

Major Global Telecommunications Enterprise

OpenText Extra! and OpenText Reflection Desktop boost productivity for 50,000 staff with reliable and secure host access.



Challenge

50,000 Staff Rely on Access to Mainframe, UNIX, and X-Terminal Applications

This organization works with employees around the world to provide a 'follow-the-sun' 24/7 support model for its customers and networks. Over 50,000 staff members need efficient access to customer billing, order information, business customer wiring maps, networks for expansion, maintenance, and updates. Dating back to the 1980s, these applications were designed long before privacy requirements and regulations, such as GDPR and PCI DSS,

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that all organizations need to comply with today. For decades, this organization has relied on OpenText™ host access technology to allow secure and effective data access, without needing to make high cost and risky changes to the applications or disrupting existing end user workflows to prevent sensitive information from being misused.

A senior systems administrator for the organization explains further: “Our staff has strict targets that can only be met if we streamline their tasks. We looked for a lightweight client that would not burden computing resources while allowing users a level of customization that would improve their productivity and automate repetitive tasks for them. OpenText Extra!™ proved easy to use and manage, while being highly secure. We also have a community of about 2,000 power users who work with OpenText Reflection™ X Advantage, which combines terminal emulation and PC X Server functionality, enabling advanced team collaboration.”

Reflection™ Desktop features many unique innovations, such as patented data redaction of sensitive data on host screens, a .NET API, Visual Basic for Applications (VBA), and integration with OpenText Host Access Management and Security Server (MSS) for enhanced security, including multi-factor authentication (MFA).

At a Glance

- **Industry**
Telecommunications
- **Location**
Global
- **Challenge**
Provide easy and secure access to server-based applications for 50,000 geographically dispersed employees
- **Products and Services**
[Reflection Desktop](#)
[Reflection X Advantage Extra!](#)
- **Success Highlights**
 - + Productive 50,000-strong employee community
 - + Easy customization to meet evolving business requirements
 - + Automation of repetitive tasks through macros and scripts

“Our latest systems now run Windows 11 and we were pleased to discover there have been few problems in deploying our OpenText solutions to this new generation of systems. We don’t need much support, but OpenText is the best vendor I have ever worked with for resolving issues.”

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Solution

OpenText Solution Customization Boosts Productivity

Over the years the productivity tools, such as macros and automation have enabled the organization to realize significant productivity improvements. A macro is a series of recorded keystrokes, actions, or special commands that enable enterprises to automate repetitive tasks and can simplify complex ones into a single command or keystroke, improving staff productivity. Automation occurs in two ways: custom macros and application development which can embed the mainframe screen onto a custom application so that it can accommodate commands being entered both manually and via automation.

All this is done without having to make changes to the actual backend application.

“We have completely molded the systems to our own business requirements,” comments the senior systems administrator. “Any customizations we have made are backward and forward compatible so that when we upgrade to the latest version of Extra!, Reflection Desktop, or Reflection X Advantage, all modifications are transferred with it. The only hint to users is when they find new features or updated security capabilities to support their jobs even more.”

The upgrade process is largely automated too, with the senior systems administrator performing regular system scans to determine which version people are using. Systems that are not using the most current version are centrally upgraded which hugely simplifies maintenance.



OpenText has evolved its host access technology in line with the latest platforms and operating systems. The senior systems administrator noticed this recently: “Our latest systems now run Windows 11 and we were pleased to discover there have been few problems in deploying our OpenText solutions to this new generation of systems. We don’t need much support, but OpenText is the best vendor I have ever worked with for resolving issues. When we report an issue, OpenText quickly identifies the root cause and helps bring it to resolution quickly. Our support experience is superb.”

Results

Host Access Reliability Leads to 99% User Satisfaction

When asked what makes this large organization so loyal to OpenText host access technology, the senior systems administrator is clear: “Our OpenText solutions have proven incredibly reliable over the years. This is of vital importance to the productivity of our staff. Our users love the solutions. When I looked at how many users I worked with this year to troubleshoot any issues they might have, I came up with 382 in total, covering the last seven months. This means that 99 percent of our user community

uses our OpenText solutions without any issues that require my attention. That to me is a pretty astounding testament to its quality.”

Learn more at
www.microfocus.com/opentext