

Real-time data access enables global expansion of ITT/Goulds Pumps

Commentary by Carl Smith, Corporate Manager,
Computer Services and Technology, ITT/Goulds Pumps

INDUSTRY

MANUFACTURING

BUSINESS APPLICATION

DATA DISTRIBUTION
BUSINESS INTELLIGENCE



With over a million installed process pumps in service, ITT/Goulds Pumps (www.gouldspumps.com) has supplied quality pumping products to global industrial markets for more than 150 years. Organizations rely on the Company to carry everything from water to chemicals to petroleum, often in environmentally sensitive situations. Goulds Pumps' name changed in 1997 following its acquisition by ITT Fluid Technology.

analytical application. The challenge was in keeping that data current so analysts could make better informed business decisions.

"We recognized a need to lessen the strain on the production AS/400, but had no means to effectively split the query access by moving all that data to another machine," says Carl Smith, Corporate Manager of Computer Services and Technology for ITT/Goulds Pumps. "Basically, we wanted a data integration solution that would replicate the data in real-time and enable continuous end user reporting, query and analysis for a 24/7 operation."

"Transformation Server ensures that the data available is absolutely current, up-to-date, and in a format conducive to end-user analysis."

The Problem

In 1995, Goulds Pumps determined the need for a solution that would provide better access to data on its on-line ordering system and database. Over 1,500 users were generating more than 300,000 record transactions per day on three AS/400 (iSeries) processors. One of these machines was overloaded not only with crucial order information from 15 remote sites, but also queries prompted by a sales

The Solution

"We looked at other solutions but didn't find any of them as cost-effective or as easy to implement and maintain as DataMirror Transformation Server," says Smith. "Transformation Server's real-time, bi-directional capabilities were also a key factor in our decision-making process."

Implemented in less than a day, the DataMirror product was customized for optimal performance so it would not replace but rather enhance any existing applications. The application is currently managed centrally within the ITT/Goulds Pumps' Data Center in Seneca Falls, New York. Transformation Server's unique capture, transform and

flow (CTF) technology replicates data in real-time to the secondary AS/400 server for users to work with using a host of analytical tools.

"Everyone familiarized themselves with Transformation Server quickly," says Smith. "They didn't require any detailed or additional knowledge in order to use the software. This saved us time and money that would have otherwise been spent on things like reprogramming of AS/400 applications, re-coding and preparation of the target systems. Transformation Server ensures that the data available is absolutely current, up-to-date, and in a format conducive to end-user analysis."

The Benefits

Today, ITT/Goulds Pumps' data is continuously available for business intelligence reporting.

"Continuous replication makes month-end, quarter-end, and daily reporting so much easier to do," says Smith. "This in turn provides timely and accurate business analysis and reporting throughout the enterprise."

Rather than having to shut down the system as the Company did prior to the DataMirror implementation, Transformation Server can update menus while users are on-line. No manual administration to verify changes is necessary. Meanwhile, the secondary server fills the dual role of server for Goulds' operations in Singapore, the Philippines and Australia as well as a 24-hour business intelligence server for the entire organization. "Essentially, the DataMirror solution helped facilitate

Goulds Pumps' global expansion into Asia," says Smith. "Without Transformation Server, the need for manual administration would have caused downtime and the AS/400 would not have been available during prime Asian business hours. In this way, Transformation Server has also provided a form of high data availability."

Although Goulds Pumps initially planned to use Transformation Server only for a subset of business applications, its e-commerce systems are today being integrated with the back-end ERP (PRMS and BPCS) business systems. Almost the entirety of ERP data is replicated using Transformation Server.

Conclusions

Since Transformation Server was first implemented, Goulds Pumps' databases and applications have grown by approximately 65% to over 150 GB. Transformation Server is scalable in its ability to support the staged migration of increased numbers of users, and efforts are currently underway to upgrade the existing query processor to accommodate these changes. Across the enterprise, approximately 2,400 users benefit either directly or indirectly from the DataMirror solution. The system does not presently use the Internet, but initiatives are underway to facilitate e-Business activities.

"What we want to do with Transformation Server is to take the replicated data and build e-commerce applications so we can support 24/7 Internet requirements," says Smith.

"This way, our customers will have access to the most up-to-date information at anytime of the day, from anywhere in the world."

Even with the challenges posed by the Internet from a data availability and access standpoint, Smith believes that the DataMirror product will allow the Company to eliminate most constraints. This is because of Transformation Server's flexibility to assist customers in business initiatives including e-Business, e-commerce, business intelligence, high availability, and a host of other distributed data applications.

"With old methods, you get used to working with day-old data," says Smith. "With Transformation Server, you have to change the way you think because everything is absolutely current and up-to-date. We've seen the DataMirror solution evolve and better assist us in achieving our business benefits and goals. There's nothing that we've wanted Transformation Server to do that it couldn't achieve. It just works. Because of this, DataMirror has done a lot to help us realize corporate success."



DataMirror software is available
on-line at datamirror.com or call
1-800-362-5955

DataMirror[®]
Integrate your data. Anywhere. Anytime.