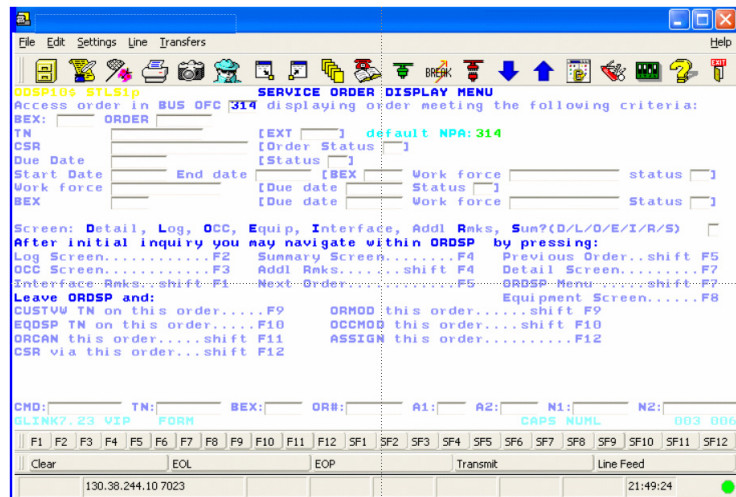


Legacy applications don't have to show their age



The partnership between Verizon and Bull had its origins in 1968 when Continental Telephone installed Honeywell medium-scale computers at Contel's headquarters in Omaha, Nebraska. This relationship has endured for almost forty years, as the computer industry evolved through several technological generations and as both companies evolved through various mergers to their current incarnations.

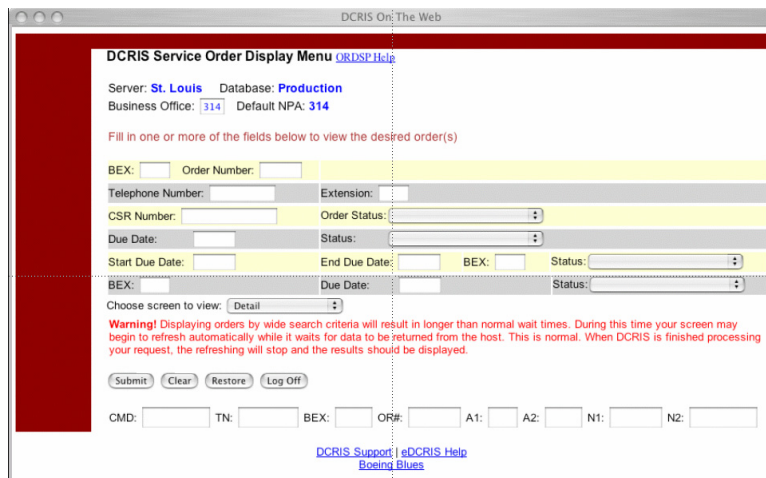
Among the applications implemented by Contel was the Distributed Customer Record Information System (DCRIS) for tracking telephone equipment, usage and service. DCRIS initially used a Bull GCOS 6 computer system for tracking the activity, and exported files to a Bull GCOS 8 system for preparation of customer bills. User access was via HDS 5 "dumb" terminals. To take advantage of evolving technology, DCRIS was subsequently upgraded to the GCOS 6 oriented HVX environment running under AIX on a Bull Escala system, and the "dumb" terminals were replaced by PCs running Glink.



In 1985, McDonnell-Douglas contracted with Contel to handle tracking and billing of their internal telecommunications assets, and three GCOS 6 systems were installed to run DCRIS at the aerospace company's facilities in Saint Louis. McDonnell-Douglas, which ultimately became part of Boeing, used DCRIS for scheduling the installation of new phone service, relocating phones within the St. Louis complex, making equipment or voice mail changes, disconnecting existing phones and tracking outstanding work orders. The original GCOS 6 systems were upgraded to the HVX environment on Escala in 1998.

New users require more intuitive interface

In 2003, Verizon and Boeing decided to expand use of DCRIS throughout the Boeing organization, including offices at various military bases. Since the end-users at these new locations had no prior experience with either DCRIS or Glink, Bull recommended employing Gweb to make DCRIS available via browser access, without the need to install Glink on each user's workstation. Gweb employs the same proven terminal emulator technology upon which Verizon and Boeing have relied for many years, and runs on the same AIX system as the DCRIS application. This enables Boeing personnel to access DCRIS through industry standard browsers already running on their personal computers. Verizon ordered a 200-session Gweb Professional Edition license and upgraded their 300-user Glink license to the Glink Professional Edition. They also licensed Glink for Java for use on the Mac OSX platform.



As reported by Mike Thibodeau, during his presentation at Bull's Summit 2005 customer conference in

The screenshot shows a web browser window titled "DCRIS On The Web". The main content area is titled "DCRIS Service Order Display Menu" with a link to "ORDSP Help". It displays server information: "Server: St. Louis", "Database: Production", "Business Office: 314", and "Default NPA: 314". A red instruction reads: "Fill in one or more of the fields below to view the desired order(s)". The form includes several input fields: "BEX:", "Order Number:", "Telephone Number:", "Extension:", "CSR Number:", "Order Status:" (with a dropdown arrow), "Due Date:", "Status:" (with a dropdown arrow), "Start Due Date:", "End Due Date:", "BEX:", "Status:" (with a dropdown arrow), and "Due Date:", "Status:" (with a dropdown arrow). Below these fields is a "Choose screen to view" section with a list of options: "Detail" (checked), "Log", "OCC", "Equipment", "Interface Remarks", "Additional Remarks", and "Summary". A red warning message is visible: "Warning! Displaying... will result in longer than normal wait times. During this time your screen may begin to refresh automatically while it... from the host. This is normal. When DCRIS is finished processing your request, the refreshing will stop and the results will be displayed." At the bottom, there are "Submit" and "Clear" buttons, and a "CMD:" field. The footer contains "DCRIS Support | eDCRIS Help" and "Boeing Blues".

Phoenix, Verizon was able to “face lift” the original DCRIS screens by taking advantage of GwebPro’s ability to add ease-of-use features such as pull down menus and radio buttons to replace function keys. This optimized the use of screen space and contributed to making the user interface more intuitive. Verizon was also able to use the screen tags on many of their face-lifted screens to create links to “help” pages specific to each screen.

During the process of face-lifting the original DCRIS screens, Verizon discovered that it was quite simple to “take it up a notch” by creating new applications specifically designed to take advantage of Gweb. These new applications did not need to be “formatted” on the mainframe side, since all the screen formatting could be done after the fact under Gweb. One Gweb screen from an application written to take advantage of Gweb’s capabilities, can replace *many* Glink forms by creating screens that use all the available text space to send data to Gweb.