



*"Access Made Easy"*  
PROPALMS USA, INC.

## Case Studies

CBI HEALTH CORPORATION  
Canada

EUPHONY COMMUNICATIONS LTD  
United Kingdom

TENNESSEE FARMERS CO-OP  
United States

INLAND DETROIT DIESEL – ALLISON  
United States

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# 1. INTRODUCTION

## 1.1. COMPANY PROFILE

### 1.1.1 BACKGROUND

Propalms USA, Inc. ([www.propalms.com](http://www.propalms.com)) is a leading global provider of application delivery solutions for the server-based computing market. Founded by Owen Dukes in 2001, Propalms was a software company focused on the development of infrastructure products to license and distribute worldwide. Propalms USA specialized in Uniform Resource Locator (URL) filtering systems for both Microsoft Proxy and Internet Security & Acceleration (ISA) Server Platforms.

In July of 2005, Propalms purchased the Secure Global Desktop (SGD) – Terminal Services Edition (TSE) Windows Server-based product from Tarantella, Inc., a Santa Cruz, CA based company that developed and sold the SGD range of terminal services applications.

Propalms rebranded SGD-TSE as Propalms TSE and recently released a version 5.0 of the product. Propalms TSE directly competes as a lower cost alternative to Citrix Metaframe. Propalms assumed all of Tarantella's TSE customer obligations, and Tarantella's TSE development team joined Propalms.

## 1.2. VISION

Propalms USA's vision is to focus on its award-winning Propalms TSE software and continue to develop innovative products for the server-based global market, from the small and medium businesses (SMB) to the large enterprise.

Propalms is passionate about understanding and solving their customers' server and data access management. Management is determined to be a world-class vendor, an outstanding partner, and a superior investment for shareholders.

Propalms is dedicated to providing quality support, and has a passion for robust, reliable, and scalable software at affordable prices.

With over 1,000 customers worldwide, and partners globally, Propalms is now recognized as a leading player in the terminal server market.

