

# THE MEMOREX PRESS

A newspaper for Memorex employees

Volume 3 Number 6 September 1986



Memorex introduced five new products to the IBM System 34/36/38 marketplace including (left to right) the 2180-2 monochrome display terminal, the 2179-2 color terminal and the 2114-2 multifunction printer. Not pictured are the 3260T Tape Subsystem and the 3690-2 Disk Storage Subsystem.

## Memorex Debuts Comm And Storage Products For 3X

Memorex expanded its product offerings for the growing IBM System 34/36/38 computer market this month by announcing that two terminals, a printer, a tape subsystem, and a disk subsystem will be available. The announcement makes Memorex the only plug-compatible manufacturer to offer both communications and storage devices to IBM System 34/36/38 users.

Unveiled this month were the 2180-2 15-inch monochrome display terminal, the 2179-2 14-inch color terminal, the 2114-2 multifunction printer, the 3260T tape subsystem, and the 3690-2 disk storage subsystem.

"We already offer System 3X users the 2051 full-sized and 2191 compact display stations, the 2024 multifunction printer and the 2173 screen printer," said **Bill Etheredge**, vice president of Marketing. "Our new products offer additional functionality and most are already proven in the medium systems marketplace."

Etheredge also said that introducing the 3260T tape subsystem and the 3690-2 disk subsystem to the growing 3X market gives System 38 users the only alternative choice to IBM for storage equipment. "System 34/36/38 users are typically small- to

medium-sized companies averaging between \$3 and \$10 million a year in revenue," he added.

The worldwide market for 3X terminals, printers, and controllers is predicted to grow to nearly \$3.3 billion over the next three years, according to International Data Corporation, a Massachusetts-based research firm.

The 2180-2 display terminal displays up to 132 columns and allows users to switch between two screen sizes. The 2179-2 is a compact color terminal that displays two or seven colors. The 2179-2, however, includes a logic module that snaps on the back of the monitor for simple maintenance and installation of future enhancements.

Both terminals feature a 122-key adjustable keyboard, dual session support (so users can switch between sessions within the same host), and the ability to access any printer in the cluster.

The Memorex 2114-2 multifunction printer features a selection of three print qualities and speeds (55, 110, 220 cps), a variety of type fonts, a choice of fanfold or cut sheet paper, and simple paper handling. The 3260T 9-track tape subsystem is the only

continued on page 4

## Dauber Picked For Additional Corporate Duties

Dr. Philip Dauber, Memorex president, has been appointed as one of three Burroughs and Sperry executives who will take joint responsibility for Corporate Product Operations in the new as yet unnamed merged corporation.

Dauber will continue his responsibilities at Memorex, according to Dr. Paul Stern, president of the newly merged corporation. Stern, who formerly was Burroughs president and chief executive officer, is now responsible for Memorex as well as products, technology, engineering, manufacturing, quality, program management, U.S. Federal Government business and defense business.

"To best drive our combined product effort, I am charging Dr. (Hollis) Caswell (president of Burroughs System Products Group), Dr. Dauber, and Mr. (Hatim) Tyabji (president of Sperry's Information Systems Products and Technology Group) with joint responsibility for Corporate Products Operations," Stern said in a press release announced new Corporation appointments. "In this capacity, they will be responsible for guiding the strategic and operational direction of all research and development, product engineering, and manufacturing of commercial information systems."

Burroughs and Sperry completed their merger into an as yet unnamed corporation earlier this month.

continued on page 2

## Free Counseling Services Begin

See Page 3

## IN THE NEWS

### LARGE DISK DRIVE DIVISION

At least 100 executives toured Building 10 manufacturing facilities in Santa Clara on September 22 as part of the Disk/Trend annual conference.

Disk/Trend is a market research firm that monitors the disk storage industry. Executives touring Memorex were manufacturing and engineering representatives from companies such as AT&T, GE, IBM, Hitachi, Fujitsu, Cypher Data, and 3M.

Up to 14 groups of 30 visitors each toured Building 10. Areas to be visited during the tour include the thin-film head display and wafer lab, the Alert Technical Assistance Center (ATAC), the thin-film arm assembly lab, the Head Disk Assembly (HDA) and test lab, and the Product Measurement Lab among others.

### CORPORATE

Memorex's United Way campaign is scheduled to begin October 20. From October 20-31, employee meetings will be held to discuss the needs and accomplishments of the many United Way agencies. Last year's Memorex contribution target of \$385,000 was surpassed by \$4,000. Generosity of Memorex employees, as indicated by per capita contributions, rose from \$77 in 1984 to \$92 last year. This year's target is \$372,000.

