

VISUAL | job for TWS

... my LIFE Saver!

ASAP User Conference

I had the privilege of attending my first ASAP User Conference in Austin, Texas this year (2012). It was a pleasure to meet so many knowledgeable and friendly people. I was able to 'pick' the brains of the TWS gurus from IBM along with meeting current active users of the TWS Scheduling product.

Two of the users that I met at the conference strongly suggested that I attend the class for an ASAP sponsor software package, namely VISUALjob for TWS from APS|ENTERprise. This was by far the best and most helpful class for me at the conference.

Conversion from CA Scheduler to TWS

I have been in the Information Technology field since 1974 and have been using CA products since the early 1980's with CA-Scheduler being the scheduling package that I knew backwards and forwards.

When my company decided to switch to TWS in 2010 I felt like a fish out of water, but I kept telling myself, "you can learn to use this package as well as you have learned CA-Scheduler over the years".

Prior to going to the conference I felt like I had mastered TWS fairly well. I had worked closely with four experts from IBM, Ann, Doug, Warren and John during our entire conversion (they were the best). I could not have done the conversion without their onsite assistance and expertise.

Challenges

I already knew how my system ran backwards and forwards prior to the TWS conversion, yet I still had some times where it was difficult to follow the flow of the applications /occurrences in TWS. I found myself getting more and more phone calls from the programming staff because they couldn't figure out how the applications were connected with their predecessors and successors – and their comments to me were always "this is when I need this job to run, you put it wherever it needs to be". This always meant more work for me.

VISUALjob for TWS discovered at ASAP University

... my lifesaver!

At ASAP 2012 I attended the sponsor session from APS|ENTERprise, covering flowcharting and reporting for TWS with VISUALjob for TWS – this has been my lifesaver! When I returned from the ASAP User Conference I pitched the sponsor solution to my boss and the software was purchased in July of 2012!

VISUALjob for TWS benefits

The VISUALjob product is amazing! I had been playing around with the package prior to our purchasing the software and was more and more impressed everyday as to how easy it was making the constant changes that I need to make to TWS. There is never any doubt in my mind when I am changing criteria, adding/deleting occurrences or applications that I will have everything linked in the proper order.

The programmers are now able to view the entire TWS database, search for anything they want and they will instantly know when it runs and why. They are able to insert or remove anything and see how that will affect the flow of the current applications and then make their decision on what the change should or shouldn't be.

I now have the best of both worlds – I now know that the programmers understand how TWS is working.

VISUALjob for TWS Customer Support and Training

The APS|ENTERprise representatives, Peter Thiermann and Michael Sullivan, have been wonderful to work with. The technical support was right there at our fingertips if and when we needed them. The onsite training sessions were extremely helpful and the programmers were able to see the software in action using our live TWS database so that everything was relevant to our shop.

Peter and Michael from APS|ENTERprise did not leave our shop until we had all batch processing in place to update TWS into the flowcharting and graphing program each day. It meant a lot to me to have him ensure that everything would run smoothly in his absence and that he and his technical support staff are just a phone call or email away.

APS|ENTERprise conducted the most helpful training sessions that were well attended and received by our Applications staff (and they can be a pretty hard bunch to impress). We received extremely nice comments from everyone and one week after the classes I see a good percentage of the staff using this product. I can't thank APS|ENTERprise enough for all of their help in this whole process.

... looking forward to attending ASAP University next year

I highly recommend ASAP University to any and all users of TWS. It connected my company with a solution that goes hand in hand with TWS – forming the complete package to make TWS the most useful scheduling package it can be. I look forward to attending ASAP University 2013 and gaining even more knowledge of the TWS world.

Debra Forrest is an Analyst 1 in Information Technology at Carpenter Technology Corp. in Reading, Pennsylvania where she has worked since 1996. She is responsible for maintaining any and all changes that are required within TWS. She works with the applications groups, end users and System Analyst to insure that all production processing is completed in a timely manner and that everything flows properly. She is responsible for overseeing all mainframe processing, training of operations staff and keeping the operators informed of any and all changes, keeping all documentation up to date. She is assisting the System Analyst with new software upgrades and installs. Debra is constantly looking for ways to streamline processing, implement cost cutting procedures for the company and still keep the end user happy. She has been in the Information Technology field since 1974.



Carpenter (NYSE:CRS) is a leader in the development, manufacture and distribution of stainless steels and specialty alloys and was founded in 1889.

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