337.

For general information, call +1.408.346.1400. To access information online, visit us at [www.solution-soft.com](http://www.solution-soft.com).

## About IMAGO ASP Systems, Inc.

In August 1998, The Green Company, Inc. deployed a Terminal Server/MetaFrame™ network to replace an existing UNIX network. This deployment included remote access, allowing employees to access their desktop from any client, *anywhere, anytime*.

After using this network, the owner of The Green Company wondered why other small businesses in the same business park couldn't "share" his network and software, reducing total cost of ownership for everyone. Slowly, this idea began to take form, and IMAGO was born.

IMAGO ASP Systems, Inc. is an Application Services Provider (ASP) providing high-quality content software applications to small office/home office users, small business and enterprise users. They have deployed a full service ASP network nationwide, and currently have two data centers in Kansas City and Phoenix. Plans are underway for a third data center in Nashville and a fourth in Pittsburgh. IMAGO provides services to business users in North America, Europe and Australia and offers a wide variety of services including application hosting, eCommerce, email (eCommunications), ERP, CRM, Network Outsourcing, Application and Desktop Hosting.

## The Multiple Time Zone Issue

In Server Based Computing environments, applications that require the system time will get only the time of the server, regardless of the location of the user. This means that users in other time zones will have the wrong timestamp on the applications that they are using. Typical solutions to the multiple time zone issue have included adding an expensive server for each time zone supported, or attempting to create their own time zone software management packages. This is another costly endeavor requiring many person-months of software design, development and debugging.

## IMAGO ASP Systems' Challenge

Since IMAGO's inception, the local terminal server connection for users was set to either a specific time zone for that user, or the servers were set to Greenwich Mean Time. This caused problems with office management software packages that were responsible for appointment scheduling as well as the integration of databases that used time/date to remain in sync with external sources. The only other option IMAGO considered was creating a farm of servers, one in each of their 8 time zones.

## Time Machine Solution

With Time Machine, IMAGO provides its clients with consistent time no matter where their domestic or overseas connection is. This consistency allows for an accurate time whether the application is launched from IMAGO's systems or from the client's local machine. Applications such as email programs, scheduling software and server processes are provided with local time while logged into a remote server in another time zone. Time Machine allows applications that use time as a method of synchronization in database integrity to remain in-sync across the country and internationally, without requiring database modifications. John Hardwick, Systems Engineer at IMAGO said, "With Time Machine, our applications can manage our customers' entire business."