

THOSE SUPPORT

People

Volume 7, Issue 3

Software Contract Hanky-Panky?

by Terry H. Floyd

Negotiating Means Reading and Understanding Contracts

A topic of discussion at the CIG SUPPORT session at this year's CAMUS Conference, held in March in San Diego, was the high cost of upgrading hardware due to CA's prices for the MANMAN™ application software. Although some of the attendees felt constrained by clauses in their contracts (which apparently disallow discussion of details of the contract), others had not signed the contracts and openly talked about the issue. The high price of MANMAN™ software also came under attack in the invitation-only Town Hall meeting, attended by CA and CAMUS leadership. That discussion focused on the possible reasons for the lack of new buyers of MANMAN™, among them being the high price and lack of marketing effort, not the upgrade problem.

In the most recent quarterly issue of *Those Support People* (Winter, 2001), I talked about the high cost of HPe3000 upgrades. Most of the cost may be in software, unrelated to the HP platform's operating system or the actual hardware itself. I was talking about the applications themselves, i.e. MANMAN™. I think that HP and other
(See *Hanky-Panky*, page 4)



Spring, 2001

IFS Growing While Others Stagnate

As predicted a year ago in this newsletter, Industrial and Financial Systems' component-based ERP/ERM software solutions are quietly approaching Tier-One status, helped by a blurring of the lines between Tiers One and Two. Several MANMAN™ sites have now selected IFS and are beginning their conversions. tSGi's new sister company, ENTSGO, INC., expects to provide detailed success stories in the next several issues.

The success of the IFS Applications™ is truly phenomenal. In the face of economic problems all across North America, IFS license sales continue to grow at

(See *IFS Growing*, page 5)

Trusted Advisor

An Elegant Solution for the CA High-Priced Blues

If you are one of the companies suffering under the weight of the decision to pay CA and upgrade your CPU to a nice new shiny HPe3000, here's a way out. Get our quote, buy the new HP system and keep your old 9x7 as an "application server". Using software we provide from Quest, you can run everything except MANMAN™ itself on the new system (for instance, a Tier 1, A Class HPe3000).

Your new system will have a fast, PCI-based Raid disc array with the MANMAN™ databases but they will be accessed via high-speed FDDI from programs running on the old CPU.

This method gives you the ability to continue to

(See *Trusted Advisor*, page 7)

From Shaggy's Desk

I'm Back! I have been working from the desk at my home office since the first of April. For those of you who are keeping up with My Dance With Cancer, I'm back on the dance floor. The breast cancer has spread through my lymphatic system to my skin and now they call it Inflammatory Breast Cancer. I have just completed eight weeks of daily radiation treatments and I got the coolest plaque and Achievement Award from my Doctor. It says: "Courage is being scared to death but saddling up anyway"–John Wayne. I will start more chemotherapy treatments in a couple of weeks. No problem, I'm working my way through this. I have had a chance to talk to a lot of you and hope to get in touch with everyone in the next couple of months. It is so great to be able to work again and have a chance to talk to all of my friends and customers!

While I was away, a lot of new products were introduced that I want to tell you about. If you are staying on MANMAN™, we have the best product on the market for you to look at: XactMan™. XactMan™ incorporates the latest PC and Web technology through Xact/Client™ and Xact/Web™ to create a comprehensive state-of-the-art product enabling MANMAN™ users to compete in the global economy. Ali Saadat and his R&D team have really been working hard to address the requests of users and make new enhancements to his XactMan™ products. If you went to the CAMUS Conference in San Diego this year I hope you stopped by the tSGi Booth or the Quantum Software Booth and saw a demo of it.

Xact/Client™ is a Client/Server product designed to create a friendly and easy to use transaction-processing environment for employees, distributors and agents. And Xact/Web™ is the complete e-solution for MANMAN™. A sophisticated and customizable security system provides security and data access at the item level for outsiders to access data via a Web server. Xact/Web™ currently contains B2C solutions for MANMAN™ (the B2B solution is in development now, and will be available in late 2001).