Field and Stream magazine noted in its July issue that Memorex, without knowing it, is playing a vital role in combating roadside deerhunting in Ohio. Last year, state wildlife officials placed a full-sized mounted buck near a road in Licking County. So far, the program has led to the arrest of one man who, after stopping his car, leaned over his son in the passenger side and opened fire on the decoy. Officials say they are so pleased with the results that they've dubbed the stuffed deer "Memorex".

Free 3-hour CPR classes will be held Saturday and Sunday, October 18 and 19 at a variety of locations in the South Bay Area. In an event being billed as a "Super CPR Weekend," classes will be held at the James Lick High School gymnasium in San Jose, the San Jose City College student union, the Wheeler Auditorium in Gilroy, the Cupertino High School gymnasium, the Los Altos High School gymnasium, and the Old Union Club Ballroom at Stanford University in Palo Alto. Class times on October 18 are 7:45 a.m., 10:15 a.m., 12:45 p.m., and 3:15 p.m. Classes are scheduled on October 19 for 7:45 a.m., 10:15 a.m. and 12:45 p.m.

### NORTH AMERICAN OPERATIONS GROUP

Congratulations to **Harry Zecy**, sales rep from the Kansas City branch office, who recently closed a \$1.2 million Memorex tape drive order with TWA. Zecy worked two years to get TWA's business unseating Storage Technology's hold on the airline's DP center. Responsive support from Area CE Manager Travis Stegall, MFC rep Earl Fowler, Area Technical Support Norm Dunkin, Area Product Driver Bill Waller, Headquarters Product Marketing Manager Susan Smyth and Area Vice President Ray Foster was instrumental in closing the sale. Zecy also recently sold the first string of 3680s in Kansas City to Unity Schools.

### EMPLOYEE SUGGESTION PROGRAM

**Mark Coffman**, a Rigid Media and Components Division employee, was recently awarded \$1,735 through the Burroughs/Memorex Employee Suggestion Program (ESP). Coffman, an electro-mechanical maintenance technician, suggested installing side mandrel guides at the top of a Knox Washer. The guides were designed by Coffman to prevent damage to the mandrels when being transported from tank to tank.

## Combined HQ Rejected For New Company

Burroughs has announced that, after its merger with Sperry is completed, the corporate and operational headquarters of the new company will be located at both Detroit, Michigan and Blue Bell, Pennsylvania.

Some units of the new merged corporation will be concentrated in Detroit and others in Blue Bell.

The Company rejected an option to combine headquarters at a third location and an option to concentrate operations in either Detroit or Blue Bell.

It was decided that concentrating headquarters in Detroit and Blue Bell would minimize disruption to individuals in both locations and minimize costs of personnel relocations. Preserving the historical presence of each Company in their respective communities was also a consideration in deciding on two locations.

The Company also noted that the headquarters decision will not have a material impact on employment levels in either Detroit (3,700 employees) or Blue Bell (3,700 employees).

## Sperry, Burroughs Merger Completed

### continued from page 1

One day before the merger was completed, Burroughs announced 28 executive appointments for the new Corporation including Dauber's.

"We are in an excellent position to use the best possible experts from Sperry and Burroughs to very efficiently product high performance, high quality products on time against the stringent, changing industry demands," Stern said.

After the announcement of the completed merger, Chairman and Chief Executive Officer W. Michael Blumenthal said plans for integrating Burroughs and Sperry were right on schedule.

"We have every confidence that our new management team will focus on resolving outstanding issues to enable us to start 1987 as one company with a common set of goals and targets," Blumenthal said.

## R-Plus Shows Rise In HDP Reliability

Reliability Plus reports for June and July on the Memorex 6240 High Density Package (HDP) show a continuing increase in its 6 month average reliability figures.

The six-month average in June for HDP uses (I/Os) per hard failure stood at 66.2 million I/Os per hard failure and climbed to 83.4 million I/Os per hard failure and climbed to 83.4 million I/Os per hard failure in July. By comparison, the HDP's six month results exceeded similar products marketed by Storage Technology, Amdahl and CDC.

Although results for similar NAS and Sand Technology products were higher than the HDP numbers, Reliability Plus has noted to its customers that NAS and Sand usage numbers are "exaggerated and misleading," according to Director of H.Q. Operations **Sonny Shannon**.

Hard fails per spindle, a better gauge of reliability improvement, continued to improve for the HDP dropping to .015 hard fails per spindle in July from .025 in June.

