



PSS World Upgrades Infrastructure to Improve Service



“We needed a way to manage the infrastructure, make maintenance and administration easier, and get better control for security reasons.

The ease of deployment to an acquisition partner is phenomenal. There's no software load so it's the difference between two minutes and two hours...and we're getting sub-second response time for our customer service representatives nationwide.”

Brian Finley

Chief Technical Officer

PSS World Medical

PSS World Medical, Inc., Jacksonville, Florida

PSS World Medical, Inc., a leading distributor of medical supplies and equipment to office-based physicians and long-term health care providers with annual revenue in excess of \$1.1 billion, provides next day and same day delivery as well as customized inventory service for customers in 50 states. When PSS World moved to OneWorld ERP software to manage sales and inventory, they selected Wyse® Winterm™ terminals to deploy to 120 remote locations instead of maintenance-intensive PCs.

Call center employees use Winterm terminals for reliable, secure, high-speed access to order processing, inventory control, sales tracking, accounts receivable, as well as warehousing price, pick, pack, and ship tasks. The Wyse network-centric computing solution has helped PSS World deliver on price, quality, and service to customers.

A Better Solution: Wyse Winterm Terminals

“We evaluated a traditional client/network system with Windows® NT servers and PC clients but it was a very costly alternative, not to mention the nightmare of managing it,” said Chief Technical Officer Brian Finley. The company liked that Winterm devices have no moving parts and that the mean time between failures is extremely high providing great reliability. The company also wanted to protect against viruses and have the ability to shadow user sessions for streamlined support—other key benefits of Winterm terminals.

A Successful Installation

To begin the process of incorporating OneWorld software and Winterm thin clients at PSS World, the first step was establishing a network farm in Jacksonville, Florida. Once the 20 Dell servers were working together in Florida, the next challenge was ensuring the

Solution Architecture

- Model
 - Wyse® Winterm™ terminals
- Applications
 - OneWorld ERP application
- Terminal Server OS
 - Terminal Server Edition software, with Citrix® MetaFrame® server software
- Servers
 - Dell 6350 Servers, Microsoft® Windows NT 4.0, Terminal Server

OneWorld software application would perform fast enough in the large WAN environment. “We really pushed J. D. Edwards to get Terminal Network working and it does,” said Finley.

After the groundwork was laid, deployment began. In a matter of months, PSS World connected many of its 120 distributed call center locations with 56 U.S. branch distribution centers. One reason PSS World chose thin clients is for the quick and easy configuration of 900 PCs to 56 locations.

Results

“The ease of deployment to an acquisition partner is phenomenal,” said Finley. “There’s no software load so it’s the difference between two minutes and two hours...and we’re getting sub-second response time for our customer service representatives nationwide.”

PSS World is experiencing the added benefits of a significantly lower cost of entry and substantial long-term cost controls. This allows the company to save between 50 and 60 percent over a five-year period in ongoing maintenance and administrative support as compared with a PC-based environment.

Future Plans

The system has been a great success and is the company’s mission-critical footpath to the future: “All new acquisition partners and all new business applications will go on the Wyse platform,” said Finley.

Unquestionably, PSS World has met all the goals originally set—providing local physicians medical supplies with smart, managed, affordable, and reliable network-centric solutions.



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