

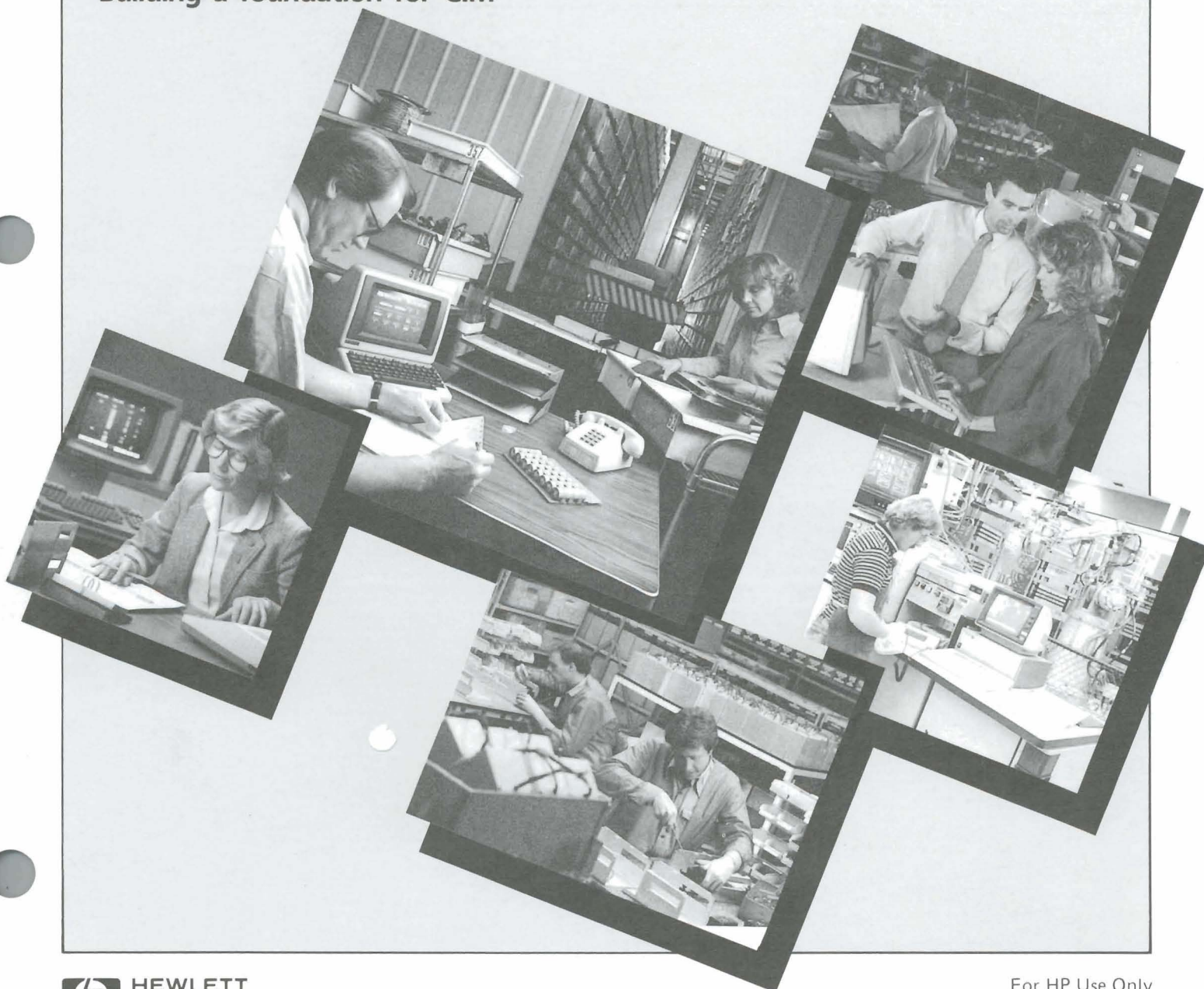
Information Systems & Manufacturing News

Information for HP sales reps selling MIS, office automation, and manufacturing solutions

February 15, 1986

Introducing HP Manufacturing Management II

Building a foundation for CIM



Information Systems & Manufacturing News

Vol. 11, No. 8

Editor

Roman Kichorowsky

Assistant Editors

Tracy Wester

Darleen Brettes

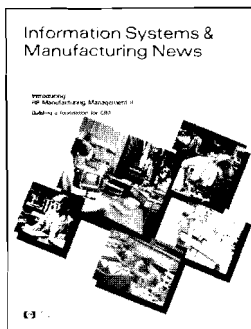
Information Systems & Manufacturing News is published biweekly for Hewlett-Packard field personnel to help you sell HP solutions by *organizing, summarizing, and highlighting* sales and marketing information.

