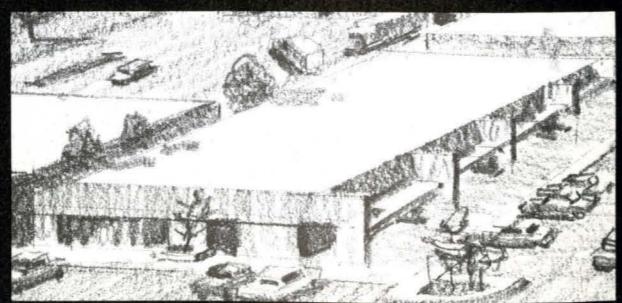
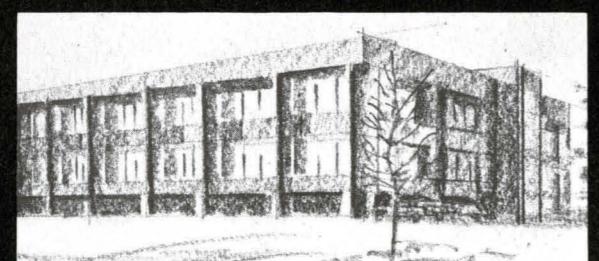
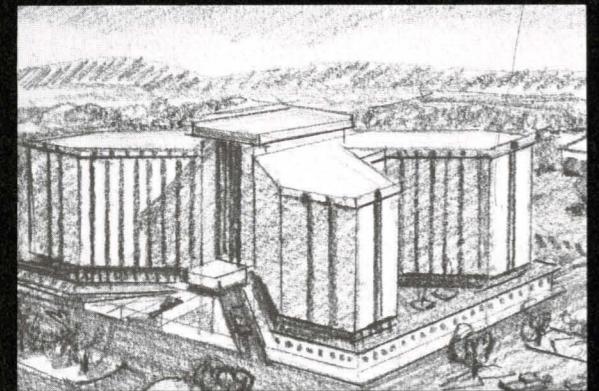
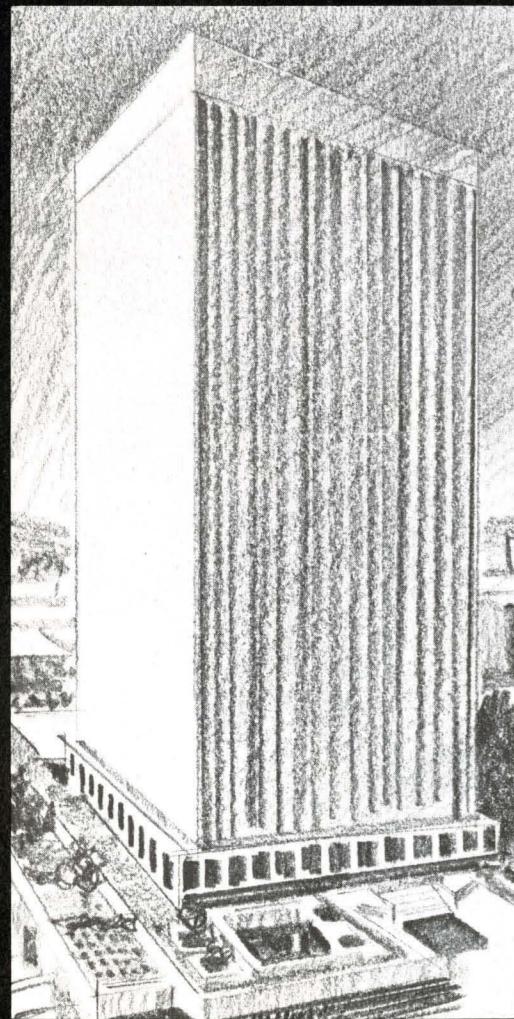
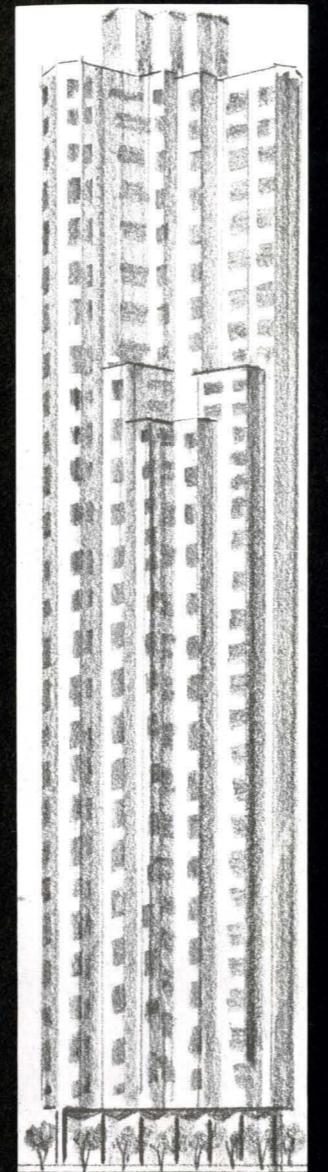
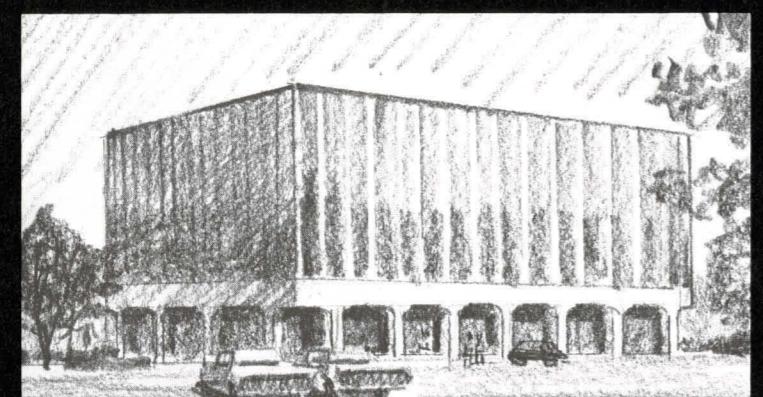
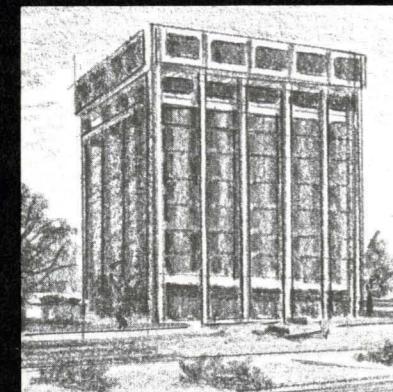
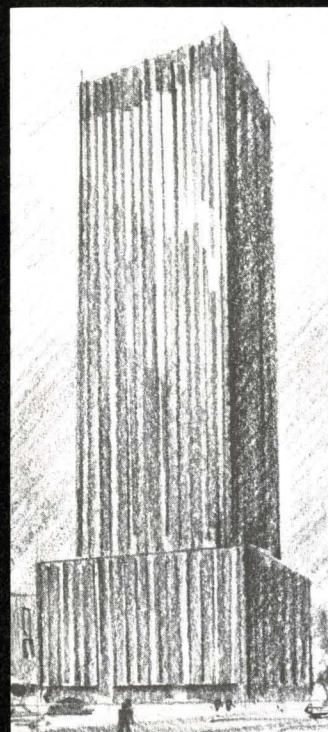