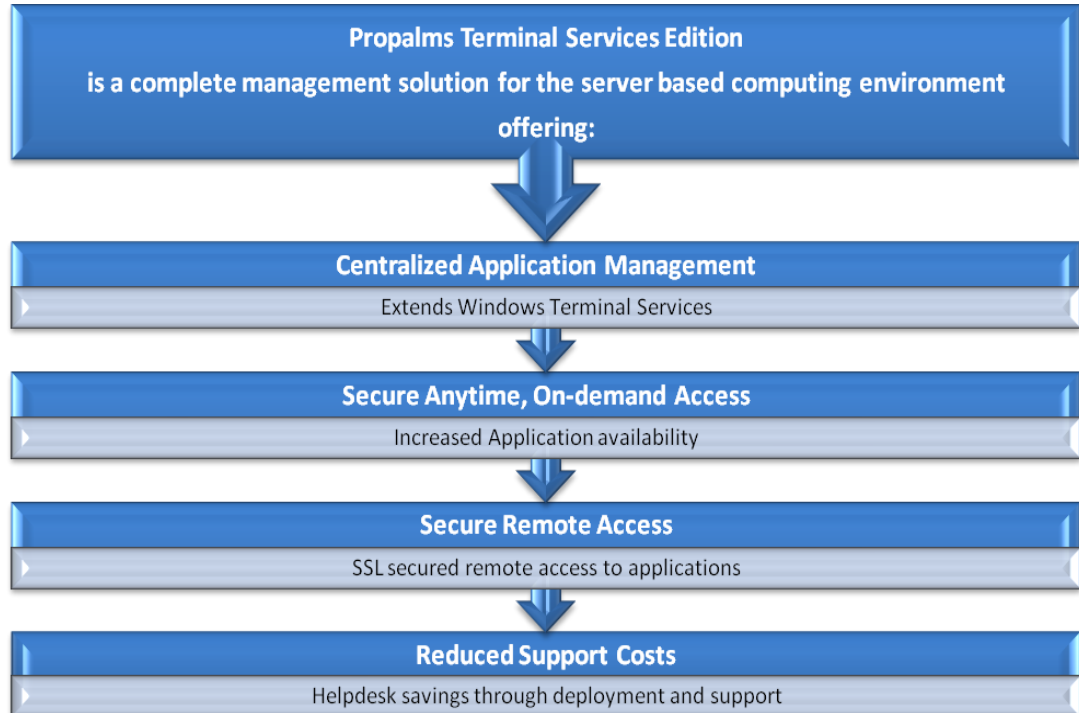
## 1.3. TSE SOFTWARE

Propalms TSE is a complete server-based management solution that extends Microsoft Terminal Services 2000/2003, offering features such as: Application Publishing, Seamless Windows, Resource based Load Balancing, Web based Management Console, Session Management, Server Health Monitoring, Reporting, Single Port Relay, Universal Print Driver, Application Access via Desktop Shortcut, Windows Start Menu or Browser-based Application LaunchPad.

Worldwide, thin client computing is growing, on average, by 20 to 25 percent, with thousands of organizations, from small businesses to large enterprises and governments, taking this route and saving substantial money in running their systems. Increasingly, organizations in both the public and private sector are turning to Propalms as a genuine alternative to more established terminal service providers. The technology is gaining a foothold in the U.K. market after achieving a strong presence in North America.

## 1.4. WHY TSE?

Unlike other solutions, Propalms TSE leverages the Microsoft™ Remote Desktop Protocol (RDP) as a standard building block, adding an intelligent management layer and protecting customers' long-term investments in the Microsoft™ platform. TSE publishes server-based Windows applications and the Windows desktop through a single, unified, and portable, browser interface.



### 1.4.1 CENTRALIZED APPLICATION MANAGEMENT

Propalms TSE software enables central management of corporate applications and delivers them to end users without the complexity and resource overhead of traditional software deployment techniques. All aspects of the user's application access can be controlled and monitored via the Propalms Web Management Console.

#### 1.4.2 SECURE ANYTIME, ON-DEMAND ACCESS

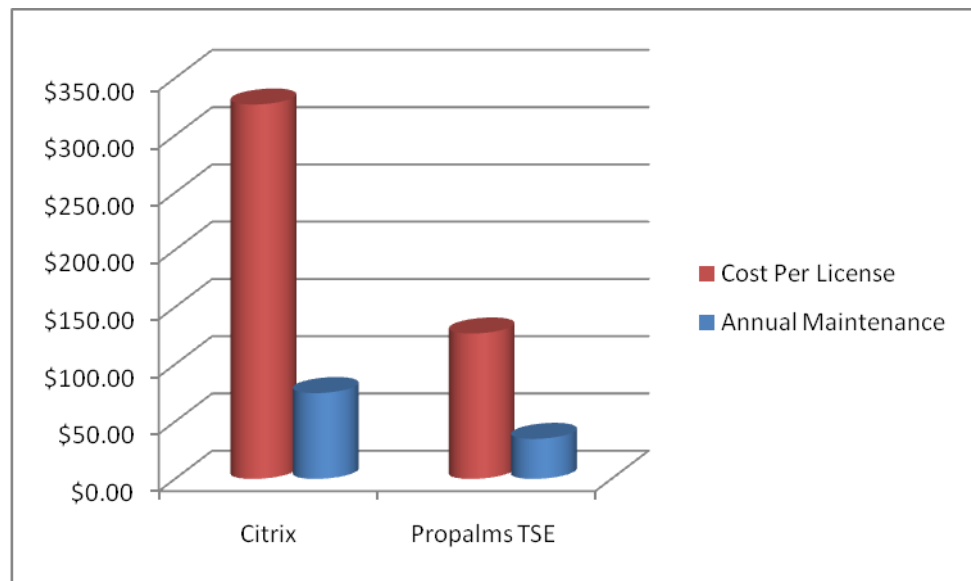
With Propalms, the applications that a user requires can be delivered in seconds, rather than hours or even days. No more waiting for an engineer to install the application on the user's PC. Utilizing Propalms TSE, an administrator can control all aspects of the application delivery, and easily offer the latest updated applications to all users in the enterprise.

