Rocket software

Reducing Costs & Upgrade Times with Rocket® Terminal Emulator

berk one
Automating Content & Process

BerkOne, headquartered in the United States, is a leader in content and process automation solutions for organizations working in highly regulated industries, including government, healthcare, and manufacturing, that need the highest levels of audit, security, and compliance. Since its founding in 1936, BerkOne's forward-thinking and superior customer care has made it stand out among its competitors.

Challenge

BerkOne's philosophy is to continually look for new efficiencies to improve competitive advantage. In examining ways to improve operations, BerkOne quickly identified its terminal emulation processes as an area of opportunity. The company's current terminal emulator required time-consuming and tedious processes to deploy upgrades that drained employee availability, hindered workflows, and increased costs. With BerkOne forced to update each of its machines manually, terminal emulator upgrades had become a task that BerkOne's technical support team had come to dread.

The Challenge

BerkOne's terminal emulator was complicated to install and upgrade, hindering the company's workflows and customer experience.

"Not only were the terminal emulator upgrades a hardship for the technical staff, but end users were also affected. We had to coordinate each upgrade at a time convenient per user. Some were performed after hours, but some took valuable production hours away from staff. It wasn't an ideal scenario," said BerkOne's Technical Support Manager, Richard Smith.

Smith led BerkOne's IT team in providing hardware, software, networks, and security to all departments of the company. Some of those departments rely on terminal emulation for different applications and use cases, spanning approximately 325+ users across the following departments:

- Earned Income Tax (accessing tax records)

- Delinquent Tax (requires the most scripting, and usage of macros)

- Collections (similar to delinquent)

- Collateral Management (vehicle title lookups)

As BerkOne began to explore different emulation products and vendors, Smith and his team documented several key requirements for the winning solution, including ease of installation and upgrades, flexible licensing, and a competitive price point. A terminal emulator that improves implementation and operational processes, and simplifies upgrade deployment, was necessary to eliminate business disruptions and deliver a better customer experience.

Solution

In its search for a solution, BerkOne initially experimented with an open-source replacement software. However, after discovering that its functionality did not fully support BerkOne's requirements, the company began to scour the market for a new vendor. A member of it's support team had worked with Rocket® Terminal Emulator at a previous company and decided to download its free trial. After putting Rocket Software through a thorough review, BerkOne determined that its technology provided all required functionality and security at a significantly lower price than other vendors.

Deployment of Rocket Terminal Emulator took approximately five months, as BerkOne's IT team brought each department online one by one and provided training as needed. The Delinquent Tax department implementation was the most challenging as its users relied heavily on function keys and various macros. BerkOne's IT team worked closely with Rocket Software to address the macro conversion, successfully migrating all macros to Rocket Terminal Emulator.

"Throughout the entire testing process, Rocket Software's support team was incredibly responsive. They willingly managed our requests for the customized requirements our specific environment demanded. We weren't sure if this level of response would continue once we were up and running, but we've been pleasantly surprised. And, we've had very few tickets overall," said Smith.

Finally, Rocket Software's concurrent, subscription-based licensing has allowed BerkOne to realize even greater cost savings than initially anticipated.

The Solution

With Rocket Terminal Emulator, BerkOne found a more intuitive and flexible solution that covers all of all the company's myriad applications across multiple departments.

Results

In the end, BerkOne estimates the company will save approximately 48% over five years when comparing the cost of maintaining the incumbent solution. Additionally, the company estimates that it has reduced upgrade times by as much as 80%. "The economics look favorable, and we appear to be on track to achieve our pro forma cost benefit," said Kristen Dougherty, Director of IT, BerkOne.

The team previously had to touch every user's machine. With 325+ users, each requiring one hour per machine, the team spent 325 hours (nearly two weeks) on upgrades alone. With Rocket Software, BerkOne's IT team was able to seamlessly script all upgrades, and the updates were pushed out to various users in a matter of minutes—by a single team member. "Now, upgrades are easy," said Smith, "and we've been able to redeploy our newfound productivity on more strategic initiatives that help our customers achieve their business goals."

Throughout the rollout, BerkOne maintained constant communication with its users to ensure they didn't see any change in functionality that could disrupt day-to-day operations. Once again, after six months, BerkOne received overwhelmingly positive employee feedback.

"I personally find it much better than the previous solution—it's easier and faster for my staff," said a manager of BerkOne's Collateral Management Department. Further, a Delinquent Tax Department manager noted, "Rocket Terminal Emulator has more options to personalize fonts and colors, which I really like."

With Rocket Software, BerkOne knows it has found a like-minded innovation partner, continuing to push the boundaries of tech software to provide a better user and customer experience. Together, the two will continue to explore new ways for Rocket Terminal Emulator to improve operations.

Impact

Cost Savings

Thanks to Rocket Terminal Emulator's intuitive features and flexible licensing, BerkOne anticipates a 48% cost savings in its terminal emulation processes.

Deployment

With Rocket Terminal Emulator's seamless script updates and upgrades, BerkOne estimates as much as 80% savings in upgrade times.

Productivity

Rocket Software's Terminal Emulator frees up time for BerkOne's technical resources to focus on more strategic initiatives.

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