# MEMOREX

Field Support  
Organization





## Memorex Field Support Provides:

### Field Organization

Field Organization with total systems know-how assures the optimum performance of Memorex products in our customer's environment.

### Technical Training

Field Support Representatives, thoroughly trained in system components, ensure the reliability of all Memorex equipment.

### Support Staff

Headquarters Technical Support Staff determines the most effective use of the latest technological advances in Memorex products.

Timely, conveniently scheduled equipment maintenance is planned with customer needs in mind.

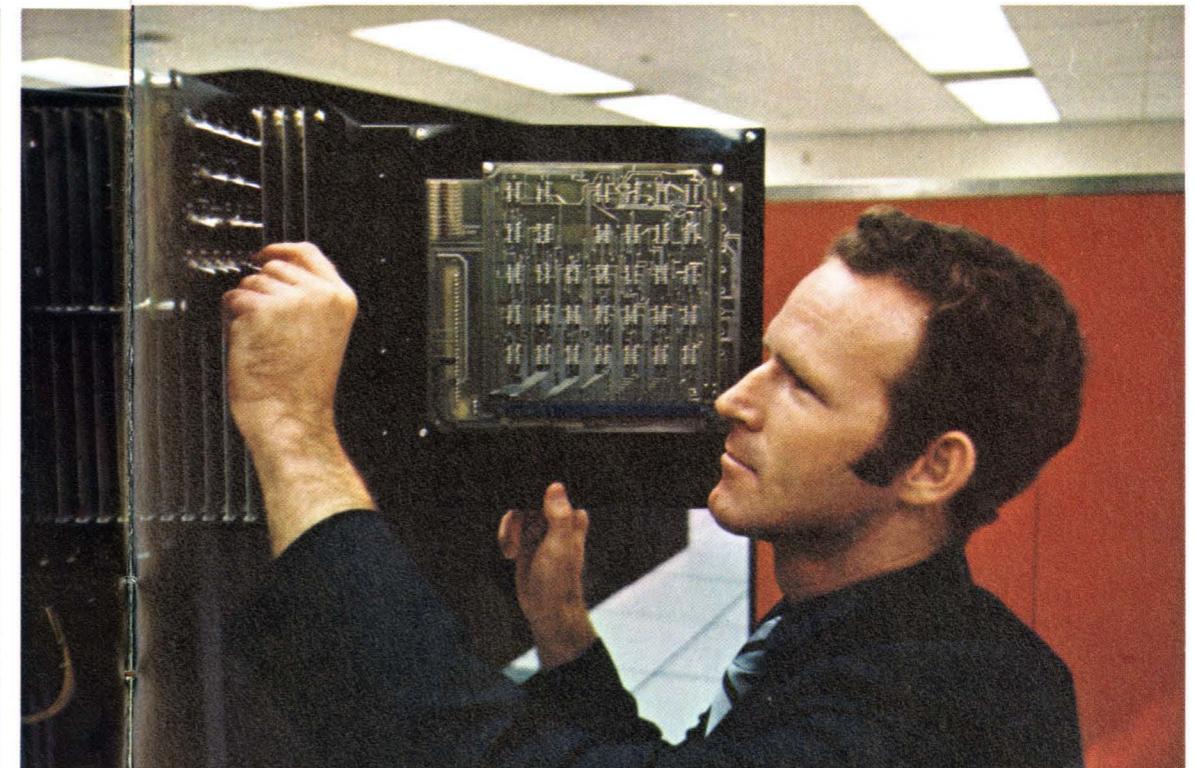