#### 1.4.3 SECURE REMOTE ACCESS

Utilizing Propalms TSE as a delivery platform, corporate applications can be securely delivered to clients over the Internet. Whether the user is at home or sitting in an Internet Café, Propalms can be relied upon to offer a simple to use and secure interface for application delivery. All the user needs is a Web browser and an Internet connection.

#### 1.4.4 REDUCED SUPPORT COSTS

The Propalms TSE model of application management offers significant cost savings in helpdesk operations. Not only can it drastically reduce helpdesk calls, it can also deliver enormous savings in application deployment and maintenance. The Citrix license costs approximately US\$327.00, while the Propalms TSE license costs US\$127.00. Also, annual maintenance for Citrix is approximately US\$75.00, while annual maintenance for Propalms TSE costs approximately US\$35.00.



## 1.5. DISTRIBUTORS

### 1.5.1 UNITED STATES – TRIDEX SYSTEMS

Tridex Systems is the official Propalms TSE distributor in the U.S. Tridex Systems is an innovative, systems-integration company founded in 1998 and headquartered in Englewood, Colorado, USA. Tridex Systems provides clients an efficient, cost-effective, and tightly integrated infrastructure to deploy their applications. By combining today's best-of-breed technologies—including Intel-based servers running Microsoft Windows or Linux and Sun Microsystems and Propalms' Thin-Client Enabling solutions – into tightly integrated multi-vendor systems, that will meet (and most likely exceed) user specifications for quality, performance and flexibility.

Tridex's team has more than 100 years combined IT experience in providing IT and ERP business solutions—with established companies like Honeywell, Convergent Technologies, Burroughs, Unisys, R&D Systems, NxTrend Technology and more.

### 1.5.2 CANADA – GLOBAL DL

Global DL is the official Propalms TSE distributor in Canada. Global DL was founded in 1996 with a distinct vision and structure aimed at providing state-of-the-art IT solutions for a wide range of clients. Large or small, local or global, Global DL's mission is to enhance the competitive position of their clients through the implementation of information technology-based business solutions.

Global DL brings together people and technology to implement custom IT business solutions from “concept to completion.” Leveraging its depth of networking experience, Global DL provides a full range of services and expertise for corporations of any size.

Global DL's services are designed specifically to help our clients meet mission critical business requirements head-on. Global DL provides custom teams to reduce the complexity of technology and focus on creating benefits for clients, rather than merely proposing them. Global's engineers have extensive experience across multiple server platforms and operating systems, hold various vendor and industry certifications, and adhere strictly to Global's “maximum value for clients” methodology. The Company's comprehensive knowledge base enables efficient design, implementation, and support of solutions, ensuring that they are seamlessly integrated into your company's environment.

## 2. CASE STUDIES

### 2.1. CBI HEALTH CORPORATION

#### 2.1.1 COMPANY PROFILE

CBI Health is a Canadian Company with an extensive network of rehabilitation facilities with more than 1,000 clinical and support staff that offer comprehensive services in physiotherapy, occupational, exercise and massage therapies, as well as physician and chiropractic care.

For more than 30 years, CBI Health has assisted thousands of patients with its health care needs, all across the country. In the last 10 years alone, more than half a million people have been treated within CBI facilities.

CBI Health derives its revenues through insurance claims. Currently, CBI has 130 locations throughout Canada.

CBI's vision is to be the most respected company in the delivery of health care services and continue to help shape health care standards and practices in Canada.

The mission of CBI Health is to improve the health and wellness of its communities and to guide individuals with any injury through a logical continuum of high quality rehabilitation leading to a return to normal activities of daily living. The Company also assists organizations in developing effective strategies for preventing and managing musculoskeletal problems in the workplace.

#### 2.1.2 CHALLENGES

CBI Health's challenge, before looking at solutions such as Propalms TSE, was the management of its growth and having full faith in the systems that they would put into place as they moved forward.

CBI's biggest concerns as they were expanding were:

- Data privacy;
- Data backup;
- Data security;
- Recognition of data; and
- Secure remote access for data (such as payroll data from 130 locations).