Address editorial correspondence to *Information Systems & Manufacturing News*, Hewlett-Packard Company, Building 20BV, 3000 Hanover Street, Palo Alto, CA 94304-0890 USA, COMSYS 0000.

Please send address changes and subscription requests* to COMPUTER NEWS, HPDesk HP0000/53.

*For subscription requests, provide the following information:

(1) Employee No., (2) Name, (3) Division/Office Name, (4) COMSYS No., (5) Building No., (6) Job Title, (7) Sales Force, (8) Manager's Name, and (9) Manager's Employee No.



On the Cover

HP Manufacturing Management II (HP MM II) is a fully-integrated manufacturing-resource-planning application from Manufacturing Productivity Division. It is a bundled package of eight modules that provides the customer with the marketing, financial, and operational information necessary to manage the manufacturing environment. See stories on pages 20-26.

MARKETING & INTERNATIONAL SECTOR

US Field Operations
Europe/Africa Operations
Intercontinental Operations
Worldwide Major Accounts Program
Federal Marketing Operation
Direct Marketing Division
Third-Party Marketing
Customer Support
Application Support Division
Product Support Division
Finance and Remarketing Division
Corporate Marketing Communications

INFORMATION SYSTEMS & NETWORKS SECTOR

Information Systems Group (ISG)

Computer Systems Division
Office Systems Division
Office Productivity Division
Personal Software Division
Böblingen General Systems Division
Guadalajara Computer Operation

Personal Computer Group (PCG)

Roseville Terminals Division
Puerto Rico Operation
Portable Computer Division
Brazil Operation
Handheld Computer & Calculator Operation
Grenoble Personal Computer Division
Personal Office Computer Division
Microcomputadoras HP
Singapore Operation
Personal Computer Distribution Operation

Peripherals Group (PG)

Greeley Division
Computer Peripherals Bristol Division
Greeley Tape Operation
Disc Memory Division
Boise Division
Vancouver Division
Link Jet Components Operation
San Diego Division
Barcelona Peripherals Operation

Information Networks Group (ING)

Colorado Networks Operation
Grenoble Networks Division
Roseville Networks Division
Information Networks Division

Information Technology Group (ITG)

Fort Collins IC Division
Information Hardware Operation
Information Software Operation
Entry Systems Operation

Integrated Circuit Group (ICG)

Cupertino IC Division
Northwest IC Division
Singapore IC Operation
Integrated Circuits Division

MANUFACTURING, MEDICAL & ANALYTICAL SYSTEMS SECTOR

Manufacturing Systems Group (MSG)

Data Systems Division
Advanced Manufacturing Systems Operation
Manufacturing Productivity Division
Loveland Instrument Division
Panacom Automation Operation
Manufacturing Test Division
Lyon Manufacturing Systems Operation

Analytical Group

Avondale Division
Scientific Instruments Division
Waldbronn Division
HP Genenchem

Medical Group (MED)

Andover Division
Böblingen Medical Division
McMinnville Division
Waltham Division
Medical Supplies Center

Corporate Manufacturing

Printed Circuit Division

COMPONENTS, MEASUREMENT & DESIGN SECTOR

Microwave and Communications Group (MCG)

Stanford Park Division
Network Measurements Division
Signal Analysis Division
Spokane Division
Colorado Telecom Division
Queensferry Telecom Division
Microwave Technology Division
Queensferry Microwave Operation

Electronic Instruments Group (EIG)

New Jersey Division
Santa Clara Division
Böblingen Instrument Division
YHP Instrument Division
YHP Computer Operation
Colorado Springs Division
Instrument Systems Labs

Design Systems Group (DSG)

WORKSTATION/TECHNICAL COMPUTING
Fort Collins Systems Division
Corvallis Workstation Operation
Böblingen Computer Division
ELECTRICAL ENGINEERING
Logic Systems Division
Logic Design Operation
Fort Collins Engineering Operation
Salt Lake City Operation
MECHANICAL ENGINEERING
Lake Stevens Instrument Division
Böblingen Engineering Operation
Technical Software Center

Components Group

Microwave Semiconductor Division
Optoelectronics Division
Optical Communication Division
Southeast Asia Operation

Corporate Engineering

HP Computer Museum

www.hpmuseum.net

For research and education purposes only.



Table of Contents

Information Systems & Manufacturing News is organized into market-focused categories to help you sell integrated solutions.