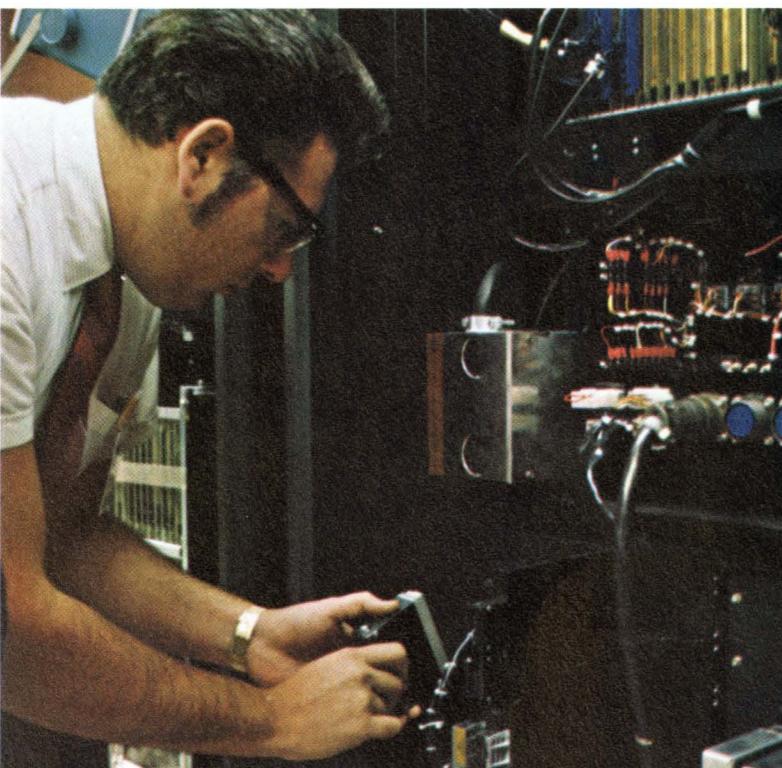
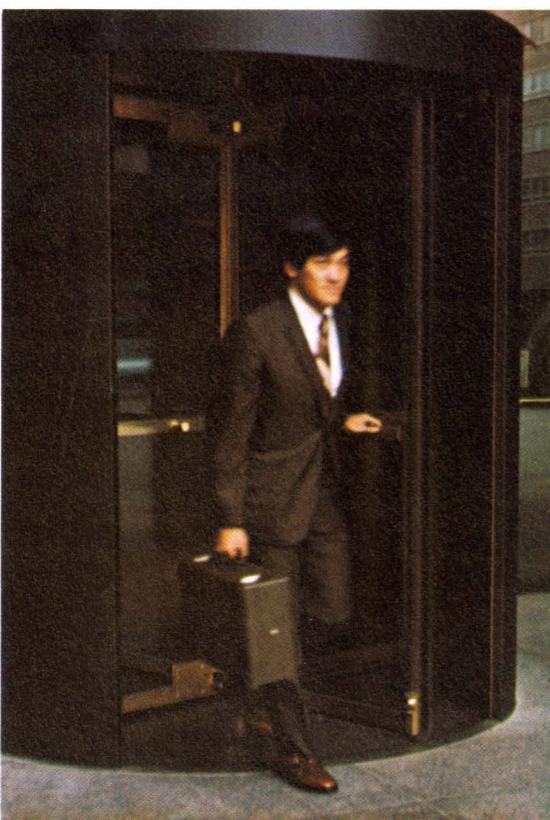
### Logistics Network

A comprehensive spare parts inventory provides optimum response to assure maximum system availability.

## Memorex Field Organization

The dynamic performance of Memorex is reflected in its growing Field Support organization, attracting some of the most competent people in the industry.

The objective of Memorex Field Support is customer satisfaction. To reach this objective, Memorex offers a system of regional and local offices staffed with experienced Field Support teams. Support personnel utilize the latest operating techniques, including radio dispatching to expedite service calls.



