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Once these Memorex 2191 printed circuit board housings, called "logic modules," pass the visual inspection of Subassembly Technician, **Rajenda Shah**, he will place them right side up on a conveyor and send them to final assembly. There, they will team up with previously inspected display monitors and keyboards to form completed Memorex 2191 Display Stations for use with IBM Systems 34/36/38 computers.

This is just one photo that will run over the Associated Press wire service to newspapers across the country.

Douglas heads Comm Group

Memorex recently appointed **John Douglas** as vice president and general manager of the Communications Division, reporting to Senior Vice President of Product Operations, Bill Morgan.

Douglas brings some 25 years experience in the electronics industry to Memorex, including general and manufacturing management expertise. Starting his career with 10 years at General Electric/Honeywell Information Systems Division, Douglas moved to I.T.T. Courier Terminal Systems as vice president of operations in 1971.

At I.T.T. Courier, he became vice president and general manager of computer terminal systems operations before being appointed president and chief executive officer. Douglas left I.T.T. Courier in 1981, becoming president and chief executive officer of Carterfone Communications, a subsidiary of Cable

and Wireless North America and a manufacturer of communications terminals. He then became group general manager for message and data at Cable and Wireless North America before joining Docutel/Olivetti Corporation as president, chief operating officer and director in 1983.



MRX increases comm focus

The "Year of the Rat" was in 1984. This year the Ox held that title and 1986 will be the "Year of the Tiger." For Memorex, however, it also will be the "Year of Communications Equipment," as the company focuses on strengthening its communications product line, marketing channels and dedicated sales efforts.

"Next year Memorex will increase its focus on the Communications business because the markets are growing very fast," said **John Douglas**, vice president and general manager of the Communications Group. "Our market position is growing stronger and the communications product line is broad, opening up many more sales opportunities."

Memorex is projecting to double its controller and printer business in 1986. Sales of display terminals also are expected to increase significantly next year. Part of the reason for this projected growth is the offering of complete clusters, which are combinations of terminals, controllers and printers that attach to different IBM or IBM-compatible mainframes.

"We will introduce several new products next year to broaden the market we are able to address," said **Bill Roch**, director of marketing and sales support for Communications products. "We also will continue to offer a competitive advantage in workspace savings, reliability and price, as well as increase the number of distributors and dedicated communications sales representatives."

Because communications equipment is not as much of a financial investment to the user as storage equipment, it is typically easier to sell. This year, Memorex strengthened its dedicated communications sales force and recently completed a nationwide sales training course.

"Having sales representatives that only sell communications equipment has

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Comm clusters tailored to users needs

Expert tailors determine the exact fit of a suit, match the color and style to a particular person and enhance the look by adding accessories. Memorex's sales force also has begun to work with communications equipment much like a custom tailor.

Since Memorex added the 2274 1C and 2274 2C cluster controllers to its communications product line, the sales force has been able to custom tailor Memorex communications products to the users' needs.

"Previously, we only sold terminals and printers to users who had selected a cluster controller from some other vendor," said **Ray Foster**, national communications sales manager. "Now we can provide a complete solution, including cluster controllers, terminals and printers."

The sales force has already begun a more sophisticated communications sales approach. For each existing and new account, the sales representative determines how Memorex communications products can solve a user's input/output problems.

In a recent selling opportunity, a fastener manufacturer with headquarters in Cleveland, Ohio, required a new system to communicate with its remote distribution locations in 46 cities across the United States. The manufacturer needed to transmit orders and receive shipping information from its central computer site. Memorex's **Jeff Henry**, a dedicated communications sales representative in the Cleveland branch, was able to respond to the user's remote location needs. Henry provided the customer with a complete solution, which included several cluster controllers, terminals and printers.

Training is another important aspect of cluster selling. A recently completed training program (dubbed "summer school") included extensive training on the new Memorex cluster controllers and an analysis of the competitive controllers offerings. The training course also focused on determining the exact mix of Memorex equipment to do the job most efficiently for specific customers.