The six-month average for 3680 reliability figures also improved this summer rising from 30.8 million I/Os per hard failure in June to 37.9 million in July.

Shannon reports that since the beginning of the year, the 3680 six month rolling average has tripled and continues to improve.

"Quality improvements have occurred in three areas: Engineering improvements and change control, manufacturing, and customer engineering maintenance and customer support," he adds.

Shannon also adds that growth of the installed base of 3680s with the same improvements found in the 6240 HDP will "have a dramatic positive effect on R+ reporting" in the future. Both products have the same reliability expectations, he explains. "Sales and installation of both 6480 HDP and 3680 products will have fastest and most positive effect on reliability results."



Volkswagen recently ordered more than 1,800 units of printers and display stations including the 2173 screen printer (left) and the 2179-2 display station. The ordered Memorex equipment gives Volkswagen dealers the capacity to invoice auto parts among other uses.

## Includes New 2179-2, 2114-2

## Volkswagen Signs Huge Order For \$2.5 Million

A \$2.5 million contract with Volkswagen has been closed for more than 1,800 units of Memorex display terminals and printers at more than 1,500 Volkswagen dealerships.

The terminals and printers include newly announced 2179-2 color display models and 2114-2 multifunction printers and also include Memorex 2173 screen printers. These printers will be attached to IBM System 36 mainframe computers Volkswagen has installed in dealerships across the United States.

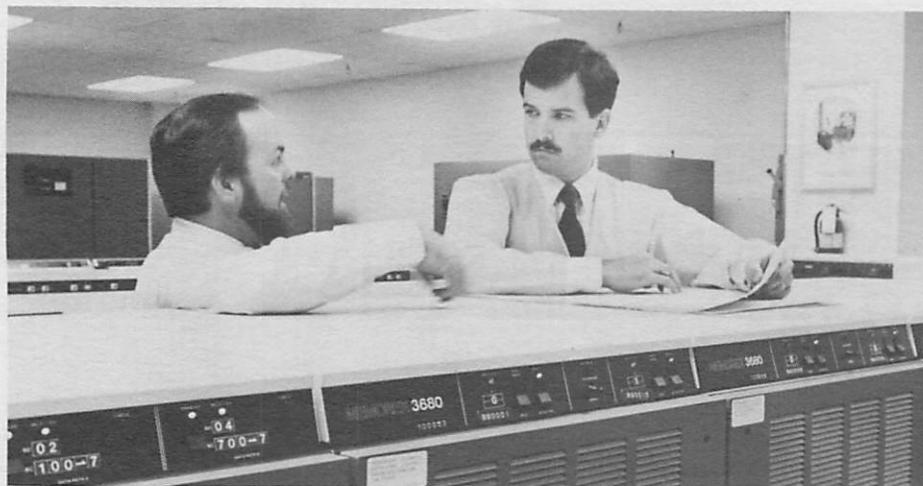
The contract with Memorex is part of Volkswagen's 2-year project to give dealers their own processing capabilities. Dealers will use the Memorex equipment for invoicing parts, tracking sales prospects, making financial arrangements and

processing contracts.

Volkswagen initiated the project in 1985. Dealers previously used Volkswagen's remote data processing centers resulting in slow response times.

Two of the communications products being supplied to Volkswagen were announced by Memorex earlier this month. The 2179-2 is a compact color terminal that displays two or seven colors and includes a logic module for simple maintenance and installation of future enhancements.

The Memorex 2114-2 multifunction printer features three print qualities and speeds, a wide variety of type fonts, a choice of fanfold or cut sheet paper, and simple paper handling.



Executives at Bigelow-Sanford's Data Center say Memorex systems engineers "go the extra mile" for them. Bigelow-Sanford uses 3680s for carpet order processing.

## Carpet Firm Commends 3680, System Engineers

The Memorex 3680 storage device and Memorex systems engineers have received a glowing report from Bigelow-Sanford, Inc. of Greenville, South Carolina.

Bigelow-Sanford, a manufacturer and marketer of residential and commercial carpets, uses 3680s and older single- and double-capacity 365X disk drives in their computer center. The company also uses Memorex 4303 impact printers, 3280 tape drives and 3270-type display terminals.

According to Bigelow-Sanford officials, users have been satisfied with the performance of the 3680s in their shop and have been especially pleased with the way Memorex systems engineers have worked with the company.

