

# MIS WEEK

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TWO DOLLARS



Joe Van Beek at Southern California Edison said the firm developed an expert system to evaluate end-users' PC configurations (story, page 20).

## Warner-Lambert speeds LAN repair

By EMILY LEINFUSS

MORRIS PLAINS, N.J.—When the local area network for Warner-Lambert Co.'s distribution center group went down, and none of the user support professionals were physically in the complex, a PC support person in Virginia was able to dial in and repair the problem.

What allowed him to get the LAN back up from a remote location was a remote network access product, Novell Inc.'s NetWare Access Server, said Keith Fletcher, a systems programmer and network administrator who

lead the beta test of Access Server at Warner-Lambert's world headquarters in Morris Plains, N.J.

According to Fletcher, the remote access server — with only two of the eventual eight phone lines installed — has answered a number of his group's needs in terms of remote LAN support. "We have a lot of people whose primary work is on the computer, and on the occasions when they are not in the

SEE WARNER ON PAGE 17

## D&B picks up MSA

*Choices will have to be made in competing product lines*

By MICHAEL PUTTRE and BILL DOOLEY

NEW YORK—Dun & Bradstreet Corp. (D&B) will create a \$425 million company commanding 70 to 75 percent of the mainframe finance and accounting software market as it merges its McCormack & Dodge (M&D) operations with Management Science America Inc. (MSA).

D&B intends to acquire Atlanta-based MSA for \$333 million in cash and combine it with its subsidiary, Natick, Mass.-based M&D, in a new entity: Dun & Bradstreet Software Services.

The new powerhouse will be a head-on competitor with takeover specialist Computer Associates International Inc. (CA), Garden City, N.Y., which has

vaulted to its position as a billion-dollar-a-year company through purchases of Applied Data Research and Cullinet Software Inc. over the last two years.

CA made an unsuccessful bid for MSA last year.

The race to make acquisitions illustrates what is becoming standard operating procedure in the mainframe software arena: With that market expected to grow by a modest 11 percent a year, companies are finding that mergers and acquisitions are the best way to increase market share quickly.

In one motion, D&B has nearly tripled the size of its software operation and chal-

lenged CA's supremacy.

And D&B may not yet be satisfied. McCormack & Dodge President Frank Dodge declined any comment on reports that M&D was in the process of acquiring CODA, a British software firm that manufactures financial software for both the DEC and IBM AS/400 environments. One intriguing aspect of the purchase is that IBM Corp., which had purchased a 5 percent stake in MSA in May, will also sell its shares to D&B. IBM made the investment as part of a string of positions that it took in software companies in which it was spurring product

SEE D&amp;B ON PAGE 8

## Infonet to offer international X.400, EDI services

By JEANNE HIDA

NEW YORK—A value-added network provider is about to announce services that will simplify messaging for international users.

Infonet, based in El Segundo, Calif., and France Telecom, based in Paris, plan to announce in January an electronic messaging service that will link users in the United States and France. The service, based on

the international X.400 standard, will become available eventually in all of the 21 countries where Infonet has local access.

Next week, Infonet is expected to announce that electronic data interchange (EDI) services also will be offered by its business partners — telephone companies in Europe, Asia and Australia. X.400 is an interna-

tional standard for many kinds of messaging, and EDI — the transmittal of common business documents — is one form of message that can be transmitted over X.400.

The Infonet services will allow users in foreign countries to send electronic messages and EDI messages to each other and

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| I N S I D E  |  |  |
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| <b>USER SOLUTIONS</b><br><br>AN EXPERT SYSTEM IS HELPING TO RECONFIGURE THE THOUSANDS OF PCS INSTALLED AT SOUTHERN CALIFORNIA EDISON.<br><br>PAGE 20 | <b>NETWORKED SYSTEMS</b><br><br>HOW TO CONDUCT A SECURITY AUDIT OF YOUR OWN TO GAIN CONTROL OVER A VARIETY OF INFORMATION SYSTEMS PROBLEMS.<br><br>PAGE 25 | <b>MANAGEMENT</b><br><br>THE CONCEPT OF TRAINING MUST BE TRANSFORMED, AND SENIOR EXECUTIVES AND DEPARTMENTAL MANAGERS MUST BE INVOLVED.<br><br>PAGE 33 |
| <b>INDUSTRY</b><br><br>AT INFORMIX, PHIL WHITE, CEO, FOCUSES ON STRATEGY AND MAINTAINS COMPLETE CONTROL.<br><br>PAGE 36                              |  |  |

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office those with computers at home can dial in and either do their work or take care of emergencies as they arise," said Fletcher.

After user support physically moves into a bigger area in 1990, the Access Server will assist in coordinating shipping and distribution for the various divisions.

Linda Whitehead, an intermodal specialist at Warner-Lambert, said the remote access server will revolutionize her distribution duties.

Whitehead is responsible for tracking manufactured product from its origin to its destination. This involves coordinating transportation of container loads by ship, rail and truck. These containers come from various international sites and are shipped to one of Warner-Lambert's primary U.S. distribution centers.