With the addition of cluster controllers, Memorex can now offer a complete solution to display terminal users.



Bob Varo, national manager of distributor sales, announced the first customer ship of the 2191 Display Station. Several people were commended for their contribution in getting the first 2191 out the door so quickly. The 2191 was announced in September.

2191 Terminal strengthens MRX distributor program

In a move to expand Memorex's market presence in the United States, the first 2191 Display Station was recently shipped to a distributor in North Carolina, with 150 more units to follow.

"Because the 2191 is such a high-quality product, the response from distributors has been great," said **Bob Varo**, national manager of distributor sales. "As a result, our number of resellers is increasing rapidly."

The 2191 is the second product to be sold to end users through value-added resellers. The first product was the 2051 Display Terminal. These resellers give Memorex the opportunity to expand its market share because they cover additional geographic areas.

Varo said that distributors will sell the 2191 to users of IBM Systems 34/36/38 mainframes (a small mainframe series). Users are typically small companies or they are Fortune 1000 firms that use small computer systems for multiuser department processing. Because of the

large quantity of these systems, it is difficult for one dedicated sales force to cover all potential users.

"We have a tremendous opportunity to expand our market presence," Varo said. "By using two channels, our direct sales force and resellers, we can derive maximum benefits in the small mainframe market. An increasing number of small businesses, as well as departments of large companies, are purchasing these processors for a relatively small investment. As the number of processors installed increases, so does the need for peripherals to communicate to it."

Since the first 2191 was shipped in October, more than 1000 units have already gone out across the United States. Other products that are being folded into the distributor program are the 2024 multifunction printer and the 2173 dot matrix screen printer for IBM Systems 34/36/38.

Product Profile: Comm line expanded in 1985

In 1985, Memorex introduced several new communications products in an effort to strengthen its market position:

- **2173 Multifunction Printer** is a dot matrix screen printer that attaches directly to the Memorex 2051, 2178, 2080, 2191, and 2078 (models 2 and

82) monochrome display stations. It offers users a choice of standard (9 x 9) or high resolution (9 x 5 to 15) matrix. The printer handles fanfold paper up to 11 inches wide, three parts thick and roll paper or manually fed single sheets up to 11 inches wide.

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MRX breaks all-time United Way record

The results of this year's United Way campaign are the highest in the history of Memorex's participation. We achieved our goal when 2,960 employees contributed a total of \$389,500. This is a 70 percent employee participation compared to 68 percent for last year. There was a per capita gift of \$92.02 and the average employee donated \$131.59.

This year, a dedicated group of 18 campaign coordinators provided the leadership for the campaign in their respective organizations. They included Gary Heath, Pat Hethcoat, Laura Lingen, Cheryl Fellows, Tony Heptig, Evelyn Smith, Marie Fezler, Sid Singh, Becky Stroud, Sharon Vaughn, Lorraine Terrazas, Jim Peck, Spencer Mills, Pennie Combes, Suresh Mehta, Ernie Tydell, Barbara Newton and Victoria Miranda.

Memorex applauds the outstanding efforts of these coordinators and, most important, we are grateful for the generosity of our Memorex employees who gave more to United Way on a per capita basis than ever before.

MRX awards top golfers

After the completion of the Memorex golf tournament of champions, several players were awarded top honors at a recent banquet. Congratulations to everyone:

Jim Johnson	Tournament Champion
Hal Farmer	First Flight Champion
Jim Johnson	Golfer of the Year
Jim Johnson	Putter of the Year

Individual Winners:

Joe Jacinto	Overall Champion (1st day)
Don McClander	Overall Champion (2nd day)
Jim Keady	First Flight Winner (1st day)
George Ledger	First Flight Winner (2nd day)



Snow White and the Seven Dwarfs, alias Sue Gardner and her department, Distribution Control, won first place in the Women's Halloween Costume Contest. The seven dwarfs were the conscientious workers Carol Malinski, Sue King, Mary Pebenito, Carla Broman, Judy Weekly, Nancy Lincoln, and Nicole Dolphin.