"Memorex's systems engineers have helped us assess proposed changes to our computer system on several occasions," says **Tommy Holt**, corporate manager of EDP services for Bigelow-Sanford. "They will go the extra mile even if the change is not related to Memorex equipment."

With the new 3680s, the company has been able to increase order processing of its woven and tufted carpets, which are sold to a network of dealers, including major department stores, floor covering outlets and home furnishing stores. Holt says that they have also been able to improve the support that the data processing center gives to the company's manufacturing facilities, sales and headquarter operations.

"Before we purchased the 3680 disk drives from Memorex, our on-line users had to compete with batch jobs and other non-critical applications," adds Holt. "We knew we had to improve the performance for on-line requests, which meant providing

them with isolated data channels and high performance equipment."

Before purchasing the 3680, Bigelow-Sanford conducted a four-month review of IBM 3380-class devices that would be compatible with their IBM 3033 mainframe computer.

The company chose the 3680 because the high-speed data channel access to the 3680 would help provide its on-line users with the improved performance they needed. The data channels are isolated so that only priority, on-line functions can be performed on the 3680. In addition, each 3680 actuator has dual ports, offering key performance advantages.

The dual-port feature, together with the Maximum Available Path Selection (MAPS) feature, enables connections to either path of the Memorex 3683 String Controller. This capability eliminates delays that are caused if one path is busy.

Improved performance due to the 3680 is especially important to Bigelow-Sanford where on-line users require access to more than 60 percent of the total computer center storage capacity. At any one time, some 85 users can be on-line to the system.

"To support our on-line users and some 2300 other employees in our manufacturing facilities, sales organization and at our corporate headquarters in South Carolina, we require our computer system to have a very low percentage of down time," explains **John Shirley**, manager of the company's EDP operations. "If equipment is not performing as expected, our sales suffer. The service people at Memorex have contributed much to maintaining our low down time percentage."

## Hospital Group Very Satisfied With 6240 HDP

One of Memorex's larger accounts, a non-profit organization that provides services to hospitals, recently discussed its satisfaction with the 6240 High Density Package (HDP).

The hospital organization purchased an initial 10 gigabyte unit of HDP last year and its director of MIS says the 6240 and Memorex products meet their needs.

"Adding the 10 GB of the HDP was one big step for us," the MIS director explains, "but we had the confidence in Memorex's reliability. Besides, our expanding systems dictated such a dramatic upgrade and there was no other way to go."

The hospital organization provides a variety of computer-based services for several thousand U.S. hospitals including statistical analysis, hospital administration, trend reporting, record keeping, accounting and circulation. Its huge load requires an estimated 5 billion bytes of computer storage.

In an effort to relieve growing pressure on its storage requirements, the organization chose the HDP over IBM DASD devices. The criteria for their decision was cost and space.

The 10 GB HDP occupies only 26 square feet of expensive computer room floor space—less than its equivalent in single-capacity devices from IBM—and is priced below IBM's double capacity devices. Each HDP head/disk assembly has two independently addressable actuators with access to 630 megabytes and a dual port feature with Maximum Availability Path Selection (MAPS). These features give the HDP superior performance for customers with space and budget limitations.

"We've now moved our operating system to the HDP for better performance and faster access rates," the organization's MIS director explains. "By having these larger packs available, we don't have to split up applications either, which increases speed."

The account first purchased Memorex disk drives in 1973 and also purchased more than 100 Memorex display stations and several 3280 tape drives.

"Over the years, as we've added more Memorex equipment, a deciding factor has always been service—and it's always been excellent," says the MIS director. "That's very important to me when it came to mass storage maintenance."



## Guest Editorial: Clate Mills

# Field Service Is Worldwide Service

There's an old familiar saying: "If it ain't broke, don't fix it."

After only four weeks directing field service, it's pretty obvious to me that this organization is alive and well.

Field Service is a hardworking, efficient and dedicated team that continually meets its objectives.

Now that I've taken responsibility for both Field Service and Product Assurance and Support, there are some mutual priorities that must be faced in the coming months.

Top priority, as always . . . better serving Memorex customers. Without finding new ways to keep the customer satisfied, we lost our competitive edge. We lost customers, we lose profits, and eventually, we lose people. Our customers' needs must be met quickly and efficiently. Then, we must take an extra step to provide better service than the customer expects.

Several strategies are being implemented that take full advantage of our strengths.

First of all, hand-held computer terminals will soon be distributed to the field. Customer engineers can key in service information while at a customer site. Getting answers to crucial questions will be faster than ever before . . . and that means cost effective

operations. Right now, it can take four to six weeks to get information back from the field. With the new terminals, there will be quick action and quick identification of potential reliability and performance issues. The new terminals also make the possibility of sending erroneous or defective parts to our customers far more remote.