#### 2.1.3 SOLUTION

"Due to the complexity of the software and the high price per module, Citrix was never a possible solution for CBI," stated Ken Waring, IT Director of CBI. One of

the key factors to selecting Propalms TSE is because of how Global treated them as a customer. It was important that Global positively presented the product, how the product would benefit the organization, and that Global was conscious of CBI's budget. Global treated CBI's budget like it was their own.

#### 2.1.4 RESULTS

Propalms TSE software allowed CBI to grow into a new business line, mitigated their risks, and reduced initial capital investment. The IT personnel, that were cost bearing, are now becoming revenue-producing employees because they can focus on other areas.

Propalms TSE provided CBI with:

- Data privacy;
- Data backup;
- Data security;
- Recognition of data; and
- Secure remote access for data (such as payroll data from 130 locations).

Propalms TSE enabled CBI to take their billing application, which is 13 years old, and make it functional in a Web environment. Ken Waring explains that the "TSE extended the life cycle of the product by five years until the next software paradigm comes about. This alone has saved CBI approximately half to 1 million Canadian dollars in development costs."

## 2.2. EUPHONY COMMUNICATIONS LTD

### 2.2.1 COMPANY PROFILE

In January 1998, following deregulation of the telecoms industry, Euphony Communications Ltd. commenced operations in the U.K. The core of its business was reselling telephony services to the general public. After three years of initial success, Euphony expanded operations into Europe via Belgium, the Netherlands, the Republic of Ireland and Germany.

In August 2004, Giles Redpath acquired Euphony and became CEO of the business. In the summer of 2005, Euphony announced its intention to expand its portfolio of services.

Euphony's services now include the resale of land line (CPS) telephony, Internet access (dial-up and ADSL), pre and post paid mobile, and energy services (gas & electricity), which are directed towards residential consumers and the small business sector through network marketing.

Euphony began trading in the United Kingdom, but is now proudly operating in six European countries: Ireland, U.K., Belgium, Netherlands, Germany and Spain.

### 2.2.2 CHALLENGES

Due to centralization, Euphony needed to publish cost-effective applications that could be installed seamlessly, available to the end user across its nine European locations.

### 2.2.3 SOLUTION

The Company chose Propalms TSE because of the significant price difference and the fact that it was highly recommended by a previous user.

### 2.2.4 RESULTS

Ian Skeet, IT Services Manager of Euphony, stated, "Euphony achieved load balancing across servers and user accountability, in terms of application use, reducing user licensing costs and increasing the software purchasing return on investment. Because of these benefits, the Company plans to double the number of user licenses and install the software across its European network." This saves Euphony approximately 57 percent in licensing costs.

## 2.3. TENNESSEE FARMERS CO-OP

### 2.3.1 COMPANY PROFILE

Tennessee Farmers Co-op (TFC) in Tennessee, recognized as one of the strongest federated cooperative systems in the nation, includes TFC and the 61 member Co-ops that own TFC. Adding strength and effectiveness to the system are interregional farm supply and research organizations of which TFC is a member/owner.

At the very foundation of the highly successful cooperative system in Tennessee, there are close to 70,000 farmers who are members of the local Co-ops in their home counties.

Approximately 150 Co-op retail outlets, which operate in 85 of Tennessee's 95 counties, serve more than half a million customers across the state.

As the Company is a federated cooperative system, there is a pyramid of ownership. Farmers own their local Co-op; the local Co-ops, in turn, own TFC. This gives the farmers true ownership of his or her own farm supply and service organization.

### 2.3.2 CHALLENGES

TFC headquarters monitors 70 main locations, with corresponding satellite offices, and performs audits and various financial services for its member offices. TFC needed a solution that would allow them to seamlessly interconnect with

each other. TFC originally used Citrix to solve this problem. Due to its high per license and annual maintenance costs, TFC was only able to implement 320 Citrix licenses.

### 2.3.3 SOLUTION

TFC management decided to change from Citrix to TSE to significantly reduce costs. Mike Moore, Executive Vice President for EFC Systems, Inc., stated that the Company was introduced to the Propalms software by Tridex Systems, Inc. "They trained our staff and helped us convert our technology. We used to promote Citrix, but found Propalms, as an organization, to have great technology. Propalms clearly demonstrated that they are listening closely to the customers needs, and we can see that the future growth of this product will be very substantial," he explained.