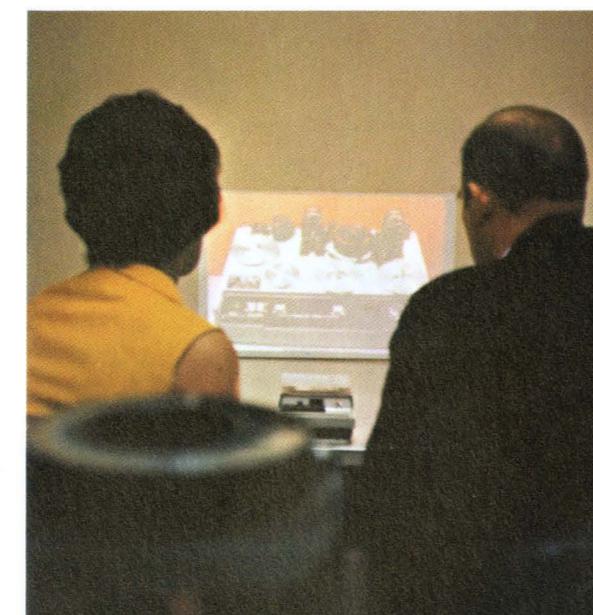
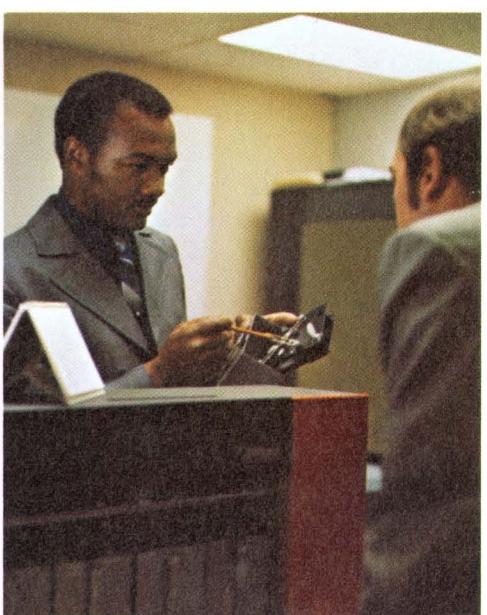
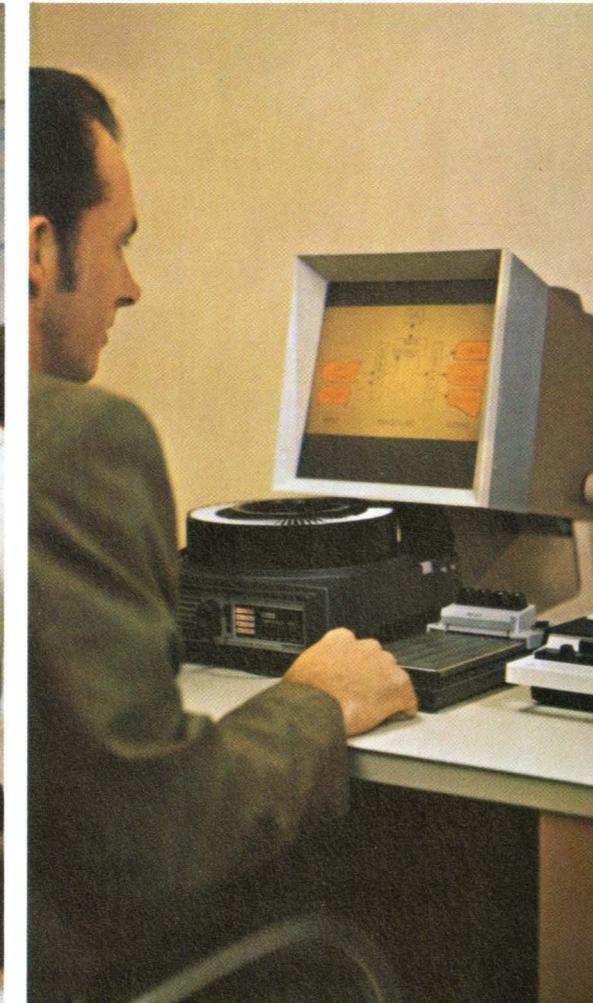
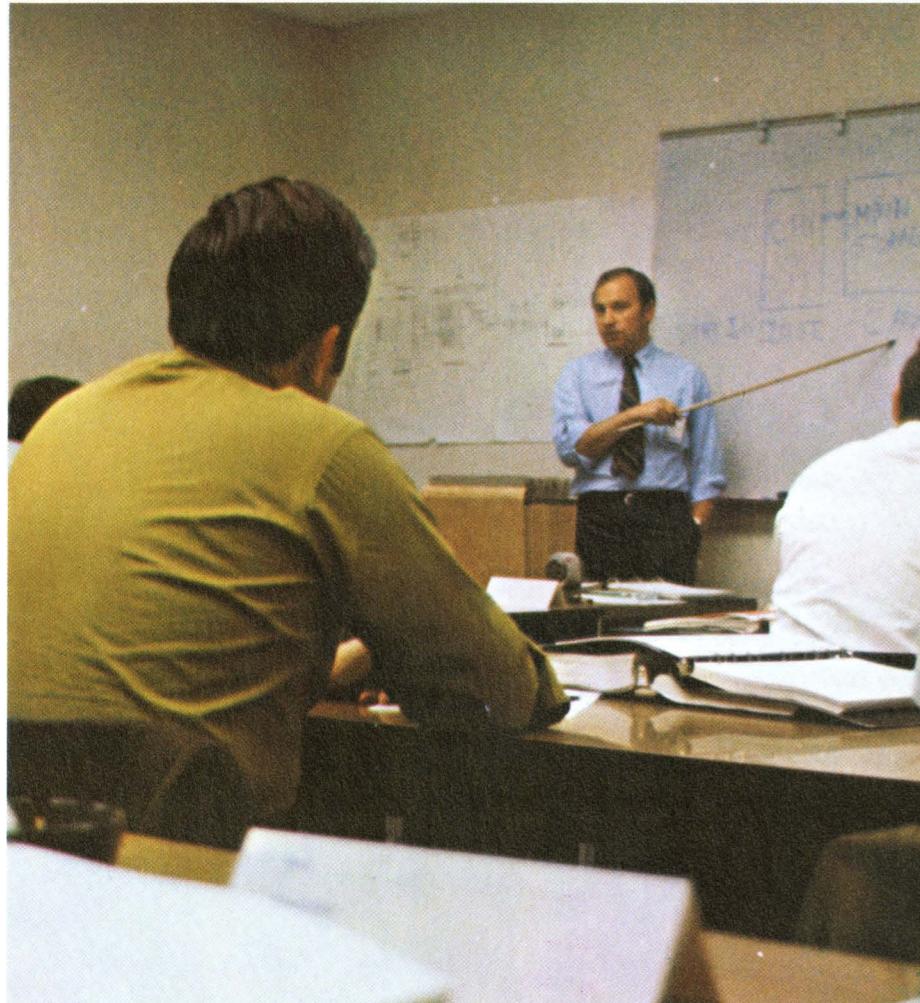
Trained Field Support Representatives at all Memorex offices work with Memorex Salesmen and System Engineers to afford customers total service. This includes expert equipment installation and preventive maintenance, and prompt, efficient servicing.