Second, we're making some strategic moves to emphasize service on a worldwide level. In training, we can now conduct classes at training sites in Canada and the United Kingdom instead of requiring that all classes be held in Santa Clara and King of Prussia. Expenses are reduced by taking advantage of the closeness of Canada to the Eastern and Midwestern regions and by capitalizing on the lower fares to England.

Nearness of Canadian facilities also has its impact on spares and logistics. Spare parts for a customer in Ohio, for example, could come from a warehouse in Canada—a far faster route than from California.

In product assurance and support, we play an important role as an independent agent to corporate management. Customer engineering can get involved and improve the focus of this organization by providing direct input for managing product quality.

Together, the quality assurance and customer engineering teams have done an outstanding job on critical account closures. Critical Accounts is a significant program that is a major priority.

Synergism between these two groups can also improve the focus and response time for field bills maintenance and EPARS receiving.

The goal of both the Customer Engineering Service organization and PA&S is fast, accurate, meaningful information to the field. For this reason, all worldwide field performance information will be centralized in Santa Clara. Such a move also leads the way for accurate and timely input for strategic planning.

In our PA&S and Field Engineering organizations our team philosophy is very specific . . . our people make a difference.

Keep in mind that our people are our most important asset and highest priority next to our dedication to customer satisfaction.

Together, our organizations have the tools and people power to help us better focus on doing a better job of contributing to the Company's bottom line and making our jobs easier.

## Canadian Account Realizes Storage Savings

One of NOG's largest accounts in Canada is IST Computer Services based in the Province of Quebec.

IST is Quebec's largest data processing service bureau with total annual revenues of about \$60 million and about 550 employees in Quebec and 150 employees in Ontario. Its health care group services 625 institutions—the largest company involved in providing health care information systems solutions in Canada.

"We maintain continuous service 24 hours a day, seven days a week, so we have limited time available for preventative maintenance," says **Richard Gervais** of IST. "We simply can't afford cheaper equipment if it isn't reliable."

At first, IST used IBM single-capacity 3350 disk drives. But, in 1981, chose to make a "massive swap" to Memorex double-

density 3652 drives. The decision, says Gervais, was based on IST's experience with Memorex product reliability and price performance advantage.

The switch to Memorex plug-compatible products resulted in a shift in purchasing philosophies at IST. IST decided that a vendor who can demonstrate a reliable product, improve price performance and follow through with good service can be a competitive edge.

"Our on-line storage cost savings were significant," he remembers. "That decision has given us a major cost-performance advantage over our competition . . . without sacrificing our record for reliability."

"If you can replace X amount of on-line storage with 40 percent more capacity at the same price," Gervais explains, "you gain a cost advantage over your competition."

Gervais maintains, however, that despite efforts to keep costs as low as possible, IST's standard of service to customer cannot be sacrificed.

Extra service has also played an important role to IST in continuing to be a major NOG Canada account. Memorex recently helped smooth IST's recent move to larger facilities—a move that was one year in the planning.

"Memorex has played a major role in the project, providing us with bridging equipment and making the whole data transfer transparent to our user community," says Gervais.

While price performance is important to IST, Gervais says that Memorex's level of service capability must be available before considering any supplier.

# Quick Delivery Seals IBM Fate In Calgary

Norbert Tauchner, MIS manager for Sterns Catalytic in Calgary, Canada, would rather switch than wait.

Tauchner switched to Memorex disk drives recently instead of waiting for IBM drives that couldn't be delivered in time.

"I ended up going elsewhere—to Memorex Canada—and found not only much faster delivery but price performance that exceeds anything IBM has to offer," says Tauchner.

Sterns Catalytic is a major engineering, procurement and construction services firm serving primarily the oil and gas industries.

Complex project management and control from design to completion is sold on the basis of the highest degree of technical excellence and economic efficiency. For Sterns Catalytic, reliable data processing capability can be a major factor in retaining its leadership in the marketplace.

Tauchner took over the operation following the merger of Sterns Rogers with Catalytic in 1983. One firm had its own IBM System/34, while the other used Honeywell equipment and software, though it had to communicate with a Denver, Colorado-based parent company using IBM equipment.

Initially, Tauchner felt that "it was better to go completely to IBM, to have them completely on our side."