Sonny/Cher win best costume

Men's Division

First Place	— Mike Walker—Accounts Payable
(Tie)	— Bob Keown—General Accounting as Sonny & Cher
Third Place	— Frank O'Neil of Human Resources as Ella Fitzgerald

Women's Division

First Place	— Sue Gardner and her department, Distribution Control as Snow White & The Seven Dwarfs
Second Place	— Pat Brathauer of International as The Interoffice Envelope
Third Place	— Janice Kang—LSI Linear as Ninja

Pumpkin Carving Contest Winners

First Place	— HDA Maintenance Crew, Terry Flanders—Team Captain Big Mac Pumpkin
Second Place	— Corporate Facilities, Thanh Pham—Team Captain Cornelius—Planet of the Apes
Third Place	— MTEO Drafting D Team, Fred Patrick—Team Captain Headhunters Head

Credit Union news: Line-of-Credit program started

- The new Line-of-Credit program with a low interest rate of 16 percent* lets you draw on money whenever you need in a variety of ways:

Phone request: With an approved Line-of-Credit, you can call the Credit Union and request an advance. A check is mailed to your address the same day or funds can be transferred to one of your Credit Union accounts.

Over-the-Counter advance: You can stop by the Credit Union office to draw on your Line-of-Credit and receive a check on the spot.

Overdraft protection: Funds needed to cover an overdraft can be automatically transferred from your Line-of-Credit to your Check-Mate account.

For more information call 7-1122 or stop by the Credit Union in Building 17.

*Variable annual percentage rate, subject to change quarterly.

MRX hosts Christmas parties

The **Children's Christmas Party** will be held Sunday, December 8 in the San Tomas Cafeteria from 10:00 a.m. to 4:00 p.m. There will be clowns, pictures taken with Santa Claus, face painting booths, punch, cookies, gifts from Santa and more. Admission is 50¢, which includes a photo with Santa (Limit 1 per child). Tickets go on sale Wednesday, November 13.

The **"Casual" Christmas Dinner Dance** is on Saturday, December 21 at the Hyatt/Palo Alto, 4290 El Camino Real. The no-host cocktail hour begins at 7:00 p.m., with a cold buffet dinner at 8:00 p.m. and dancing beginning at 9:00 p.m. The cost is \$7.50 per person.

The **Semi-Formal/Formal Christmas Dinner Dance** will be held Saturday, December 14 at Lou's Village, 1465 West San Carlos in San Jose. There will be a "Big Band" in the main ballroom and a live disc jockey in the lounge. Tickets are \$10.00 per person and are limited to two per employee. Tickets go on sale Wednesday, November 13.

All tickets can be purchased in the Employee Services and Activities Office in Building 17 or call 7-2367 to get tickets by mail.



Even though Development Engineering's **Dennis Jackson** jumped off the pitching mound to try and tag **Mick Cockron** from the Large Disk Drive Division, he could not stop Mick from reaching home plate and scoring the winning run in the recent softball challenge between **Mike Haltom's** disk drive organization and **Luke Little's** storage systems development and technology group. The final score was 14/13. Several players were given awards for outstanding accomplishments including DE's **Chris Christman**, longest hit; LDDD's **Mike Farmer** and **Steve Fuhrman**, best fielding play and LDDD's **Cless Hinkley**, longest hit.

Tennis players rally toward win

Hey tennis fans! Do you need to sharpen your groundstrokes? The Memorex Activities Group has been sponsoring a tennis club and recently had one of its first tennis tournaments. Those who came out on top are listed below:

Men's Division

First Place—**Rico Salcedo**
Second Place—**Mel Raymundo**
Third Place—**Doug Bartholomew**

Women's Division

First Place—**Sue Lynch**
Second Place—**Valerie Jeffery**

For more information on joining the tennis club call the **employee services and activities office at 7-2357**.



