

August 2002

**"ProTools
absolutely
surpassed
our needs!"**

Joe Walsh
Hi-Tech Health Care

ProTools Customer Profile

Customer
Hi-Tech Health Care

Industry
Health Care

Applications
Claims 2000

Hardware
AS/400 820

Software
OS/400 V5R1

Tool
ProTools

ProTools "Shares the Magic" with Hi-Tech Health

Providing solutions as individual as you are. This is Hi-Tech Health, Inc.'s mission and ProData stepped up to help them fulfill this mission with the newly released ProTools utility suite. Hi-Tech Health based in Hackettstown, New Jersey is an Application Service Provider (ASP) in the health care industry. In business since May, 1990, Hi-Tech specializes in providing custom designed Claims Administration Systems for third party administrators, insurance companies, preferred provider organizations and various other claims paying entities. They, in essence, are the IT departments for their clients. Hi-Tech Health's commitment to provide customized and innovative technological solutions to the Benefit Administration industry hit a little roadblock when one of their clients requested the elimination of backroom processing of payable checks. Instead the client wanted the process to output a database file which was to be compressed (zipped) and file transferred to the vendor. The claims processing services provided by Hi-Tech Health are housed on the iSeries AS/400. A key developer, Joe Walsh, was assigned to solve the client's task. He realized that they could handle the problem by incorporating manual steps into the streamlined process. This would include transferring the file to the PC, zipping the file then manually transferring from the PC. This was deemed unacceptable. Joe then engaged IBM for their iSeries AS/400 compression solution, to no avail. So he hit the trade journals and the internet. Joe knew about other software that was available for zipping data on the iSeries AS/400, but its price range was too far out. Since ProTools was fresh out of the gate (released May 2002), Joe's first encounter with ProData's offering was through an email

announcing "the magic" of ProTools. In checking out ProTools, the initial impact was the 'extras' that came with the ProTool package, as well as the sticker price... **\$495!** With the inclusion of the source code, Joe knew he was onto something. He realized he would be able to work with the source code and incorporate the zip routine into his current processes or optionally run the zip routine off the supplied tools menu. To top it off, the zip routine was only one of 18 utilities included in the package. Other notable utilities in the product suite include the File Based Menu System, the E-mail Message System, and the Program File Cross Reference Tool. However, the most significant inclusion in this package was the source code for each individual tool. Small development shops could use this entire suite not only to perform the functionality included in the package, but to learn how to create the functionality for integration into other processes. Joe bought ProTools and successfully integrated the compression utility into the client's process. Since this first project, Joe has also found a system where they will be able to utilize the email functionality as well. ProData "shared the magic" with Hi-Tech Health through the ProTool utility suite. In Joe's own words, "PROTOOLS absolutely surpassed our needs, not only was it a perfect fit for our process as described above, but the customer support that we received was great also. I consider myself a pretty sharp individual technology wise, in talking with customer support I was very appreciative of the fact that the individual I spoke with (David Webster) was right to the point and very matter of fact about the way that PROTOOLS works. The really cool thing is that we can incorporate PROTOOLS utilities directly into our processes."

Tech Corner

Q. How do I get DBU5.0 off of my system after I have installed DBU6.0?

A. After a period of time, when you feel comfortable with DBU6.0 and you have checked to make sure all of your applications (DBUAPP *ALL) and your users (DBUAUT) have been copied for you from DBU5.0, you can delete the DBU50 library.

Q. I have DBU60 in my library list, but DBU50 always comes up when I key in the DBU command. What do I do?

A. Check to see where your DBU command is (WRKOBJ *LIBL/DBU *CMD) and what product library it is pointing to.

Q. We have upgraded our system to V5R1 and are now getting a CPF3221 when trying to open a file within DBU. Is there any PTF's available?

A. If unable to open a file you will need to get PTF#-S104228 from IBM.

Q. I get an error message (Error occurred while calling program or procedure *LIBL/DBU0155) when I press F17 to view a deleted record. What do I do?

A. DBU0155 (and RDR0155) are system level objects and the system must be set up to accept it. The system value-QALWOBJRST-needs to have the authority (if only temporarily) of either *ALL or ALWYSYSTT. You also might have to change the system value of QVFYOBJRST from a "3" to a "1". Change the values and restore DBU again. Check your joblog to make sure that the objects did get restored. OR You can duplicate objects from DBU5.0. (They are the same) In OS/400 V5R1 the system object-QVFYOBJRST-needs to be a 1.

GreenStreak

IBM announced their "GreenStreak" promotion which discounts some iSeries boxes down to half price! In addition, IBM is offering a 38% discount on some iSeries software licenses and discounts on software subscriptions. ProData decided to follow-suit and Green Streak the price of our Power Tool Package. Buy all six products(DBU, SQL/Pro, RDR, CvtRPGIV, NesTRPG, DSM) together for \$3,295 a 40% discount from the total price of all products (\$5470). Available through 12/31/2002. Call NOW! (Note: Pricing for LPAR is slightly more)

Do DBU!

I have worked on IBM Midrange systems since S/3 days. After I discovered DBU, everywhere that I have worked, if they didn't have DBU, I talked them into getting it. DBU by far is the best productivity tool out there. Every AS/400 shop needs it.

Dave Boyer
Middlebury, IN

We have used DBU on our 170 box for years and on other boxes before that. You really do not realize the value of something until it is not there. Great does not begin to describe this product!

Rodney Crowell
Morrow, GA

Do the GUI!

Thanks for the DBU 6.0 CD and access code. I have loaded this onto one of the AS/400s and the client onto an attached PC and I must say that I am most impressed with the speed, features and ease of use of the Java client. Please pass my congratulations to Allen and the developers for a first class job!

John Ross
United Kingdom

I was able to pick up the GUI quickly and demo it this morning. GUI offers some advantages over green screen, especially the directory view over libraries. I really like the physical and logical file filter view when expanding a data library, in addition to data areas, etc. I Like the GUI for ordering fields, customizing display, and entering prompted Search criteria. Also like being able to add my development library to the directory list and then have a graphical view of all development objects, similar to Ops Nav.

Steven Huele
East Rutherford, NJ

What A GREAT Value!

2003 Maintenance

DBU	\$295
DBU LPAR	\$495
SQL/Pro	\$235
SQL/PRO LPAR	\$385

Show Schedule

COMMON Fall Conference
Denver October 13-15

IBM Technical Conference
Miami October 27-29

AS/400 Devcon Conference
Las Vegas November 6-8

OMNI Chicago User Group
Itasca, IL November 21



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Report Prompt/Submit Program
Subfile Selection Program
Subfile Maintenance Work with Subfile Process Program
Standard CL Program with Error Handling
Simple Pop-up Window
Display Record Lock Information
Program Status Data Structure
Copy Book
Display Object List
...and more



Customer Service Award

"I occasionally give an "Extra Mile Award" for tech support folks who go that extra distance to help me understand their products. I'm awarding one to ProData's David Webster. Sometimes it takes some extra effort to show me the forest for the trees and David did a good job."

Don Rima,
eServer Magazine
(iSeries edition August 2002 in reference to David's technical support for ProTools.)