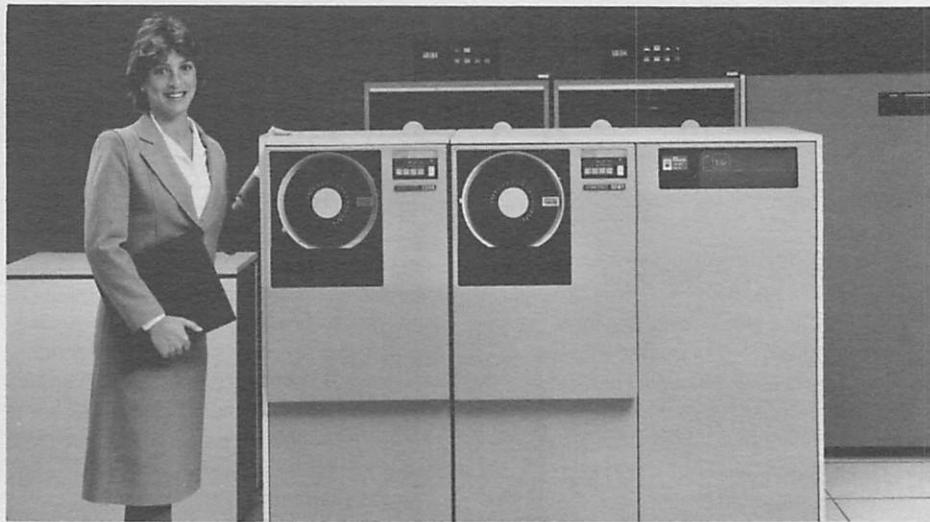
With IBM's inability to deliver disk drives in time, "We felt we had to look at alternatives," Tauchner says. There was very little time available to us to show tangible results—we were in a strategic situation where competitors were making inroads simply because we couldn't serve our clients effectively in the areas of cost reporting and billing."

Tauchner approached Memorex for disk drives two weeks before the delivery date for the IBM 4361 mainframe.

"The first one arrived before the 4361 did," says Tauchner. "We needed two at that time and we've since ordered two more."

Then, Tauchner discovered that he had the same problem with tape drives.

"We started talking about tape after we got the disk drives, and Memorex was again able to provide not only tape drives but also printers at a better price performance level."



## Burroughs Markets Tape Drives Made By Memorex

Burroughs recently announced availability of a new tape subsystem known as the BT 3200 Magnetic Tape Subsystem. Memorex supplies the tape drives to Burroughs and markets the same product as the Memorex 3280 tape drive subsystem.

In announcing the availability of the subsystem, Burroughs noted that the BT 3200 family has improved reliability, enhanced maintainability and superior ease of operation.

The BT 3200 family includes three tape

drives: the BT 324X, the BT 326X and the BT 328X series with either single or dual controllers. Since the drives are inbuilt, floor space for the BT 3200 family is reduced.

Burroughs also introduced a single control unit and a dual control unit which can support up to 16 tape drives.

The BT 3200 drives take advantage of Large Scale Integration (LSI) to reduce the number of components. A microprocessor in each drive allows the user to perform self-diagnostics.

## New Products Allow Use Of IBM Software on B25s

Burroughs recently announced several new products that allow use of IBM software on B 25 workstations and expand B 25 window capabilities.

The Burroughs IBM PC Emulator Module, introduced in August, is a snap-on module that allows B 25 users to operate IBM PC/AT software packages. The new module also gives B 26 and B 28 users a solution for BTOS (Burroughs proprietary operating system) and MS-DOS applications.

Users in a cluster of B 25s can share a single disk and printer under BTOS and MS-DOS programs.

Burroughs also introduced a software application that allows Burroughs office automation systems to access IBM's mainframe-based DISOSS system.

With the OFISbridge application, a B 25 user can integrate word processing documents and other files with DISOSS without using additional software or making changes.

to existing software on the IBM host. Documents can be drafted or edited at almost any DISOSS workstation regardless of equipment difference.

A third product, BTOS Windows, was introduced in August as well. BTOS Windows allows B 25 users to work with multiple, overlapping and variable sized windows.

*The NOG EXTRA is an insert newsletter for North American Operations Group employees. It can be found in each issue of the MEMOREX PRESS. If you have any questions, comments, or suggestions, please contact NOG EXTRA Editor Kerry Swanson at M/S 12-33, San Tomas at Central Expressway, Santa Clara, CA. 95052.*

# Scholarship Testing To Begin Soon

Sons and daughters of Memorex employees are eligible to compete for the 1987 National Merit Scholarship Awards sponsored by Burroughs. To enter the competition for National Merit Scholarships, students who will graduate from high school in 1987 and enter college that year should contact their high school counselors immediately after the beginning of the 1986-7 school year. Testing is conducted in the Fall of 1986 at each student's high school.