Betty Thomas of the Logistics Operations and **Joie Malinski** of Technical Training for Sales & Service are seen here putting the finishing touches on a hot air balloon which was part of a mural at McKinley School which was the Corporate Volunteerism Council's initial pilot project.

MRX helps kick off Corporate Volunteer Council

On a recent Saturday, more than 40 corporate volunteers from Memorex, Apple Computers, FMC and Advanced Micro Devices joined forces to help improve some childcare facilities in Santa Clara as they kicked off a corporate volunteering program.

The Martinson Child Development Center and the McKinley School were selected as the initial pilot project of the Corporate Volunteerism Council of Santa Clara County. The volunteers painted a classroom, decorated a wall with a colorful mural, provided ground cover for a playground and constructed a wooden border around a sandy playground area.

According to Memorex's **Ernie Tydell**, one of the founding members of the Corporate Council, "This work was accomplished by a few individuals from just four companies. We will be able to achieve much more as additional corporations participate in the projects."

The Volunteerism Council currently has 20 corporate members, which help encourage community support through employee volunteerism.

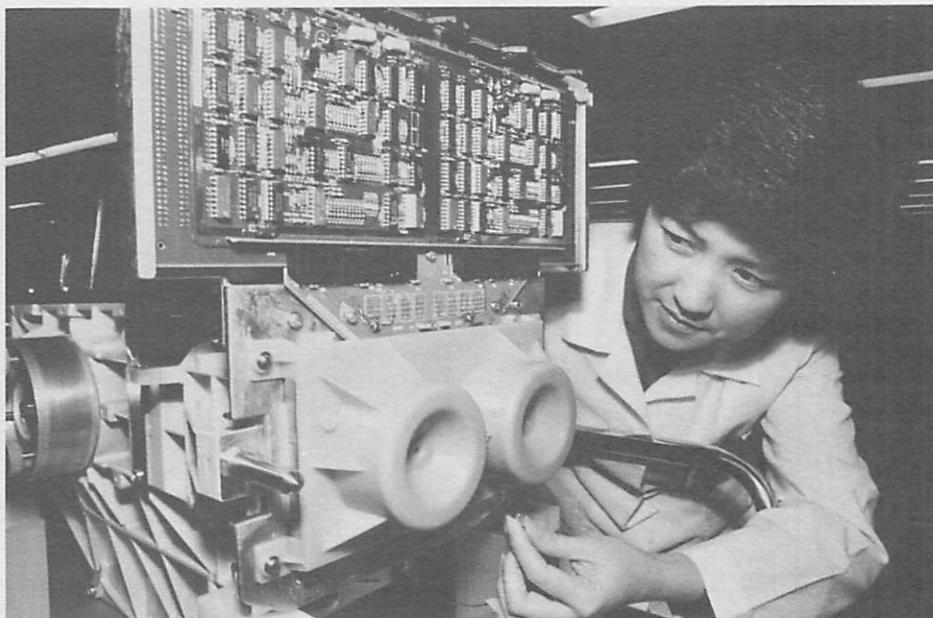
If you would like more information about helping the Council out, please contact Ernie Tydell at 7-2894. Memorex also has other volunteering projects.

Suggestion winners reap financial rewards

- **David Brda**, of the calibration lab and maintenance in LDDD recently saved the company more than \$70,000 and received an award of \$17,567. His suggestion reduced downtime of a machine which checks the efficiency of filters inside the head disk assembly (HDA) and counts particles.
- **Brian Aleshire**, precision fabrication specialist, inspects machine parts in the production area of the Large Disk Drive Division. Aleshire recently suggested inserting steel coils in all aluminum tapped holes in the bases and covers in the 3680 to prevent finished assemblies from having to be reworked due to worn threads in the castings. He received \$1,600 for this suggestion.
- **Bonnie Rochester**, quality inspector, makes sure parts from vendors meet Memorex requirements according to blueprints and various documents. She won an estimated \$1,250 and saved the company \$5,000 for her suggestion, which was to send only the exact needed spare printed circuit boards for a disk drive to the field instead of several which would sit in inventory.
- **Jim Seusy and Kenneth Baker** of Systems Support in LDDD, said there was no need to install connectors where printed circuit boards are not installed on the 3683 storage controller. By eliminating the installation of 12 connectors per 3683 that are not required their suggestion saved Memorex \$36,711. An award of \$2,040 was awarded to both employees.