## Memorex Technical Education and Training

Memorex as an organization is dedicated to education and training for all its people. Field Support provides technical training on all levels, from trainee to engineering specialist. This guarantees our customers professional service of the highest quality, and assures our own people the opportunity for continued growth.

Memorex Field Support Representatives receive continuing instruction in both operation and maintenance of all Memorex systems. Updating is provided through the use of supplemental programs in field offices for follow-on training.

Memorex's total training commitment combines classroom instruction with comprehensive lab sessions for hands-on training in troubleshooting techniques. Add to this the use of multi-media instructional programs, incorporating the latest educational techniques, and the result is a qualified team of Field Support Representatives to provide customers with outstanding service on all Memorex products.

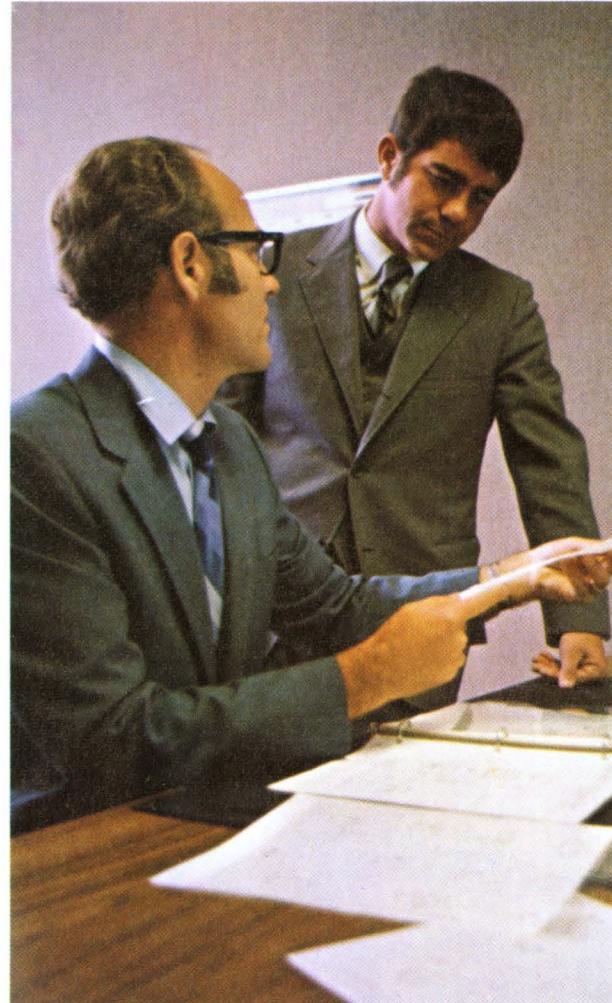
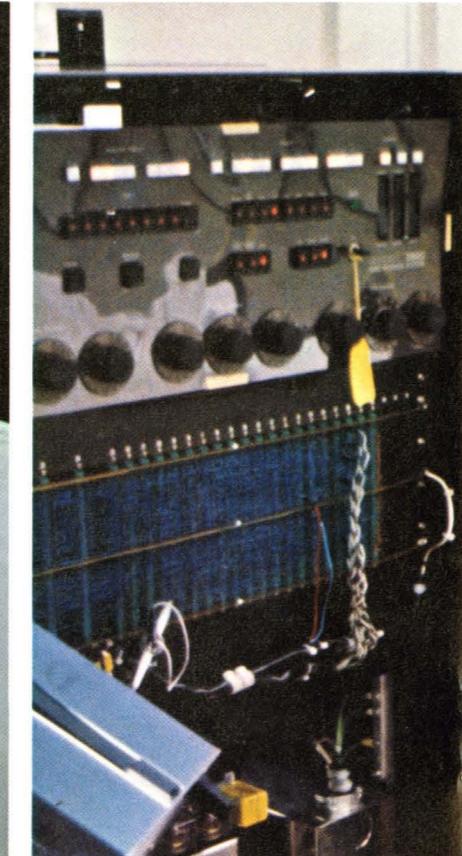