Additionally, XactMan™ provides XML access to MANMAN™, which allows programmers to develop their own applications. Other Web products, such as Return Material Authorization (RMA), Request For a Quote (RFQ), and Purchase Requisition System (RQS) pull the world of HP and MANMAN™ into the new millennium. The 4.2 release should be out of beta testing and ready for general release by the time you read this. Some of the new features are:

Xact/Client™

- Drill-down search tree
- Context sensitive popup menus in tree
- Color-coded links to related data
- XML export option in all grids
- New Manufacturing MA commands (including Repetitive)
- Improved implementation of Requisition System security
- Approval dollar amounts in Requisition System

Xact/Web™

- New menu look and feel
- Added database support for MS SQL and MySQL
- Ability to modify Profile
- Shopping cart accepts Credit Cards
- Shopping cart-compatible with Netscape and Explorer 4.0 and higher
- Field level security on full Web Order Entry
- RMA approval system

We are proud of our new, closer relationship with our long-term partner, Quantum Software. In our new role, we are alpha testers and are having much more impact on QSC's products, especially XactMan™.

Ron Bosley of Lear Romec, one of our beta testers, said, "I found the new version much easier to install. The instructions were clearly written and easy to follow. Quantum's phone support was responsive and helpful. It was no problem to install, configure, and I have this package running. The product is intuitive and extremely easy to use. Users can be up and using XactMan™ in a very short period of time."



Ken Walsh, Senior Systems Analyst from the Micro Motion Division of Emerson Process Management and another beta tester, said, "There are financial justifications which can be made in terms of reducing concurrent-user charges, or even user productivity increases (and both are valid), but none of that compares to seeing MANMAN™ users actually get *excited* when they see a true GUI version of those dull drab screens that they have been working with forever! This is more than cosmetics — I have seen one of our most vocal critics of the system begging to be part of the test group for her function. The users are quick to appreciate how easy it is to drill up or down through data and return to their starting point without all of the navigation which the 'old' way entails."

Quantum Software's new CEO, Julie Brisker-Haymon, said in a recent interview, "It's about time. CA-MANMAN™ users have been begging for Web connectivity and state-of-the-art upgrades that would allow their enterprise to be fully Web functional. We are delivering it today." We at tSGi think a key differentiator between XactMan™ and the hundreds of other "Web-enablers" is the direct access to MANMAN™ data. There's no need to synchronize with a system that has its own tables (both static and dynamic). In other words, there's no uploading and downloading through flat-file interfaces.

And don't forget about the other products from Quantum that I have discussed with you in the past: IDT/3000 and ITS (IMAGE to SQL). IDT/3000 InterDatabase Transfer is a parts-requisition and distribution-management system enabling part transactions between databases. ITS/3000 creates an SQL database and generates the data extract for loading your MANMAN™ IMAGE data into the relational database. I will be glad to send you more information about these products, or send you a CD demo, or we can show a demo over the Web if you prefer.

Summit Systems' David Byrns is at it again. This time he has come out with a new Report Viewing System for MANMAN™ that allows users to view and manipulate the reports they have created on the system, online and without intervention from the IT department.

Report Viewing System provides a command (UT,966) that is available within MG, OM, AP, and GL. The command immediately displays the user's reports, which are residing on the spooler. The user may view and manipulate the spooled reports or a report residing in a disk file. The report viewer contains the following features:

- Converts the report into an online display arrangement
- Automatically switches to 132 column display and back to 80 column when finished
- Scrolls through the report, or directly accesses by page number
- Searches through the report using string search capability
- Prints all or selected pages of the report to an HP3000 printer or your Local PC printer
- Downloads the report to your PC or to Sheetmate (which we also sell)

Users may also manipulate their spoolfiles: change priority, move to another printer, kill, delete, hold, etc. or restart the spooler of a printer. (MPE and application security prohibit users from viewing and manipulating spoolfiles other than their own). David has several other new enhancements he has been working on, like his Part Deletion System and Routing Analysis System. I would be happy to send you information or arrange for you to receive a demo of any of the Summit Systems Products.

