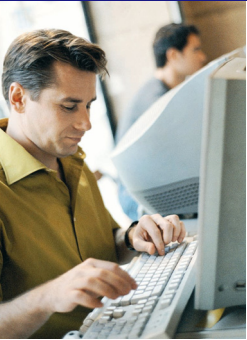


CASE STUDY

REMOTE SITES



Company: MIDAS

Business sector: Service

Software: **MEDIACONTACT**

Interconnection: ISDN / ADSL – Secured by VPN

Use: Interconnect the 360 centers to the information system at headquarters and manage all the remote sites

Profile

Midas is the world leader in fast automotive repairs. In France, the company has 360 centers with over 1,800 employees.

Requirements

Midas's information systems architecture consists of:

- Point of sale terminals in the centers linked up to an application server
- An Oracle database running on a Sun system at headquarters, with various business applications
- A private network based on ISDN and ADSL
- A Lotus Notes messaging system

Communications were previously handled by batch processing, triggered by the agencies, via X25 or ISDN point-to-point connections. Since the centers did not have on-site computer technicians, the workstations were administered from headquarters using remote control software requiring manual operations on the workstations one after the other.

When the renewal project began, the IS Division had a twofold objective: automate data flows without affecting existing applications, and remove the need for manual administration and maintenance operations.

Solution

MediaContact handles all daily exchanges between headquarters and the centers:

distribution of updates for spare parts databases, upload of customer and invoicing data, and also inventory, distribution of applications (complete remote installation of antivirus software, for example), local backups, and workstation maintenance (scandisk, defragmentation). These tasks are fully automated and orchestrated by the IS Division from headquarters.

Observed Benefits

- Improved administration of remote workstations
- Optimization of time spent on everyday management of the PC base: the gain is equivalent to 1 full time human resource
- Increased reliability of data exchange
- Reduction in communication costs, in particular for sites with dial-up connections, due to data compression and differential synchronization

“ We were already convinced of the effectiveness of Telelogos software in terms of reliability of data exchange. We are also extremely satisfied with the ease of administration of remote sites that the new MediaContact solution provides on a daily basis. ”

Thierry Lamblin
IS Technical Manager, Midas



3, avenue du Bois l'Abbé
Angers Technopole
49070 Beaucozézé - France
Tél : +33 (0)2 41 22 70 00
Fax : +33 (0)2 41 22 70 22
www.telelogos.com