Food drive for needy to start Dec. 2

The Community Relations Council is starting the 1985 "Lend a Helping Hand" campaign from December 2 through December 13, 1985. The council is collecting canned and packaged food, bedding and toys for two needy organizations: the Family Living Center and the Food Bank. Watch for details soon on how **YOU** can help.



Memorex Engineering Specialist **Thu Nguyen** checks the plastic covers which keep dust out of the voice coils on a completed head disk assembly (HDA). The covers are not removed until the HDA is installed in a Memorex 3680 disk drive. Keeping dust out is critical because the read/write heads inside the HDA are required to float a mere 12 millionths of an inch above the surface of the recording disk. On that scale a dust particle would appear to be a mountain and a human hair would look like a freight train.

November Anniversaries

20 Years

Duane Olson

15 Years

Henry Adair	Fidela Carrasco	Virginia Kampa
William Sholes	John McManus	Mary Thalacker
Susan Pierce	Richard Geiger	Karen Carlson
Bonnie Richardson	Anthony Booker	Sheryl Reynolds
Frank George	Paul Gaddy	Robert Leonard
Maureen Fritis	Maxine Deriso	David Chase
Keiko Mitsunaga	Stephen Joesten	

10 Years:

Martha Harris	Amy Zimmer	Frits Croes
Henry Buck	Steven Giedd	Lee Stevenson
Brian Riedel	Sedro Soares	David Salgado
Jean Patton	Susan Antisdel	Nathan Canada
Rena Kelley	Sandra Garcia	Robert Hendrickson
Ray Ruiz	Dawn Giroux	Patricia Wright
Cheryl Fellows		
Harold Rundberg		
John O'Connell		
Frank Mendiola		
Bruce Wollschlager		
Arthur Brown		
Cathy Norton		
Miguel Casas		
Natalie Borges		
Florence Rudik		

Lucille Kramer, a senior sub assembler in the Large Disk Drive Division, is off to tour New Zealand, Australia, and Tahiti with her husband. She recently retired after spending 17 and a half years with Memorex.

Analysts project strong outlook for Burroughs

In its quest to become a more profitable and competitive company, Burroughs, since 1981, has restructured management, targeted specific vertical markets, trained employees, cut production costs, upgraded research and development, and launched significant new products.

Financial analysts who follow Burroughs performance for investors say the efforts are paying off.

Recent reports noted that Burroughs was steadily regaining profitability and building market share. Jay P. Stevens, a Dean Witter Reynolds Inc. analyst, however, noted that "the long-term strategy at Burroughs still hinges on projected profitability improvements due to steady reductions in the corporate breakeven point." The breakeven point occurs when total costs equal total revenue.

Burroughs people, indeed, have been building the Company into a more profitable one in the past years; to that end, cost containment is becoming a way of life. The efforts now are being rewarded, as Burroughs is being seen as a stronger company.

Peter Labe, an analyst for Drexel Burnham Lambert Incorporated, in an August research report said "Burroughs emerged in 1984 for the first time in years as a formidable competitor and began to demonstrate strong financial performance."

Chairman W. Michael Blumenthal echoed that sentiment at this year's annual stockholders' meeting. Of the many changes he effected at Burroughs, Blumenthal explained, "we kept what was good, and we improved on it. We have quite literally built a **new** company, and that fact is reflected in every area, by almost any standard you would care to apply. We have made substantial, progress in our financial health, in strengthening and redirecting our management team, in research and development, in quality and service, and, of course, in our product line.

