



# Case Study

## Vidéotron Ltée

CONNX enables Vidéotron Ltée to Web-enable their VSAM data

### The Problem, The Solution, The Result

Vidéotron and CONNX? As a leader in new video technologies, Vidéotron Ltée was clearly a perfect match for CONNX, a leader in new database management and Web-enablement technologies.

The goal was to find a way to provide real-time access to their legacy VSAM files stored on an IBM mainframe. The problem was that there was no database running on the mainframe, so the information was locked up and not easily accessible by Windows or UNIX servers. They wanted to use the information to Web-enable monthly usage reports, digital channel selection, and account summaries, among other things, in order to reduce the heavy load on their call centers.

CONNX solved the problem with one easy answer: CONNX for VSAM. In the words of Pierre Allard, Senior Technology Architect at Vidéotron, "We were faced with three choices: to either install DB2 on the mainframe and convert our order entry and billing applications from VSAM to DB2; to duplicate the VSAM files in DB2 on the mainframe or some other platform; or to use a product like CONNX that simulates a database on VSAM files. The most economical choice was the third one, and it was also the most practical one ... CONNX provided a quick-and-easy way to access the information from different sources. The relational view and the SQL language made it easy for programmers to access VSAM files as if they were database tables ... Using CONNX was very easy for programmers since it is basically a relational view over flat files, and since the language is SQL."

After discovering the benefits of using CONNX, Vidéotron began using an ODBC-to-ODBC bridge for programs that handle cable-modem provisioning. The programs had originally been written in the PERL language and were accessing a Sybase database running on UNIX servers. The bridge was used to link the UNIX

**Internet Monthly Usage**  
High-speed cable modem access and Dial-up access

**Identification**  
User name :

Your period of usage starts the 10<sup>th</sup> day of each month.

Period	Cable Modem		Transmitted upstream (upload)		Dial-up
	MB	GB	MB	GB	Hours
2003-11-10 to 2003-11-21	1200.98	1.17	42.06	0.04	1:13:00
2003-10-10 to	1241.92	1.21	82.08	0.08	

**Conditions**  
Access type  
Basic cable Internet  
High-speed  
Extreme high-speed  
Business HIS 3.1 Mbps

*With CONNX for VSAM, Vidéotron was able to upsize order entry and invoicing applications from the UNIX format to their IBM mainframe. They were also able to replace an obsolete VSAM adapter in their data warehouse, and Web-enable monthly usage reports, digital channel selection, e-mail services, and user account summary.*

- Using CONNX, Vidéotron Web-enabled monthly usage reports and other types of statements and transactions.
- Vidéotron was able to make their VSAM data available in an easy-to-read format.
- Web access reduced phone call volumes to customer care center.
- Web entry of data reduced time-consuming and error-prone manual processes.
- Cost-effectiveness of CONNX product enabled Vidéotron to recover expenditure in very little time.

## Vidéotron Case Study continued

ODBC within PERL to the CONNX ODBC driver running on a Windows NT server.

"We used views extensively to provide information in a format similar to what we had on the Sybase database even though the data structure had changed."

The simplicity of adding CONNX to the mix came as a surprise to Allard, who said, "Changes to the PERL applications programs were minor, and our programmers did not have to use a different technology."

Vidéotron also found extra benefits in cash savings as a result of using CONNX.

"CONNX was part of the infrastructure for upsizing order entry and invoicing applications from UNIX to the IBM mainframe. The savings in development costs easily covered the cost of CONNX. Moreover, CONNX was used to replace an obsolete product ... that was used for our database warehouse. It was also used to Web-enable transactions for our clients ... (they ) can change the channels they are subscribing to directly on their TV set, without making a call to the call center ... they have access to many more transaction on the Web, including changing their e-mail address, changing their password, viewing their Internet usage, and viewing summaries of their bills and their payments."

CONNX security features were another attraction to Allard and Vidéotron. "The only security feature that we do not use is the access security by column that is available in CONNX. We use all the other security features, including integrated logon ... We also experi-

mented with all features available for connection sharing and pooling before choosing which one best suited us."

Vidéotron is also using CONNX internally to access corporate data. Provisioning of e-mail addresses, passwords, modems, follow-up applications, Web applications, and applications feeding the data warehouse system have all been created through the use of CONNX. Allard says that, "Without CONNX, we would not have been able to achieve these results. (CONNX) is economical, it pays for itself in development because other solutions were more expensive and required more resources. Moreover, it enables us to develop faster transactions for our customers. These transactions save us money every time they are used."

In comparison to alternative VSAM products, Allard says that, "Considering its price and available functions, I am still convinced that CONNX was the best solution to our problem ... and CONNX does it well ... CONNX is now part of our infrastructure."

To view more samples of the results of the CONNX and Vidéotron VSAM data access and Web-enablement project, go to the Vidéotron Web site at [www.videotron.com](http://www.videotron.com)

*Vidéotron Ltée is a leader in new technologies, thanks to illico, its interactive television system and its high-bandwidth network allowing it to offer, among other services, high-speed cable Internet access, analog, and digital TV services. In Quebec, Vidéotron serves 1,450,000 million cable customers; more than 165,000 also subscribe to interactive TV on its digital service illico. Vidéotron is also the leader in high-speed cable Internet access throughout Quebec, with more than 333,600 Internet customers by cable modem and dial-up modem.*

*CONNX Solutions, Inc., with its flagship software product, CONNX, brings EAI/universal data access technology to over 3,000 organizations worldwide by enabling access to all enterprise data, regardless of origin, through one interface. The company maintains strategic relationships with industry-leading organizations including Microsoft Corporation; Oracle Corporation; Sybase Inc.; Informix; Computer Associates International, Inc.; IBM Corporation; and Compaq Computer Corporation. Founded in 1989, CONNX remains locally owned and managed through its headquarters in Redmond, Washington. For more information, contact CONNX Sales at (425) 519-6600, or visit our Web site at [www.connx.com](http://www.connx.com)*



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