The Challenge:
Bull Worldwide’s hardware R&D group in Phoenix, Arizona designed and developed the company’s new DPS 9000 platform. The project was a strategy for worldwide remote maintenance: the company wanted to consolidate its maintenance technicians in just two locations and provide its customers with full support anywhere in the world.

The CUSTOMER:
Bull Worldwide is a $4.3+ billion company, with global headquarters in Les Clayes, France. The company’s worldwide software division is headquartered in Billerica, Massachusetts. Bull’s offerings include infrastructure, managed services, consulting and systems integration, with a focus on the Internet and e-commerce.

The Solution:
The development team chose to integrate the Perle 833-4E, a feature-rich, 4-port Ethernet remote access server with the DPS 9000. With its Windows-based manager software, the Perle 833 can be installed and managed from anywhere on the network and then accessed remotely by Bull maintenance technicians.

The Benefits:
As a key element of Bull’s new remote maintenance strategy, Perle’s Remote Access Solution gives the company a much more flexible remote capability. It also gives Bull customers the ability to run their systems remotely, which they weren’t able to do until now.

Bull’s Remote Maintenance Strategy
Achieves Peak Performance Worldwide

Perle’s Access Server Provides the Key

They also provided excellent engineering support from their headquarters, and the local people were very helpful and knowledgeable.

Worldwide Support
Perle’s worldwide support was also a key benefit to Bull. Phoenix and Les Clayes, France are home to Bull’s worldwide software division. In the event of an Olympus CPU failure, the system’s Service Processor, which monitors both the mainframe and its surrounding environment, can take immediate corrective actions when appropriate. It can also create an Auto-Call, connecting via the Perle 833 Access Server to the Bull Maintenance Center in Phoenix.

Remote Maintenance in Action
Once the Perle 833 receives the incoming call and security validation, diagnostic data is available to maintenance experts immediately. What once might have taken several hours, now takes only minutes because the Perle 833’s ability to maintain a high access rate, coupled with today’s high-speed modems, significantly shortens download time.

Functionality Gives Flexibility
“We consider the Perle 833 Access Server a very important element of our new remote maintenance strategy,” says Jim Smith, manager of Bull’s new systems server processor team in Phoenix.