"Burroughs products are now technically competitive with those of IBM," according to H. Donald Haback of Smith Barney, Harris Upham & Co. And "unlike most of its BUNCH competitors, Burroughs is at the beginning of new product cycles."



The Burroughs family posed in 1906 at its Detroit headquarters, a site the company has occupied since 1904.

BGHS continues commitment to product development program

Burroughs recently introduced several major new products. Here is a summary of just a few:

- An intermediate range A Series mainframe called the A 10 System was added to the Burroughs systems product line. The A 10 improves the A Series' product line by offering greater processing power through the intermediate range of the series as well as a choice of single or dual processors. Dr. Paul Stern, president and chief operating officer of Burroughs, said, "The A 10 ties in perfectly with our plans to make the A Series the most complete series of compatible mainframes in the industry."
- New software products for the A Series mainframe are designed to provide users with improved system performance and personnel productivity, extended workstation integration capabilities and added continuous processing facilities.
- For the international banking community, Burroughs introduced an on-line, customer-oriented, multicurrency application software system called Global Wholesale Banking.
- The new AP 9208 Laser Printer is an eight-page-per-minute, nonimpact laser printer designed for quiet operation in office environments.

Other news from Burroughs:

- Volume shipments of Burroughs' V340 and V380 medium-scale mainframe computer systems have begun and are on schedule. The products, which were announced in March, are the first entries in Burroughs' V Series of medium- and large-scale mainframes.
- Cleaning up the balance sheet is underway throughout Corporate Operations. Fixed assets are being examined closely to determine if they're really needed or if other alternatives are more practical.
- Qualifying new vendors is also producing savings for MCG's Carlsbad, California, facility. Procurement personnel identify suppliers who aren't qualified but offer significantly lower prices, and CEPO engineers investigate the possibility of qualifying the new vendors, without sacrificing quality standards.
- Teleconferencing has the potential of cutting the Corporate travel budget 10 percent, saving \$16 million, says the winner of an Achievement Award who developed The VISITOR (Visual Information Transfer Coordinator). Ron Paulinski, Manager Manufacturing planning, SPG, says The Visitor can be used to conduct operational and financial reviews, without traveling, by interacting on a common image.
- Reducing the number of regularly issued reports is the result from a "report fair" at the Business Forms Division. "The data center laid out a copy of every report they issued regularly," says Sally Fanning of Human Resources. "If you wanted to receive it, you had to sign up and justify why you wanted it. With this input, we were able to eliminate some reports, consolidate others and limit the distribution on a lot of them."

Product profile

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- The 2173 has a bi-directional, logic-seeking printhead and a cassette-type ribbon.
- 2274-1C and 2274-2C Remote Cluster Controllers** are plug-compatible alternatives to IBM cluster controllers. The 1C version is available with eight to 16 ports. The 2C version is available with 16 to 32 ports. Both versions can be upgraded in the field. Operating at speeds up to 19,200 bits per second, both controllers support graphics, APL and text programming languages, seven color displays and light pens. The controllers are lightweight and very compact.
- 2174-8 Remote Cluster Controller** is a plug-compatible alternative to the discontinued IBM 3274-51C Cluster Controller. It supports the functions of up to eight devices in SNA/SDLC operating environments and operates at speeds up to 9600 bits per second. It supports APL text, graphics, extended colors and light pens.
- The 2191 Display Station** is a compact, modular display station that is a functional alternative to the IBM 5251 and 5291-2 display stations. Plug-compatible with IBM Systems/34/36/38, the monitor on the 2191 tilts and swivels. It has an 83-key, typewriter-style keyboard in two designs and a green or amber phosphor 12-inch screen. The local printer port, automatic dimming and security key lock are also standard.
- 2024 Multifunction Printer** attaches to IBM Systems/34/36/38, a smaller mainframe series and prints at high speed (350 characters/second) or near letter quality (80 characters/second). It gives users a choice of line and character spacing and handles fanfold paper through any one of five paper paths, so it fits in almost any location.
- 2080 Display Station** is a plug-compatible alternative to the IBM 3278. Built for high volume data entry, users can select from four screen formats and operate all control settings through the keyboard. The 2080 is available in green or amber displays and etched with a screen monitor that tilts and swivels. This new display offers automatic dimming, a removable monitor and choice of keyboard configurations.



