



Portable UNIX leader Tadpole-RDI looks at how another Fortune 500 customer is gaining business advantage with a coherent portable UNIX workstation and server strategy.

BMC Software Inc. is an industry leader in delivering Application Service Assurance (ASA™) solutions — enterprise-level software and support that improves the availability, performance and recovery of critical applications and data in complex computing environments.

For more than 18 years, the world's largest companies have relied on BMC Software's comprehensive management solutions and extensive support for their competitive edge.

Currently represented in more than 50 markets worldwide, BMC Software is headquartered in Houston, Texas and is the world's 12th largest software company.

Employees	Around 2,800
Revenues 1998	Over \$730 million
Website	www.bmc.com



Tadpole RDI

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User Story:

Out In Front With Personalized Portable UNIX

Ask Ken Skinner about portable UNIX workstations and he'll probably reply ... "it's personal." Vice President of Software Consulting for BMC Software in North America, most likely he'll also mention their immense value in addressing complex computing issues at scheduled and impromptu customer demonstrations.

Tadpole-RDI's portable UNIX workstations are today at the hub of BMC Software's routes-to-market. In North America alone, around 100 customized customer demonstrations of the industry leader's enterprise-level Application Service Assurance solutions are made each day on Tadpole-RDI's portable UltraBook and SPARCbook workstations.

BMC gave up using static UNIX desktops for customer demos and training as early as 1994 and instead allocated a portable UNIX workstation to each of its software consultants. Its current pool of portable workstations in North America is around 100 units.

The reasons were clear and perhaps set off the now growing corporate trend towards portable UNIX ... the familiar nightmare of increasing freight costs, long timeframes and burgeoning hardware maintenance bills in shipping bulky, desk-designed statics around the country for on-site customer demos.

"Spiraling static TCOs was certainly a major issue that led BMC to revamp its business presentation model around portables at a time that they began to offer equivalent power, capacity and I/O features," recalls Skinner. He adds: "But a more important factor in the business logic was that statics were just not personal enough for our specific computing needs and schedules."

Skinner explains: "Take the UltraBook, for example, which we can configure to the specific area of expertise of each of our software consultants. As opportunities and issues arise during customer presentations, their large removable disk capacity, capable of taking the CPU loads of a static, allow on-the-spot presentations of alternative BMC solutions. It's like just-in-time manufacturing."

The importance of having individual UltraBooks running personalized environments like Oracle, Sybase, Lotus Notes, SAP R/3, PeopleSoft, or BaaN was driven home recently to BMC software consultants at the vendor's Bethesda, Maryland office. Following a temporary sharing of UltraBooks due to rapid growth in staff, some were forced to share portable workstations creating havoc in the field office's customized customer presentation schedule. "Just-in-time became not-in-time," quips Skinner.

BMC's road map for portable UNIX is now well-established and another 30 software consultants currently being recruited by the industry leader will all receive their personalized portable machine. But with a difference.

Following evaluation of Tadpole-RDI's new UltraSPARC-driven VoyagerII portable server with total removable disk capacity of 32GB, they'll be given a choice of either a portable UNIX workstation or server.

After all, when it comes to portable UNIX at BMC ... it's personal.