

## BUSINESS HOTEL CHAIN MAKES ROOM FOR GO-GLOBAL.



***NH Hoteles Deploys GO-Global Server-based Solution in the Netherlands for Easy Application and Database Access from Anywhere.***

### ***Customer Solution at a Glance***

**Company Profile:** NH Hoteles ranks third among European business hotels.

**Business Need:** The Netherlands business unit of NH Hoteles needed a way to centralize the distributed "I Was Here" Windows-based application, while allowing users to retain the look and feel they had become accustomed to.

**GraphOn Solution:** Thanks to the server-centric GO-Global® for Windows solution, users now have easy, fast, and transparent access to the mission-critical application and database.

#### **Results:**

- Eliminates the need to re-write the application as a native Web-based program.
- Simplifies application deployment and support.
- Allows database access from any location.
- Provides full-function remote printing.

NH Hoteles is a leading worldwide hospitality company specializing in business travelers. The company currently has 269 hotels with over 38,000 rooms in 19 countries across Europe, Latin America, and Africa.

Within the Netherlands, NH Hoteles relies on a custom software application to track staff work hours, vacation time, and other employee information. This distributed, Windows-based application had traditionally been running on individual client PCs located throughout the hotel properties. When organizational changes and database requirements dictated a move to a server-centric architecture, the Netherlands business unit of NH Hoteles selected GO-Global.

Today, the company enjoys an efficient, cost-effective application publishing solution that's easier to maintain. The server-based solution provides access to the application and database from any location. What's more, the solution was deployed with little or no impact on the user community.



**Access to Applications Anywhere.**

## I Was Here

NH Hoteles relies on its internally-developed, mission-critical software program called I Was Here (IWH). Previously running on Windows PCs located throughout the hotel's various properties in the Netherlands, the business application is used to record employee information for subsequent transmission to the centralized Payroll Administration system. The IWH program also generates full time equivalent (FTE) reports and journal entry files for financial accruals.

"We wrote the I Was Here program in VB6, with Crystal Reports XI used as an embedded report generator," said Sander van Leussen, Assistant Financial Controller at NH Hoteles. "Development was completed in 2002 and since then this software has become more and more important to us – and now it is really critical."

IWH was installed at all hotel sites on multiple client PCs. The database was located on each hotel's server. "This created a situation where the database for a particular hotel could only be accessed from within that hotel," explained van Leussen. "Because of organizational changes, however, we needed to access IWH at any hotel from every location. Our central Business Unit Office needed access to all hotels, while certain hotels needed access to other hotels."

## The Alternatives

To solve this business challenge, NH Hoteles considered four alternatives:

- Re-write the program as a native Web-based application
- Change the database architecture to Microsoft SQL Server
- Deploy Microsoft Windows Terminal Services (WTS)
- Deploy GraphOn GO-Global

"Rebuilding the program as a native Web application would certainly meet our requirements, but would be a very time-consuming – and consequently expensive – process and therefore turned out not to be a realistic option," said van Leussen.

Changing the database to SQL Server and installing a central database server was also an option, but would require a number of changes to the IWH application.

"All database queries were being performed on the client machines," he said. "If an SQL server were to be installed at our central office and all hotels were making a data connection to this server, the queries would need to be run at the server side to avoid excessive network loads."

However, even if all queries were performed at the server, SQL Server would still require a very large amount of bandwidth. "An SQL approach would simply be too expensive," said van Leussen.

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***"With GO-Global, we've been able to achieve our objectives with an architecture that's easier to maintain, and users hardly noticed the difference."***

Sander van Leussen  
Assistant Financial Controller  
NH Hoteles

## Server-based Computing

The next two alternatives involved server-based computing solutions. "With this approach, the IWH application and all databases run on a central server installed at the Business Unit Office," explained van Leussen. "Users make a connection to this server and the I Was Here application starts. The user is physically working on his own computer, but in fact the program is running on the central server."

With Microsoft's WTS solution, the entire desktop is delivered to each user. This means that the user sees a different screen than he or she is used to seeing. With

GO-Global, however, only the application interface is delivered across the network, appearing as a familiar window on the user's existing desktop.

While WTS utilizes the RDP protocol and screen bitmap technology to transmit the entire desktop, GO-Global uses its patented RXP protocol to transmit only screen drawing commands and mouse and keyboard events. This highly efficient method provides for faster performance.

## Final Results

"Based on our analysis and subsequent tests, we determined that GO-Global was the best overall solution to meet our requirements," said van Leussen. "Today GO-Global is being used by 200 concurrent users throughout the Netherlands. Performance is excellent, and printing and drive-mapping work great. And perhaps most importantly, users hardly feel any difference from the old distributed approach."

### NH Hoteles Infrastructure

**Servers:** Dell PowerEdge 1950 as system server running GO-Global for Windows server software. Dell PowerEdge 2950 as database server.

**Published Application:** I Was Here custom Windows application.

**Clients:** 200 concurrent PCs (Windows 2000/XP) running GO-Global near-zero-footprint, native Windows thin client.



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