Awards are sponsored by more than 300 corporations, foundations, and professional associations, including Burroughs, and are administered by the National Merit Scholarship Corporation (NMSC), an independent nonprofit organization whose purposes are to identify exceptionally talented high school students and aid them in obtaining a college education.

Students qualify for semifinalist standing on the basis of their high PSAT/NMSQT scores. Each semifinalist will be notified through his/her school and will be sent an application to complete and return to NMSC.

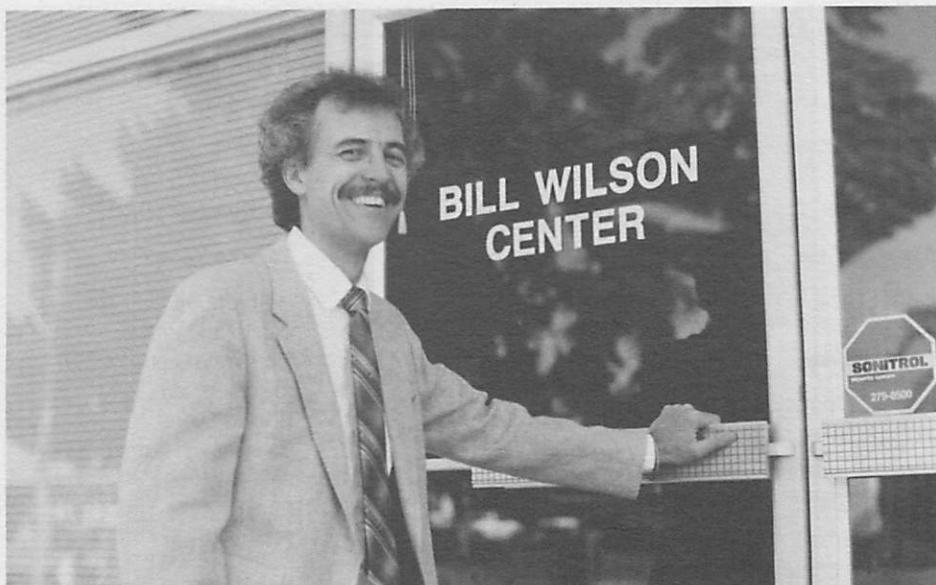
The stipend for each National Merit Scholar is determined individually and can range from \$500 to a maximum of \$2,000 per year for up to four years or until baccalaureate degree requirements are completed, whichever occurs first.

## ESP Program Savings Total \$8.7 Million

A recent Burroughs internal audit estimates that the Employee Suggestion Program (ESP) has saved the corporation \$8.7 million since its creation.

According to Memorex ESP Manager **Ernie Tydell**, the audit report noted that the program is meeting its objectives to give employees a chance to suggest improvements in Burroughs and Memorex products, services and operations and provide recognition for valuable suggestions.

The audit report recommended that managers develop a "sense of urgency" toward ESP and that the timeliness of evaluating, adopting and implementing employee suggestions "must be improved."



*Connard Hogan of the Bill Wilson Center is the local coordinator for the Corporate Family Services Project. The Bill Wilson Center is a United Way agency with several facilities in Santa Clara.*

## Free Services, "Check-ups"

# Memorex Employees Picked For Federal Family Project

Any Memorex Santa Clara/Milpitas employee can now get easily accessible and completely confidential family counseling in a 17-month national demonstration project developed through the Federal Office of Human Development Services.

Memorex was selected by the Bill Wilson Center, a Santa Clara-based human services organization, to participate in the federal Corporate Family Services Project which includes free educational presentations, family communications, "check-ups" and support group services, according to **Ernie Tydell**, manager of Community and Employee Programs. Tydell says that on-going individual or family counseling would also be available through the project on a sliding-fee scale at Bill Wilson Center in Santa Clara.

The purpose of the project is to demonstrate that corporate employees can benefit from services provided by a non-profit community-based organization.

"This is the first time we've been able to provide such an expansive list of family services like this," says Tydell. "The Office of Human Development Services hopes that by teaching communications and parenting skills to employees and by providing accessible counseling and support services to families, relationships will improve in the family unit and workplace."