There is a separate article about tSGi's partnership with SupplyPoint in this newsletter with more information on their product, so be sure and read more about it. They have "Webinars" every Thursday and Friday at 11:00 Pacific Time, so if you are interested in learning more, contact me and I will get you an invitation to the Webinar.

Finally, let me remind y'all that tSGi provides a MANMAN™ Usage and Needs Assessment service to help you evaluate your effectiveness using your core MRP/ERP software for a fixed fee of \$5,000 + expenses. Only our very highest-level consultants are assigned to your MANMAN™ Usage Analysis project. If you are interested, please contact us so we can schedule an onsite evaluation and recommendations report. And did you know that we now sell MANMAN™/VAX support?

Well, guess I'd better saddle up. I hope to talk to you soon. Bye y'all, see you next issue. I'm dancing on.



Hanky-Panky

(Continued from page 1)

vendors should be dismayed that their upgrades are being postponed because of the high prices set by some vendors like CA. Here's a quote from the last issue:

"I think that software providers are entitled to a reasonable fee for upgrades, even airware upgrades. But, I think it should be more money if a new version has to be installed than if the vendor has to dial in and "activate" the old version for the new serial number. I'm somewhat dubious of the amount of value added if there is no activity required of the software vendor other than to send an invoice and update its files about their customer's new CPU number. Yet, even that small amount of activity, coupled with ownership of the product, deserves reasonable remuneration."

Perhaps I should have added the time it takes to create the proposal and negotiate the terms since that's probably the largest amount of effort expended by CA in several of our customer's recent cases. Here's a typical situation which might apply: a company bought Release 7.0 of MANMAN™ in 1989 and has a "perpetual right to use" it on a particular CPU. They still use MANMAN™ on the original CPU they bought in 1989 (HP makes these things so well!). If the company wants to upgrade to a new A Class HPe3000, which costs in the neighborhood of \$80,000 (less than they paid for their original CPU), CA wants "hundreds of thousands of dollars" to move the MANMAN™ license to the new system. It's an airware upgrade; the company will move the 7.0 Release of MANMAN™ to the new machine and it will work, unmodified. CA does nothing. Do you think this is the "reasonable remuneration" that I was discussing in last issue's article?

The purpose of this article is to alert you, our customers, to possible contract changes and some issues to examine closely. There could be contract clauses that might prohibit our customers from using our services. To avoid situations like these, you must review your contract to make your own determination for your particular case.

Let's look at another hypothetical example. A similar company also bought MANMAN™ Release 7.0 in 1989, but in 1996 they upgraded to a new HP3000 system and signed CA's then-applicable software license contract. The new contract had clauses about replacing all prior agreements and something about usage and maintenance support, and also forced the user to upgrade from Release 7.0 to Release 9.x. When they decided to go off of maintenance support after their three-year contract expired in 1999, the company was told they could not, because the new contract was no longer a "perpetual right to use" and required continuous payments for maintenance support forever (or as long as they used MANMAN™, whichever came first). Oh, and by the way, the annual maintenance support cost could double unless a new five-year contract is signed.

Legal contracts can be tricky. My Webster's has several definitions of the word "trick" — one is "an act of jugglery" and another is "a deception." There's a big

(Continued next page)

Contract issues to review in detail:

- ✓ The word "usage" in conjunction with maintenance support (may mean that you must stay on support from now on)
- ✓ A clause that limits who may work on your FORTRAN source code
- ✓ A clause making it impossible to discuss the details of your contract with outside advisors
- ✓ Clauses that take away your perpetual license for MANMAN™
- ✓ A clause that negates or voids prior agreements
- ✓ Clauses that force you to upgrade to a new release
- ✓ Wording that disallows disclosure of benchmarking results
- ✓ Anything that was not covered by your original ASK contract

(Continued from previous page)

difference in those definitions as applied to a CA software-licensing contract. Anyone who knows what the Latin phrase *Caveat Emptor* means is able to read the contract and ask questions about the intent, but does the new CA salesman really have enough experience to explain every word to you? Does the insertion of the one word “usage” into the maintenance contract clause ring bells inside your lawyer’s head? Or did you just sign it without asking any questions at all? Beware, you buyers, beware!

