

# Fratelli Carli

The Fratelli Carli call center runs more smoothly with Micro Focus® Reflection® for the Web.

### Overview

Fratelli Carli, a leader in the direct sale of olive oil, needed a terminal emulator that could deliver centrally managed, high-quality performance within an elaborate call center. It also needed strong technical support from the emulation vendor, for help with developing new projects and integrating new functionality.

After careful analysis of available solutions, Fratelli Carli turned to Reflection for the Web, and has been pleased with the results. "We are very happy with our collaboration with Attachmate (now part of Micro Focus)," says Marco Gardini, IT operations manager at Fratelli Carli.

### Challenge

For the bulk of its customer transactions, Fratelli Carli relies on a highly elaborate call center that includes workstations in four languages.

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The company has used a mainframe to support these transactions since the 1970s.

At Fratelli Carli, telephone orders account for the majority of sales. When telephone operators at the call center receive a call, they must check the customer record, input the data and the order details, and then send and manage the order. All of these operations are performed using terminal emulation.

### Solution

Fratelli Carli wanted to implement Reflection for the Web so that it could be used by every employee. Reflection for the Web is server-based terminal emulation software that securely connects browser users to applications residing on Unisys, IBM, HP, Linux, UNIX, or OpenVMS hosts. Once you make updates on the server, users automatically download the new version the next time they connect. Costly, time-consuming desktop-to-desktop management is no longer necessary.

With strong encryption and access control capabilities, Reflection for the Web safely delivers fully functioning host applications across the public Internet. In addition, the software includes a security proxy server that extends host access to remote users without exposing hosts to Internet threats.



### At a Glance

#### ■ Industry

Wholesale

#### ■ Location

Italy

#### ■ Challenge

Call center employees needed easy web access to the company mainframe and IT staff needed a vendor that could provide ongoing technical support.

#### ■ Solution

Use Reflection for the Web to securely connect every call center employee to the company mainframe.

#### ■ Results

- + Gave call center users easy web access to mainframe applications.
- + Provided centralized deployment to all workstations with a single installation that covers four languages.
- + Partnered with Technical Support for new project development.

**“We are also extremely pleased with the excellent technical support that Attachmate (now part of Micro Focus) has given us. This is an aspect which is often underestimated, but which is in fact crucial, especially for a company like ours.”**

**MARCO GARDINI**  
IT Operations Manager  
Fratelli Carli

The Fratelli Carli IT management team and our team carefully set up, developed, and tested components that would allow seamless integration of Reflection for the Web with the call center's VoIP software.

Fratelli Carli also wanted to be able to communicate with the technical support team via a switchboard application. This request was complicated by the fact that the switchboard application is non-native, meaning manufactured by a third party. However, after consulting with our colleagues in Ireland, we were able to develop a solution that allows its technical support team to better respond to requests from Fratelli Carli employees.

## Results

Thanks to Reflection for the Web, Fratelli Carli no longer needs to perform separate terminal emulation installations. Instead, all of the company's workstations are now covered by a single installation that supports all four languages used. And users at Fratelli Carli now enjoy efficient, automatic access to applications on the mainframe via a web browser.

For Fratelli Carli, the strong technical support provides important added value. It allows the company to take advantage of a centrally managed, high performance system, thereby ensuring that its main business activities work at an optimum level.

“We received careful guidance during the installation, which provided for the centralization of activities on the servers,” says Gardini. “Our users can now display a window showing options that point to the different areas on the mainframe. We are also extremely pleased with the excellent technical support that Attachmate (now part of Micro Focus) has given us. This is an aspect which is often underestimated, but which is in fact crucial, especially for a company like ours.”

## About Micro Focus

Since 1976, Micro Focus has helped more than 20,000 customers unlock the value of their business logic by creating enabling solutions that bridge the gap from well-established technologies to modern functionality. The two portfolios work to a single, clear vision—to deliver innovative products supported by exceptional customer service. [www.microfocus.com](http://www.microfocus.com)



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