Unique programs for customer operators are specially designed to supplement on-site demonstrations by field personnel. In this way the customer is able to operate equipment effectively in the shortest possible time.

## Memorex Technical Support Staff

The Memorex Field Organization is backed by a Headquarters Technical Support Staff that provides coordination, advance planning, and assistance for the entire organization. The Staff gives technical support and guidance to Memorex engineering and manufacturing with regard to reliability and serviceability requirements.

Immediate customer response on Memorex communications products is provided through the Test and Remote Analysis Center (TRAC). This prompt diagnostic service, as close as the customer's phone, can quickly resolve maintenance needs.



The Support Staff assists engineering in reviewing and recommending design changes. Support personnel are constantly updated in the latest innovations to improve maintainability and availability of equipment. Feedback from Field Support Representatives regarding product requirements assures responsiveness to customer needs.

## Memorex Logistics Network

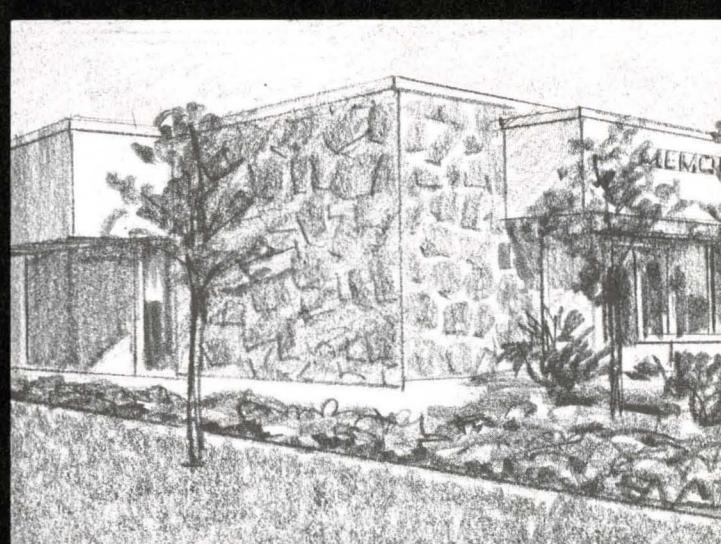
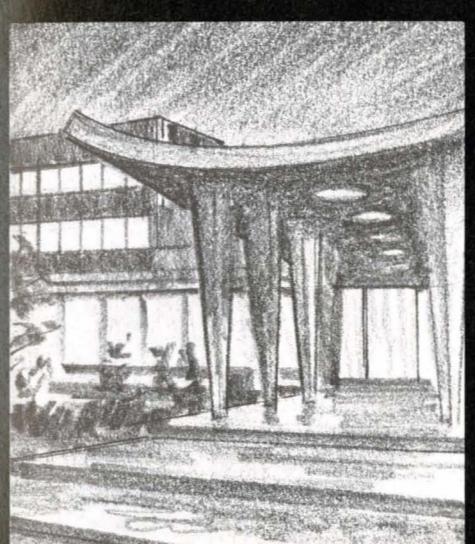
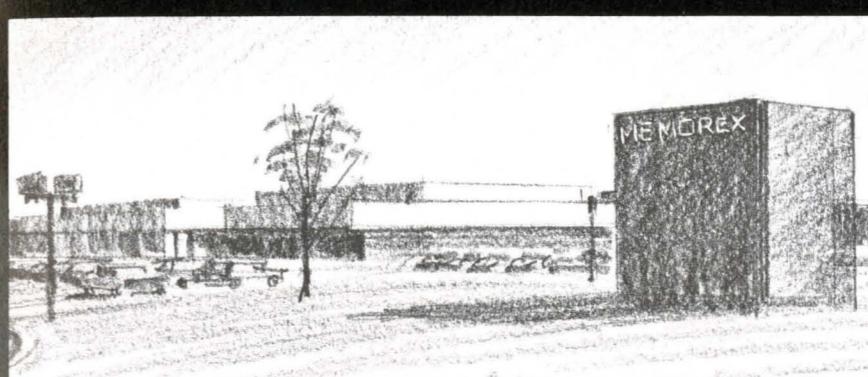
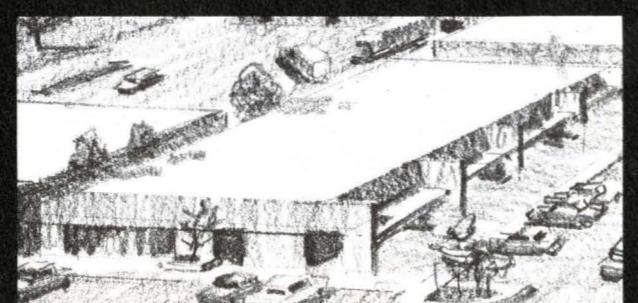
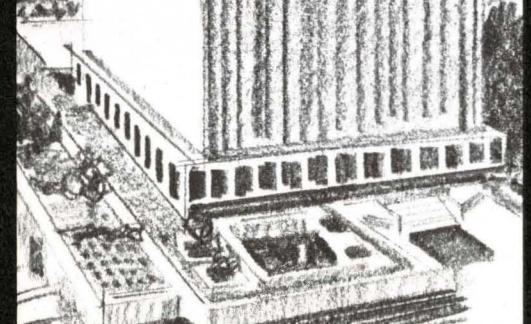
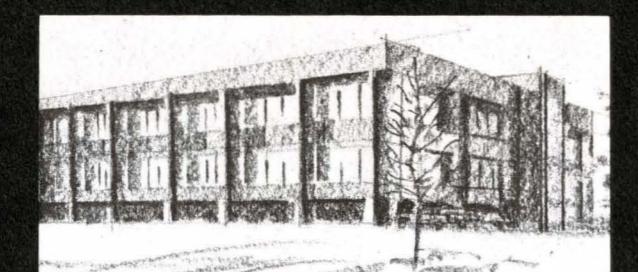
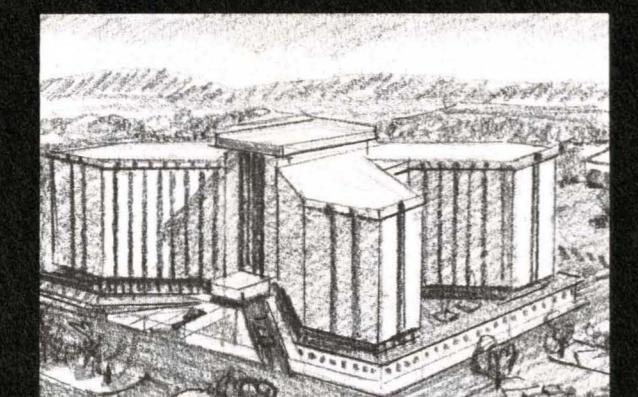
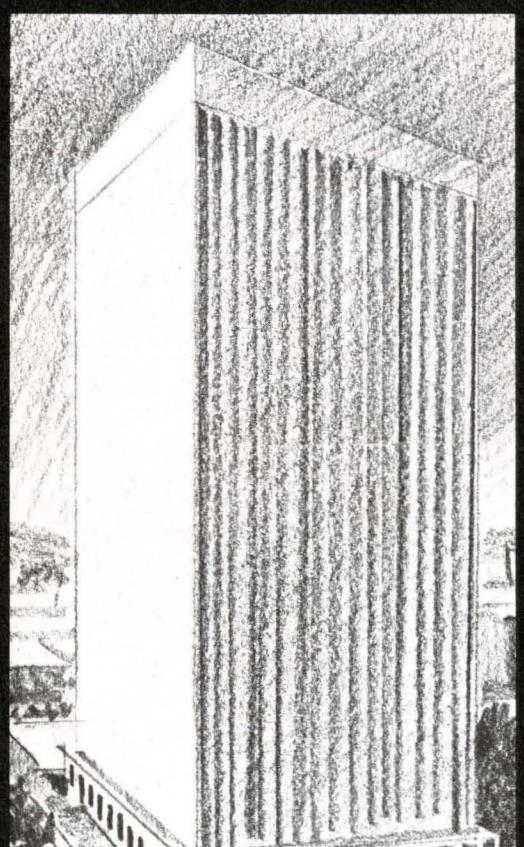
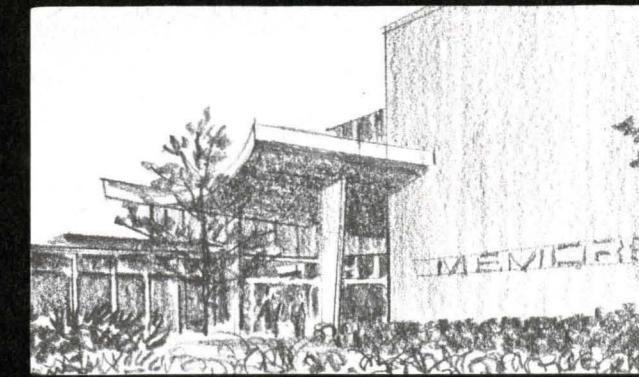
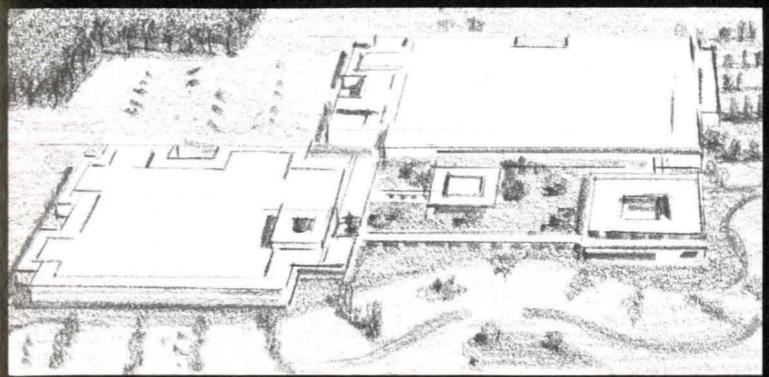
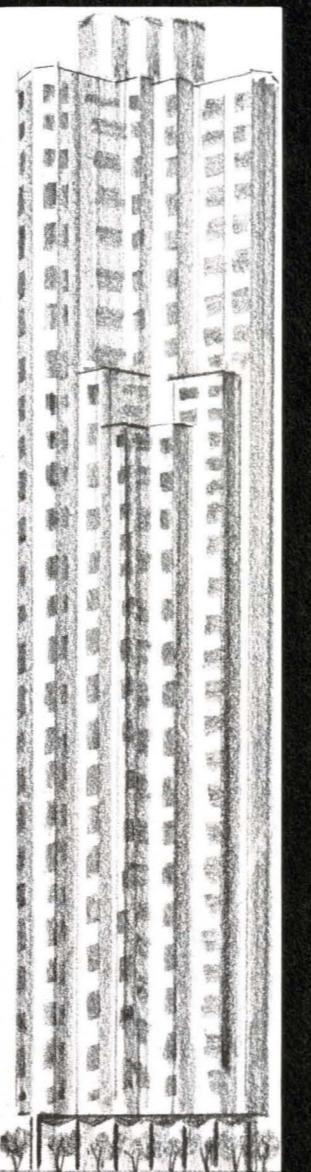
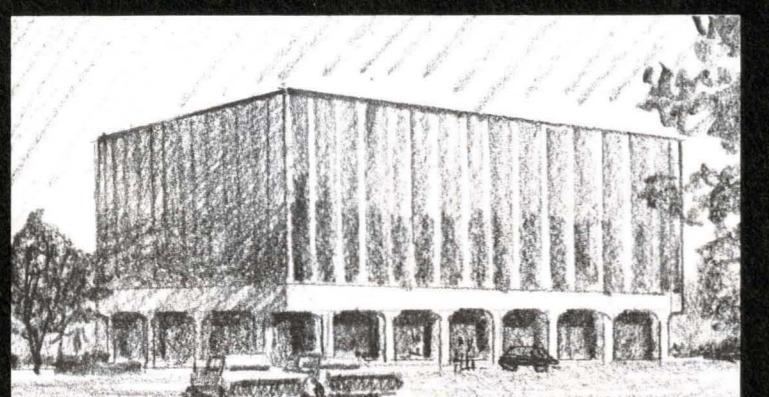