Clay Gupton, Senior Network Engineer for EFC Systems, Inc. and project manager for the TSE Implementation, stated that, "Propalms USA's technology is much easier for administrators to use." Gupton also believes that the application is, "as effective, in comparison to the Citrix application, for our requirements."

### 2.3.4 RESULTS

"The Company is now able to deploy TSE on terminal servers, allowing for better security and stronger communication between offices," stated Clay Gupton.

TSE provided TFC a means to provide easy to install features at a cost effective price that its customers are now demanding. Clay Gupton explained that the, "Cost difference between TSE and Citrix allowed us to save money, which, in turn, allowed us to purchase additional TSE software." While saving over \$100,000, TFC was able to purchase the 555 licenses eventually needed for its 40 main offices.

## 2.4. INLAND DETROIT DIESEL – ALLISON

### 2.4.1 COMPANY PROFILE

Since 1958, Inland Detroit Diesel-Allison has served customers throughout Mid-America with a dedication that few can rival. Its headquarters is in Butler, Wisconsin, and has branches in Illinois, Indiana, Illinois, Wisconsin and Michigan.

Inland Detroit Diesel-Allison is one of the only companies in the world focusing exclusively on gas engine technology. They sell and service 2 to 24-cylinder diesel configurations from 8 to 10,000 horsepower, plus the full line of Allison transmissions, and sell a complete line of GE Energy's Jenbacher gas engines ranging from 330KW to 3MW. It also offers a complete line of GE Energy's

Jenbacher gas engines ranging from 330KW to 3MW. Its products represent some of the most advanced and innovative designs on the market today.

The Company is able to serve many markets from truck, automotive, coach and bus, to marine, construction, industrial and mining, to power generation and the military. Currently, the Company is a full service distributor for: Detroit Diesel Corporation, MTU Diesel Engines, Allison Transmission, and Electromotive Diesels (EMD), DDC MTU Power Systems, GE Energy Jenbacher Gas Engines and Mercedes Benz Industrial Engines.

#### 2.4.2 CHALLENGES

The Company had been a Citrix customer for approximately five years and maintained an active maintenance agreement on its products. Kevin Cash, Information Services Director of Inland Detroit Diesel-Allison, explained that when Citrix deployed a demilitarized zone (DMZ) product, the Company was told that they needed to add another server to support the new product. Mr. Cash stated that Citrix, “simply refused to work with us to support our current installation of having their product and our ISA server on the same Windows server,” and that Citrix would only, “assist if we configured per their specifications.”

#### 2.4.3 SOLUTION

Inland Detroit Diesel-Allison decided to choose Propalms because of the personal support given by Tridex. Mr. Cash stated that because, “Citrix has become so large and inflexible, I cannot see how any small to midsize organization could continue with their product and lack luster support. Propalms and Tridex makes for a winning team for Inland.”

#### 2.4.4 RESULTS

Mr. Cash explained that, “Tridex, within days, had us up and running, utilizing the single DMZ server that houses the Propalms application and the ISA Proxy. All of this was done simply with a demonstration license to insure the product would supply what we needed. They allowed us full access for 30 days; frankly it took about one week to decide this was the product Inland needed for a TSE environment. The conversion to Propalms was a ‘no brainer’ for Inland.” He adds, “Going with TSE, we were able to save approximately \$7,500 because we no longer needed to purchase an additional server to support the software. We estimate that over a three year period, we would realize a savings of 29 percent using TSE vs. Citrix.”

### 3. CONCLUSION

More than ever, business leaders are focused on growing revenues, containing costs, and providing a higher level of customer support, while reducing the cost of business support activities, such as IT costs.

One method of achieving these, apparently contradictory, goals is through the implementation of Propalms TSE.

Introducing Propalms TSE as the thin client computing choice, either as a new concept or as a replacement to costly and complicated Citrix, can significantly lower operating costs of a business, increase the quality of support and reduce risks.

Enterprises which have made the switch to Propalms TSE are reporting huge savings on support, hardware, and upgrade costs, as well as spending less time on administration and end user support.