I’ve heard about some companies who accepted and others who rejected CA’s offers to buy back their perpetual rights to use MANMAN™, either on a particular CPU tier (i.e., not tied to a particular CPU serial number) or on a user-count basis, which their prior contract with ASK Computer Systems, Inc. had allowed. The prices ranged from \$300,000 to \$500,000. Some of these companies did not know about their problems until they tried to upgrade hardware or cancel their CA support contract. Perhaps these companies did not notice the addition of the one word “usage” into their maintenance clauses. Are there any significant differences between the new contract and the prior one other than that it is just user-based instead of CPU or tier-based? It depends on whether you consider \$500,000 significant, I guess.

It is difficult for software companies to remain profitable when their products’ sales are not growing. Microsoft’s new commercial “subscription” model is an example of a change that reflects this need to react to stagnation. Within a few years, Microsoft expects half the people on earth to pay them monthly forever and ever. Just as Linux is growing in popularity mainly as a hedge against being trapped by Microsoft, I think that companies will be leaving MANMAN™ because they feel the same pressures and constraints. Alternatives always exist in a free-market economy.

If you are paying “normal” annual maintenance and support fees, you are re-buying the entire system every five to seven years anyway. For this kind of money, you’d expect some significant improvements

and superior support. From CA’s perspective of “the highest price the market will bear,” a price of \$1000 per user per year may be considered “reasonable.” Ask yourself how the enhancements and service you now receive compare to the cost of IFS or PeopleSoft. What do you think is a reasonable price for your core ERP system per user per year? ❖

the Support Group, inc. is raising rates for our outstanding consultants and programmers. As skilled resources with MANMAN™ expertise continue to dwindle, we have succumbed to the standard American model of supply and demand by increasing our daily fees for various consulting and programming services. We’ll phase this in over the next few months, so if you have a project in the works with us already, you are protected.

IFS Growing

(Continued from page 1)

a healthy pace. IFS Applications™ are as deep as MANMAN™ and much broader. The number of enhancements from release to release is almost unbelievable. The component-based software, designed with Rational Software’s Rose/UML products, has more than doubled its already robust functionality in the three years we have been working with it. Literally thousands of new software components have been added in that short time.

A list of recent new IFS customers is impressive, particularly the global companies who have selected IFS for their worldwide support and localization capabilities. IFS made some key decisions back in the 1980’s and 1990’s that made it unique in this market. Multi-currency and multi-language capabilities were designed in from the beginning. *Life-cycle support of modifications from release to release was a fundamental assumption.* Although now available with IBM’s DB2 database, the focus on Oracle as the only database for the first 15 years was a key to their ability to do rapid development.

IFS has been using its Business Modeler™ to describe the procedural use of its applications for longer than most software companies. The ease of customization of these diagrammed processes has made it possible for IFS Applications™ users to expedite the learning curve of new users and fit the

(Continued next page)



the Support Group, inc. named “Marketing Partner” for SupplyPoint

SupplyPoint is an innovative SCM suite of “out-of-the-box” software applications that improves the ability of an organization utilizing large enterprise systems (like MANMAN™) to fill orders, better collaborate with customers, suppliers and business partners, and to proactively manage any surprises that may arise in the supply chain. SupplyPoint’s predictive technology enables users to look into the future and see problems that will impact order fulfillment, giving them the time needed to solve problems.

SupplyPoint provides a Web-centric application allowing authorized users access to personalized, point-of-need information. The application automates the synchronization of order execution data regardless of the number of factories, product/package-types or languages, whether from single or multiple Enterprise Resource Planning (ERP) systems. This enables users to view integrated order and fulfillment status data, as well as to predict actionable events.

Significant operational improvements are realized throughout the extended enterprise through SupplyPoint’s synchronization of critical information within the order-to-ship cycle. Manufacturers can receive information in a predictive environment (i.e. critical shortages that could delay the shipment of an important order before they would occur), to reduce cycle time and defer unneeded inventory. By minimizing cycle time, a typical domino effect occurs. Throughput is improved, freeing up capacity and improving cash flow.