Education presentations will be conducted at Memorex by the Bill Wilson Center, a United Way agency. Memorex and the Bill Wilson staff will develop topics to be discussed such as:

- Coping with single parenthood
- Recognizing signs of drug abuse
- Reducing marital conflicts
- Spotting adolescent runaway behavior
- Dealing with delinquency and school-related problems
- Reducing stress
- Improving family communication

Some presentations will be scheduled during lunch or after work.

Like an annual physical check-up, two-hour family communications check-ups will be available for families of Memorex employees. During the check-up, a professional family counselor will assess the strong and weak aspects of communication among family members.

"These assessments can spot potential problems that could threaten a family ... it's a kind of preventive medicine," explains Tydell.

All check-ups are completely confidential. Sharing concerns and problems is the focus of a third service—support groups. Groups are developed around areas of

**continued on page 4**

# ANNIVERSARIES

## July 1986

### Twenty Year

James Oliver

### Fifteen Year

Donald Filomarino  
Philip Murillo

### Ten Year

Edwin Barba  
David Benjamin  
Dov Bornstein  
Juliana Casillas  
Declan Craig  
Stanley Deptula  
Stanley Dinsmore  
Jill Fugate  
Volanda Garcia  
Gebran Georges  
Reldon Gifford  
Kenneth Goodwin  
Leslie Ibalio  
Robert Jamison  
Kurt Johnson  
Nadia Maske  
David Mier  
Richard Myers  
Raymond Proulx  
Ofa Ramsey  
Steven Rousseau  
Charles Shehadi, Jr.  
Debra Snyder  
Alaimo Zani

## August 1986

### Twenty Year

Helen Cieslak  
Mike Galata  
Reason Guilbeaux  
Harry Lombardo  
Richard Villaneuva

### Fifteen Year

Jose De Vera  
Louis Gangone  
Vicki McVey  
Michele Murray  
Laurence Nelson  
Betsy Pule  
Clarence Shannon  
Jesse Stamness

### Ten Year

William Brown  
Vernon Clark  
Francis Colden  
Arthur Desrosiers  
Diane Druding  
Alice Eason  
Terry Fanning  
Linda Flasrud  
Sharon Geraci  
Sheryl Helland  
Randolph Lane  
Mary Madrigal  
Michael Mallon  
Elizabeth McLaughlin  
Elvia Meza  
Arthur Mullaly  
Spenser Nichols  
Bruce Olds  
Chris Phillips  
Perla Querubin  
Michael Rosa  
John Sam  
Allen Thomas

## September 1986

### Twenty Year

Herbert Butts  
Patsy Calderon  
Germaine Clark  
Alison Lupien  
Ronald Lyons  
Ramchand Nagpal  
Jefferey Riggs

### Fifteen Year

Ralph Casale  
Jeanette Conerly  
Donald McGee  
Joy Shade

### Ten Year

Sharon Baksa  
Katherine Bradshaw  
Guia Chen  
Earl Fowler Jr.  
Juana Govea  
Woodrow Hancock Jr.  
Renate Herbst  
Robert Hernandez  
Jo Herring  
Richard Hunt  
Robert Kennedy Jr.  
Rosemary Miguel  
Richard Miller  
Roy Nakai  
Genevieve Nanez  
Fredick Phelps  
Victoriano Torio  
Rafaela Valadez  
Courtland Watson  
Frederick Watt

# 5 New Products For 3X Market

continued from page 1

alternative System 38 users have to the IBM 3422 and 3430 tape drives.

"The 3260T reduces tape backup time by as much as 50 percent over older generation devices because of increased tape speed," Etheredge said. "The 3260T also has a proven 3-year track record in IBM 4300 environments."

The subsystem has a tape speed of 125 inches per second and data transfer rates from 200 to 780 kbytes/second.

The 3690-2 disk storage subsystem is a cost effective alternative to the IBM 3370 model A-12 and B-12. It stores 729.8 Mbytes and has been well tested in Canadian and European markets and among users of the IBM 4300 mainframe computer.

Of the five products announced, the 3270T and the 3690-2 are both available now. The two new terminal and printer products will be available to users late in the fourth quarter.

## Press Box

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## Family Counseling Available

continued from page 3

interest to employees and their family members. Groups that focus on dealing with alcoholism, drug abuse, and family separation can be formed. Groups of teenagers having difficulty relating to their peers, groups of single parents, or groups of individuals who seek to be more assertive in

their lives are other groups that can be formed.

Memorex employees will also receive a bi-monthly newsletter with informative articles about interpersonal communications, says Tydell. For further information, contact Tydell at 7-2894 or the Bill Wilson Center at (408) 984-5955.