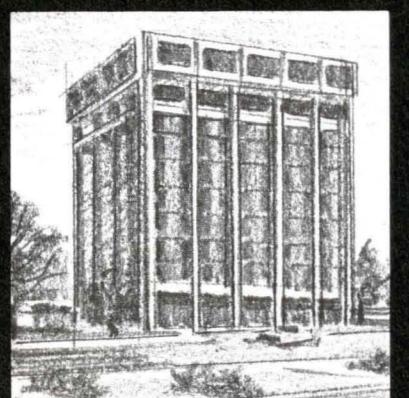
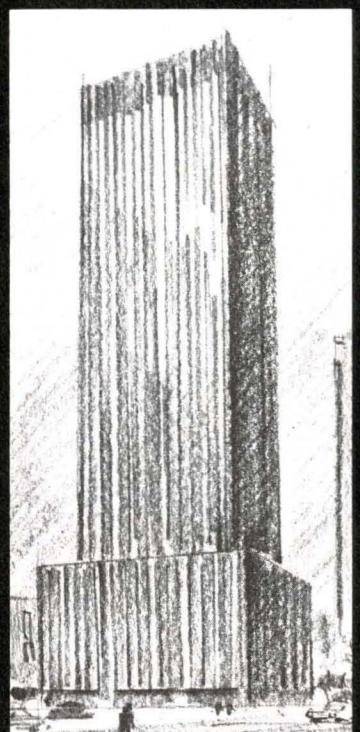
A complete spare parts inventory assures prompt customer service for all Memorex equipment. Major local inventories, backed up by strategically placed depots, provide quick access to parts whenever and wherever required.

A Wide Area Telephone Service offers round-the-clock communications between Field Offices and Headquarters, providing immediate response to the field for effective customer service.



**The Field Support Organization is a combination of teamwork and professionalism—a dynamic part of a rapidly growing company. Experience and talent, coupled with motivation and thorough training, make Memorex Field Support outstanding among customer service organizations.**





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