SupplyPoint offers an out-of-the-box application solution that provides predictive visibility into Build-to-Order and/or Build-to-Stock Manufacturing environments. SupplyPoint extracts, synchronizes, and enhances criti-

cal data from MANMAN™ in one or more factory locations and delivers that information via the Web on a 24X7 basis. Pre-defined business application modules (Production, Material, Customer Service, Sales and Finance) provide analytical insight, notification and predictability. Key components of this information are provided beyond the four-walls to customers, suppliers, and partners.

SupplyPoint President, Bryan Becker, said, “We are pleased to join as a Partner with tSGi as they are a unique provider of products and services that address the needs of the enterprise systems users with regard to placing timely, relevant information on the desktop of users who need it. The SupplyPoint application solution and the Support Group’s people are an unbeatable combination.”

(Continued from previous page)

necessary training to their own company.

IFS Applications™ are the perfect replacement for MANMAN™ for many reasons. High on the list for MANMAN™ users might be the user-based “perpetual use” contracts; but more importantly, the functionality is almost an ideal fit. Anyone seriously interested in exploring systems that use up-to-date technology and that go beyond MANMAN™ in both functionality and ease-of-use should consider IFS Applications™.

tSGi and our sister affiliate, ENTSGO, INC. (we share the same office space), have prepared an analysis of the differences between IFS Applications™ and MANMAN™. One of the big surprises for those who have read it is the functionality MANMAN™ possesses. Some of the people who have read it have said, “I didn’t know MANMAN™ could do that!” But, for each functional area described for MANMAN™, we had to say “IFS does all of that plus this much more.”

So, if you are concerned by the issues raised in this and other articles in this issue, remember there is a great alternative. It is from IFS, a company that is much more like the old ASK Computer Systems, Inc. than the current owners of MANMAN™. IFS is a company that believes in dramatic enhancements and heavy R&D investment to improve its products, and has the track record to prove it. ♦



Trusted Advisor

(Continued from page 1)

run your users on the original MANMAN™ CPU-based software license and still take advantage of all the hardware performance improvements and the newest Java and Web-enabling technology of MPE/iX 7.0 and beyond. And any non-CA programs you use to access MANMAN™, like Summit Systems' standalones or our highly recommended Quantum Software's XactMan™ Client/Server or browser-accessible front end, can run on this new system too. A large percentage of your processing will happen on the new A Class system, freeing up your old CPU to just run MANMAN™ code.

Your old 9x7 only needs one "system disc", LAN connections for your users, and a fat pipe (fortunately FDDI is available for 9x7's) to the new HP system. You'll only need software licenses for everything other than MANMAN™ on the new system, not the old one; things like COGNOS, ADAGER, and other system stuff won't even reside on the old 9x7. There's nothing to back up, because nothing on that old system disc drive ever changes; it is essentially read-only because it only has the MANMAN™ object executables.

Using this approach, you have eliminated most of the points of failure on the old system. It's now just a CPU with memory, a disc drive, and some IO cards; no DTCs, no serial printer connections, and fewer discs (which cause most of the problems anyway). If the old system does die and you're hundreds of miles from your third-party hardware sup-

Undocumented procedures are like ripples radiating outward from a point of impact, diminishing until they're completely ineffective. It has been said that, "Good is the enemy of great." What starts with good intentions disappears if not reinforced. Keep those procedures up to date as your business processes evolve. A software tool such as IFS' Business Modeler™ not only makes updates easier, but also turns procedures into living documents accessible from within the applications themselves.

You could lose one of your key MPE employees at any time. Call the Support Group, inc. at 1-800-798-9862 to provide support and coverage for your users while you locate a replacement.

port vendor, there are some nice features to this design: (1) you can probably plug in the boards or move the cable for the disc yourself and, (2) your other system is still accessible so you can continue to run your Quiz and other data extraction subsystems. If you have a third party package like Quantum's XactMan™, you can still enter PO's, Requisitions, Quotes, and Sales Orders (and Maintain Parts/Products and Customers). Using the Web-enabled version of XactMan™ with the shopping cart feature, your online customers and agents can still interact with your MANMAN™ databases, even if your old 9x7 is down!