Because Memorex's 2174 remote cluster controller is so lightweight and easy to configure, customers like Higher Order Software (H.O.S.) of Massachusetts can carry it to remote sites to demonstrate software products. **Scott Koppang** (sitting) and **Bob Buckey** of H.O.S. are demonstrating a software automation package by using Memorex's 2079 graphic display terminal, a modem, and the 2174.

Comm focus to increase in 86

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really helped to increase our business," Roch said. "Previously, Memorex did not have this representation in the United States, only in International markets."

The new communications facility in Milpitas also will help to increase business. Since operations were consolidated into one building in May, material handling has been reduced by more than 50 percent, which reduces production costs and improves turn-around time. This is particularly important as Memorex introduces new products and volume production begins.

"One of the product families we plan to introduce is display terminals that will give us an advantage over our competitors," Roch said. "The new family will be unique to Memorex and the plug-compatible industry, because users will be able to upgrade or migrate to more functions without having to buy completely new terminals."

These products and others will help strengthen Memorex's communications business, both domestically and abroad, although Memorex International has had a strong hold on its communications business for several years. The growth rate of Memorex's communications

business overseas is two to three times more than in the United States. By focusing even harder on its communications business next year, Memorex hopes domestic growth will reach the levels of Memorex International and together, make the Communications Group a larger part of the Memorex pie.

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Memorex, a Burroughs company.

Update on MRX International

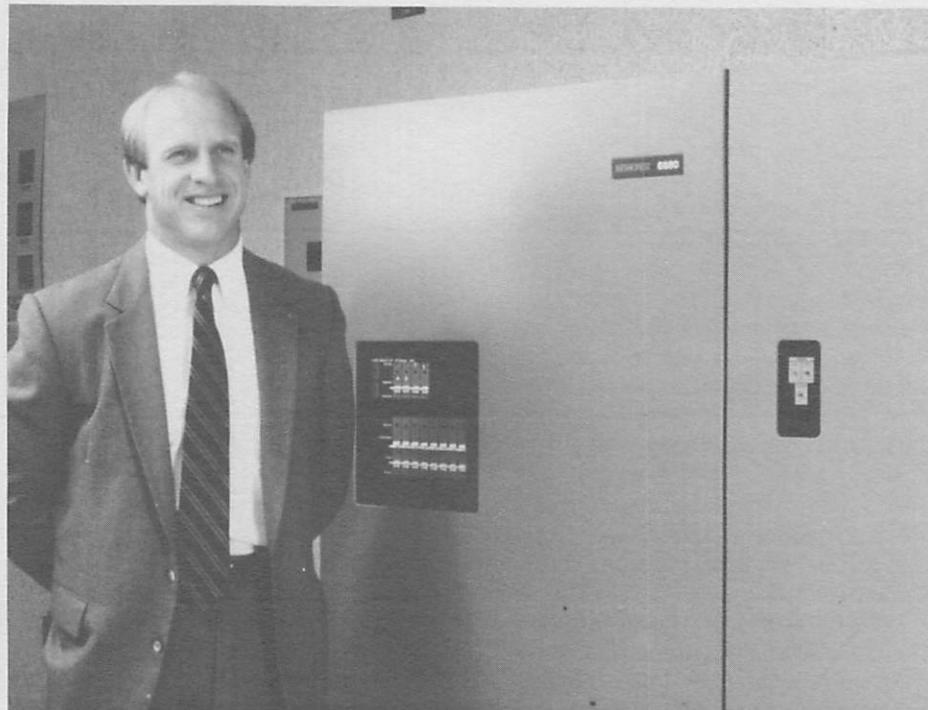
Did you know Memorex started an international operation in 1964 and now has more than 3000 employees working outside the U.S.? Here are some additional facts about Memorex International:

