

# U.S. Filter/Wallace & Tiernan

U.S. Filter/Wallace & Tiernan Saves \$15,000 a Month with Persona

U.S. Filter/Wallace & Tiernan needed an extranet host-access solution to eliminate the costs of physically linking its sister companies, telecommuters, and field personnel - whose platforms varied widely. "We needed software that would work easily and inexpensively on the Internet while allowing users to access our AS/400 business systems, independent of their platforms," said Henry Rodriguez, network developer for U.S. Filter/Wallace & Tiernan. "Persona Insight solved all of those problems and then some, and it saved us \$15,000 a month right from the start!"

## BACKGROUND

Wallace & Tiernan (W&T) is one of the world's leading suppliers of chemical feed equipment used in the treatment and disinfection of water. The firm is a subsidiary of U.S. Filter, the leading global provider of wastewater treatment systems, products and services. Based in New Jersey, W&T's AS/400 network is routinely accessed by a remote team of engineers, field sales personnel, and U.S. Filter affiliates worldwide.

## CHALLENGES

Although W&T had hard-wired a connection to its remote engineers, linking every site that way was too expensive, and that didn't address the needs of field employees. "We also wanted to improve our ability to work with sister companies, since joint efforts generally cut our costs, so we had to make our data accessible without dictating what platforms they could use."

Because Internet security standards had reached a reliable level of maturity, Rodriguez believed an extranet solution would eliminate the problems of connecting these users. However, host data had to be accessible regardless of the client platform, and Rodriguez preferred a Java-capable solution. "We liked the Java concept because it's platform-independent, it's fast, and it doesn't require administration on the client device. As such, it accommodates all users who have Web browsers - even those with older PCs," he said.

## SOLUTIONS AND BENEFITS



After evaluating a Telnet-based solution - which proved far too insecure - and several terminal emulation packages, the company selected Persona. "Persona was the most cost-effective Java-capable solution we could find, and its flexibility allowed us to change the TCP/IP ports and use our firewall for the utmost security," Rodriguez said.

The Persona web-to-host connectivity product line offers centralised management and cost-effective web access to host applications. A cross-platform solution, Persona products can simplify administration and reduce computing costs while providing secure, easy-to-install, and intuitive remote access.

"We rolled out Persona and quickly showed our users how to get host access. The solution meets our needs exactly, and our experience with technical support has been terrific - they answered our question in less than half an hour," Rodriguez said. "Plus, since Persona eliminated the need for a hard connection to the remote engineers, we immediately realised savings of \$15,000 every month." Using Persona, W&T created an efficient extranet for its distributors. "Without requiring additional software investments, Persona enables our distributors to securely check the status of their orders whenever they want from their Web browsers, which they truly appreciate!"

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