This is what is touted as n-tier technology in the industry. It utilizes an application server (MANMAN™ on your old 9x7 platform), a database server (your new A or N Class HPe3000 platform), and, if you include XactMan™'s Web version, another application server (Windows 2000 or NT/Intel platform). Did you realize what a modern system you have? But, your ability to do this may depend on your particular contract, so it's up to you to determine what's possible in your own case.

Another Possible Solution

If you signed a new contract when you went to Release 10.x or 11.x, does that mean your old contract is null and void? What if you convert backwards from Release 11.x to Release 9.6? You've still got the whole thing on backups and you have a contract that you signed long ago for the exact version that's on that old 1992 tape. But what about that clause in your new CA license contract agreement that says all prior contracts are null and void? Is that really enforceable in this particular context? Does it only apply to the new version? Only you and your counselors can determine the answer to that. ❖



XactMan!

tSGI!
 Group, Inc.
 341270 X
 Austin, TX
 734-0022



We Sell Our Partners' Products

ADAGER—

The Adapter/Manager for IMAGE/SQL
 Databases
 Model 1—Daily Maintenance
 Model 2—The Full Power

ALDON—

Harmonizer—Source Code Comparitor
 S/Compare

BLANKET SOLUTIONS—

EDiX/3000™—EDI Subsystem for MANMAN™
 LSR—Labor Summary Report

FUTURION—

Forecasting Front End

HILLARY SOFTWARE—

SHEETMATE—Data Management tool
 NIGHTWATCH—Fail-safe Event Notification
 System
 byREQUEST—Electronic Reports Distribution

HEWLETT PACKARD—

HPe3000
 HP9000
 Net Servers

IFS:INDUSTRIAL AND FINANCIAL SYSTEMS—

A full line of Client/Server ERP solutions
 PDM and Configurator, CRM and SFA
 Financials and Manufacturing
 Maintenance and Assets Management
 ERPApplications 2001™

McCONNELL CHASE SOFTWARE WORKS—

FD 5.0—Forecasting for Demand
 FD 6.0—Web-enabled Forecasting

O'PIN SYSTEMS—

Reveal/PC—Report Viewer for PC
 Reveal/3000—Report Address &
 Distribution Solution
 Reveal/CS—Report Distribution Solution

QUANTUM SOFTWARE—

XactMan™—New Web or C/S Front End
 RMS/3000—Routing Remarks and Process
 Sheets
 IDT/3000—Multi-Plant Transactions that
 replace Dataport™ functions
 ITS/3000—IMAGE to SQLConversion Utility

QUEST SOFTWARE—

Systems and Performance

ROBELLE—

Supertool—Database Handyman

ROC SOFTWARE—

BackPack™ and more

STR SOFTWARE—

FAX/3000—Application Faxing

SUMMIT SYSTEMS—

Vendor Performance Measurement System
 Usage and Transaction Tracking System
 Credit and Collection Manager for OMAR™
 Multi-Level Component Availability
 Production and Variance Report Writer
 MRP Pegging System
 Streamlined Cash Receipts System
 Transaction Log Toolbox
 Routing Analysis System
 Report Viewing System
 And Much More!

SUPPLYPOINT—

SCM on the Web for MANMAN™

TELAMON—

Asynch/Bi-synch Connectivity Solutions for
 the HPe3000

TRINARY—

EDI Windows™

VEISOFT—

MPEX
 Security/3000
 VEAudit



Products and trade names mentioned may be trademarks or registered trademarks of their respective companies. ASK™, MANMAN™, Dataport™ and OMAR™ are registered trademarks of Computer Associates International, Inc. OpenView is a trademark of Hewlett Packard. Microsoft Windows is a trademark of Microsoft Corporation. UNIX is a registered trademark of The Open Group.