



CASE STUDY

Truserv Lowers Annual Attachmate EXTRA!® Maintenance with Zephyr Subscription License; Updates Key API Solution

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Truserv Lowers Annual Attachmate EXTRA!® Maintenance with Zephyr Subscription License; Updates Key API Solution.

The history of Truserv begins with John Cotter. Truserv founder John Cotter worked in a retail store beginning at age 12 and built his experience over the next 32 years before creating Cotter & Company.

He established the hardware co-op in 1948 with 25 retail members. In 1997, Servistar/Coast to Coast merged with Cotter & Company to form True Value Company.

By the beginning of the 21st Century, TruServ had reached more than 6,500 members and achieved more than \$2 billion in sales. Today, they are a family of approximately 6,200-plus stores in 54 countries, 12 regional distribution centers and 3,000 associates.

In searching for ways to lower annual operational costs, Truserv evaluated a list of 3270 clients as an alternative to their Attachmate EXTRA!® host access software and the annual maintenance required to support the application.

Leveraging the experience of a large number of their 3270 users, a comprehensive trial was conducted and Zephyr's PASSPORT was chosen as the best alternative.

Like many mainframe accounts, Truserv also had business processes with terminal emulation that stood as an obstacle to transitioning to a new solution.

For Truserv, that translated into a desire to continue using Microsoft Access, terminal emulation and macros to update its mainframe-based catalog of over 65,000 products.

The Challenge

Truserv maintains multiple Microsoft Access databases, each storing tables of critical information that relate to the 3270 catalog application, including screen ID number (3270 screen), name of input field, row and column location of the field, item number, short and long description of each item, etc.

At least 1-2 times annually, vendors electronically submit new or revised product (item) descriptions, which are imported into the Microsoft Access database.

Using scripts, Microsoft Access launches the emulator, opens a 3270 session, navigates through the host application, and, using screen recognition, locates the desired 3270 screens (each table contains multiple 3270 screens and multiple items to update on each 3270 screen).

Once the appropriate 3270 screen is located, the script locates the correct input field via an identification number, row and column location, etc., and updates either or both the short and long description of the item. The entire process is automated with Visual Basic macros.

The Solution

Using Zephyr's development services, the source code of the key business process was preserved and PASSPORT was easily instituted as an alternative to the Microsoft/Attachmate solution.

Additionally, an enterprise-wide subscription license for the PASSPORT software provided the savings that Truserv desired for host access.

About Trusev

For more information on Trusev, it's family of companies and its services, visit www.trusev.com.

About PASSPORT PC to Host

PASSPORT PC to Host® features a suite of advanced TN3270E, TN5250E, VT, SCO ANSI and Wyse terminal emulation clients and FTP file transfer for Microsoft Windows. With HLLAPI, Object API, SSL/SSH security, Visual Basic Scripting and more, PASSPORT represents a comprehensive host access solution.

3270 is our Business

Zephyr specializes in 3270 communication, whether from a Windows 7 desktop, XP, Windows 2008 Server, a standard web server or virtual server. If you seek IETF standard TN3270E solutions for Microsoft Windows, Zephyr is the number one supplier to consider.

Founded in 1985, Zephyr is an employee owned company that is debt-free and consistently profitable. The large majority of our revenue recurs annually and the company maintains an

almost 100% renewal rate of its products and services. Zephyr maintains offices and distributors in the U.S., UK, Germany, South Africa and throughout Latin America.

Our Client List is Impressive

Our client portfolio includes large U.S. banks such as Bank of America Merrill Lynch, Comerica, U.S. Bank and Wachovia, as well as large U.S. insurance companies such as Liberty Mutual, Nationwide Insurance and Progressive. To view a complete list of Zephyr clients, please visit our web site at www.zephyrcorp.com.

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Zephyr excels at connecting Microsoft Windows desktops and servers to IBM mainframe, AS/400 and UNIX host applications. Whether using our PASSPORT terminal emulation for Windows 7 or the PASSPORT host integration client or server for legacy integration, Zephyr helps organizations lower host access costs through secure, standard TN3270E, TN5250E, VT, SCO ANSI, Wyse 60 and FTP solutions.

Our impressive client list features many notable U.S. and international organizations, including Banco BPI (Portugal), Bank of America Merrill Lynch, Comerica Bank, First National Bank (South Africa), Huntington Bank, Landesbank Baden-Württemberg (Germany), Liberty Mutual, Nationwide Insurance, Progressive Insurance, Otis Elevator, Saks Fifth Avenue, State of California, Wachovia and Wyndham Vacation Ownership.

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