- The group, which is responsible for around half the corporation's annual revenue, markets storage and communications devices and computer media in 24 countries and has agents and distributors in 50 other countries.
- The largest operations are those in the United Kingdom with 355 employees, Japan with 340 employees and France with 311 employees. Other major markets are Germany, Italy, Canada and Australia.
- Over 200,000 storage and communications devices are installed at the sites of the 20,000 plus customers served by International. They are supported by some 105 service areas and 1,150 customer engineers. Among the many well-known users of Memorex equipment and computer media throughout the world are British Telecom, General Motors, Bank of Montreal, Swissair, Fiat and Rolls-Royce.
- Perhaps the most unusual location for any of our devices is an oil rig in the middle of the North Sea, where a 2068 multifunction printer is to be found in operation.

BGHS reports 3Q earnings

Burroughs recently reported that revenue for the first nine months of 1985 was \$3,557,400,000 compared to \$3,437,100,000 in 1984. Net income for the nine months was \$132,900,000 or \$2.93 per share, compared to \$150,500,000 or \$3.32 per share in 1984. Revenue in the third quarter was \$1,159,100,000 compared with \$1,136,800,000 in the same period in 1984.

"This has been a difficult year for the computer industry, particularly in the United States," said Burroughs chairman W. Michael Blumenthal. While our earnings this quarter were a disappointment, the company's fundamental strengths have not changed."



Bill Etheredge, vice president of Marketing for Domestic Operations, says the 6880 is "an exciting new competitive sales tool that clearly highlights Memorex's commitment to continually broaden its product line."

In the news

- **Marilyn Conradt**, a combination (communications and storage) sales representative in Colorado, has been using a variety of resources to win nine new accounts. **Peter Hutnick**, systems engineer, has provided his outstanding technical assistance. 4303 system printer demonstration units and reference accounts have also helped to win over new accounts. Conradt even brought in **Jack Scott, Chuck Standerfer** (product manager), and **Tom Kochneff** (product marketing manager) to help win the second 6880 solid state disk installation.
- Memorex's new 6880 is off to a running start. Even though it was only announced on October 1, several units have already been installed across the country.
- **Tom O'Keefe**, manager of equipment customer service, recently won \$5,000 in the California lottery after buying less than \$30 in tickets at one 7-11 store in San Jose. O'Keefe, who was recently engaged, plans to put some of the money aside for his honeymoon and the rest toward his children's college education.
- The Memorex Precision Plastics Division, which reports into the Media Products Group, recently celebrated its 20th anniversary. The division manufactures floppy disk files, computer tape reels and canisters and other plastic computer accessories.
- **Bill Morrison**, a sales representative in Chicago, slipped past the competition recently to sell a new account 3280 tape drives. Even though the publishing company told him IBM was sending them 3480s, he got them to demo Memorex's 3280, completed the order and Santa Clara shipped the equipment in one week.
- The rookies are doing it again. This time it was **Jim Neagle**, a sales representative in Chicago who won a new account. He sold a hospital 300 color display terminals and 100 2068 multifunction printers. Neagle attributes much of his success to **John Reh**, customer engineering manager, whose team convinced the hospital that Memorex's service track record was exceptional.
- If you're a Vietnam veteran interested in locating your wartime compatriots, **Tom Sutterfield**, a field service manager in the Burroughs Atlanta, Georgia, branch may be able to help. Sutterfield has information on some 10,000 Vietnam veterans in his data bank, including printouts on key items like all veterans who served in the India Company or Third Marines during a specific period. To use this service, write to Sutterfield at Find-a-Vet, Department SOF, P.O. Box 567, Stone Mountain, Georgia 30086.