Currently, the containers' progress is monitored in estimated standard lead times for door-to-door delivery. Once the container has been assigned to a vessel at the port of discharge, paper tracking begins. Whitehead is given preshipping notices from the ocean carrier, receiving and dispatch notices from the rail and overland carriers. She gets a final receiving notification from one of the distribution centers when the container arrives.

This movement is tracked almost solely by Whitehead, who uses a PC-based multiuser package developed in-house that replaces the paper trail. On a day-to-day basis, she enters the

progress of a container on her PC system, which acts as a point of reference regarding the exact location and ETA of all shipments. Production planning, inventory analysts and other departments that need to know when a shipment will arrive now must contact Whitehead for that information.

Stated Whitehead, "A remote access server makes it possible for Warner-Lambert people to look up this necessary information themselves, and the only reason that they would have to call me is if they were not satisfied with the information they saw."

Whitehead feels that a remote access server "will help with the coordination of shipments that need to be expedited and those for which the demand has fallen off and no longer need to be sent on a rush basis." It is also "a historical file of all this information," and can facilitate a distribution manager's annual budgeting reports.

However, the largest benefit is the coordination of information. "I can imagine that right now a receiving clerk at our distribution center has a board that is full of little notes regarding the status of various containers. Because (he or she) is receiving umpteenth containers, it is hard to remember each one and what its particular situation is," Whitehead said.

"With a remote access server, users can log on each day and go into the system and get all this information. You can ask it, 'For the period of December 1 through December 11,

what active containers do you show?' and there will be one report that tells you there are five active containers coming in today that are hot."

Right now, however, Whitehead is performing data entry and enhancing the database so that it will be more of a unilateral-type information system. When this enhanced system is installed early in 1990, it will provide other departments and distribution points with shipping information, and it will be very user-friendly to operate. According to Fletcher, access to these islands of data is one of the key features of the Access Server.

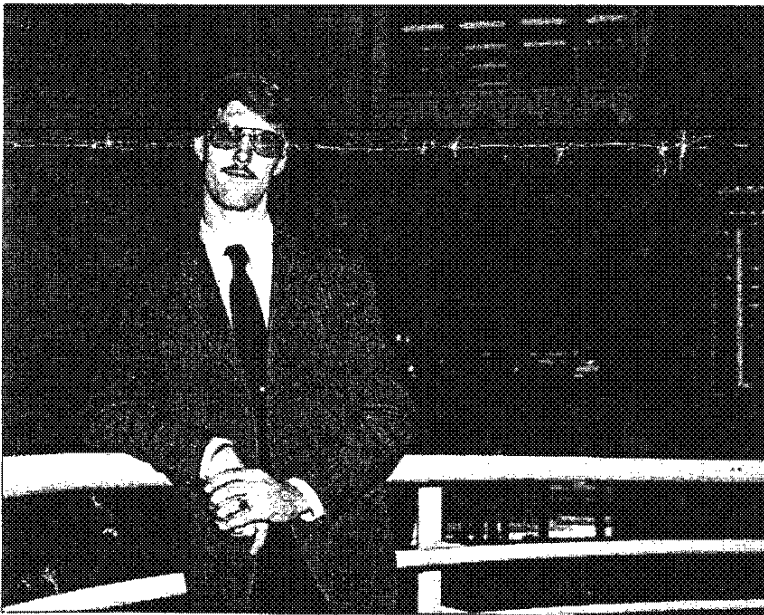
In addition, a companywide on-line "Address & Management Directory" is being developed. The directory will be primarily for the international locations. "We have experienced some difficulty with sending mail to the wrong people, due to changes in personnel assignments. Names and addresses can become outdated, because we don't hear from some countries that often and memos and letters don't get exchanged too frequently," Fletcher said.

With the remote access server in place, users will be able to dial into the LAN. And with a 3270 Gateway, Fletcher said, "Selected mainframe services can be made available to remote users once both the LAN and our mainframe MIS security procedures have been satisfied."

LAN server access to the mainframe will enhance the system. Fletcher said Warner-Lambert maintains a large number of databases on the mainframe, in Morris Plains, that some people need but don't have remote access to.

Fletcher said that Warner-Lambert's American Chicle (candy & gum) Group's Technical Sales Support Department is planning to install NetWare LANs in its sales offices and that it is investigating using this type of remote access server as well. "They are looking at trying to get access for the salesman out in the field to their LANs, and then access to the mainframe so they could have access to our distribution system. That is how they can tell if their product is available and if they can ship to the customer."

Although Warner-Lambert was a beta test site, Fletcher said he feels that the cost of the remote access server "would be minimal": about \$2,890 for the software and one board. "That is a reasonable cost," he said. "It gives you four lines coming in, and you have access to almost all the software out there."



Keith Fletcher and Linda Whitehead said the remote access server Warner-Lambert recently installed has sped up remote LAN repair and will revolutionize distribution.