



Time Machine® Keeps Everyone in Sync

ABOUT IMAGO ASP SYSTEMS, INC.

In August 1998, The Green Company, Inc. deployed a Terminal Server/MetaFrame™ network to replace an existing UNIX network. This deployment included remote access, allowing employees to access their desktop from *any client, anywhere, anytime*.

After using this network, the owner of The Green Company wondered why other small businesses in the same business park couldn't "share" his network and software, reducing total cost of ownership for everyone. Slowly, this idea began to take form, and IMAGO was born.

IMAGO ASP Systems, Inc. is an Application Services Provider (ASP) providing high quality content software applications to small office/home office users, small business and enterprise users. They have deployed a full service ASP network nationwide, and currently have two data centers in Kansas City and Phoenix. Plans are underway for a third data center in Nashville and a fourth in Pittsburgh. IMAGO provides services to business users in North America, Europe and Australia and offers a wide variety of services including application hosting, eCommerce, eMail (eCommunications), ERP, CRM, Network Outsourcing, Application and Desktop Hosting.

THE MULTIPLE TIME ZONE ISSUE

In Server Based Computing environments, applications that require the system time will get only the time of the server regardless of the location of the user. This means that users in other time zones will have the wrong timestamp on the applications that they are using. Typical solutions to the multiple time zone issues have included adding an expensive server for each time zone supported, or companies have attempted to create their own time zone software management packages. This is another costly endeavor requiring many person-months of software design, development and debug.

IMAGO'S PROBLEM

Since IMAGO's inception, the local terminal server connection for users was set to either a specific time zone for that user, or the servers were set to Greenwich Mean Time. This caused problems with office management software packages that were responsible for appointment scheduling as well as the integration of databases that used time/date to remain in sync with external sources. The only other option IMAGO considered was creating a farm of servers, one in each of their 8 time zones.

THE TIME MACHINE SOLUTION

With Time Machine, IMAGO provides its clients with consistent time no matter where their domestic or overseas connection is. This consistency allows for an accurate time whether the application is launched from IMAGO's systems or from the client's local machine. Applications such as email programs, scheduling software and server processes are provided with local time while logged into a remote server in another time zone. Time Machine allows applications that use time as a method of synchronization in database integrity to remain in-sync across the country and internationally, without requiring database modifications. John Hardwick , Systems Engineer at IMAGO said, "With Time Machine, our applications can manage our customers' entire business."