SALES & CUSTOMER NEWS

- 5 **Sales Successes**
HP 260 wins deal over IBM and Nixdorf
HP and Porter Data Systems provide quality solution
- 6 **Third Party Program**
New Third Party Sales Kit available
- 6 **Customer Support**
Support update for application software

INFORMATION SYSTEMS

- 8 **General**
Spectrum program primers available
ATPs are strategic PC connection to HP 3000
HP 3000 supports HP 2603A daisywheel printer
- 9 **Commercial EDP**
HP offers enhanced COBOL compiler based on ANSI '85 standard
- 9 **Office Systems**
Field input on office automation sales needed
New "What if..." flyer describes HP PPC solutions
Gartner Group cites IBM PROFS drawbacks
Introducing "The Office Profile" — a consultant's guide to the HP PPC
HP OFFICE-ASSIST included in HP PPC product bundles
New software makes HP LaserJet PLUS printer forms design easy and fast
IBM PC character set available for HP LaserJet printer family
Announcing HP LaserJet printer brown toner cartridge
Book on HP LaserJet printer available
Available HP LaserJet family printer font cartridges
HP 3000 graphics and the HP ColorPro plotter
- 15 **Vertical Markets**
Vertical markets conference peaks sales reps in financial services industry

PERSONAL COMPUTERS

- 16 **Portable**
New accessory brochure promotes handheld computer and calculator
- 16 **Desktop**
Correction to HP Vectra PC Enhanced Graphics Adapter announcement
HP Vectra PC technical reference manual available soon
HP FastTrak now available for customers
Classroom Learning Packs for PC software
How to upgrade from 1-2-3 to Symphony on the HP Touchscreen personal computer
Running R:BASE 5000 Tutorial on the HP Touchscreen personal computer
Winning Deal to be obsolete March 1
HP-HIL + 384K RAM card for HP 150A/Touchscreen personal computer
HP LaserJet/LaserJet PLUS now compatible with all IBM PC software programs

MANUFACTURING SYSTEMS

- 20 **General**
DSD schedules first follow-up program to Manufacturing '86
MSG launches new "It Works" ad campaign
- 20 **Manufacturing Applications**
MPD announces HP Manufacturing Management II
Introducing HP Purchasing
Introducing HP Sales Order Management
Documentation and training for HP Manufacturing Management II
HP-ASSIST for HP Manufacturing Management II
New pricing and bundling for HP JIT
Introducing support for new manufacturing software
- 26 **Factory Automation**
HP Vectra PC in the manufacturing environment
RND implements broadband cable in its manufacturing environment
Extension to PMC/1000 PCO memory upgrade program

DESIGN SYSTEMS

- 29 HPtoday videotape now distributed by Corporate Parts Center
New 20-Mbyte disc drive for HP 9000 Model 520
HP 9000 Series 200 bundles system software

NETWORKS & PERIPHERALS

- 30 **Networks**
NS/9000 and NS/3000 support clarification
Revised HP AdvanceNet brochure
- 30 **Mass Storage**
More tools for your Megabytes Plus tool box
- 30 **Printers**
HP 2689A Output Writer for DOS/VSE customers
Printers/options/upgrade kits to be discontinued

PRICE CHANGES

- 32 Computer groups price changes effective February 1, 1986

Product Index

For your convenience, the Product Index organizes articles by computer and peripheral category.

HANDHELD COMPUTERS

New accessory brochure promotes handheld computer and calculator16

SERIES 100

ATPs are strategic PC connection to HP 30008
 New "What if..." flyer describes HP PPC solutions10
 Introducing "The Office Profile" — a consultant's guide to the HP PPC11
 Correction to HP Vectra PC Enhanced Graphics Adapter announcement16
 HP Vectra PC technical reference manual available soon16
 HP FastTrak now available for customers17
 Classroom Learning Packs for PC software17
 How to upgrade from 1-2-3 to Symphony on the HP Touchscreen personal computer18
 Running R:BASE 5000 Tutorial on the HP Touchscreen personal computer18
 Winning Deal to be obsolete March 119
 HP-HIL + 384K RAM card for HP 150A/Touchscreen personal computer19
 HP Vectra PC in the manufacturing environment26

HP 260

HP 260 wins deal over IBM and Nixdorf5

HP 1000

RND implements broadband cable in its manufacturing environment27
 Extension to PMC PCO memory upgrade program28

HP 3000

ATPs are strategic PC connection to HP 30008
 HP 3000 supports HP 2603A daisywheel printer8
 HP offers enhanced COBOL compiler based on ANSI'85 standard9
 New "What if..." flyer describes HP PPC solutions10
 Gartner Group cites IBM PROFS drawbacks10
 Introducing "The Office Profile" — a consultant's guide to the HP PPC11
 HP OFFICE-ASSIST included in HP PPC product bundles11
 HP 3000 graphics and the HP ColorPro plotter15
 MPD announces HP Manufacturing Management II20
 Introducing HP Purchasing21
 Introducing HP Sales Order Management22
 Documentation and training for HP Manufacturing Management II23
 HP-ASSIST for HP Manufacturing Management II23
 New pricing and bundling for HP JIT24
 Introducing support for new manufacturing software25
 RND implements broadband cable in its manufacturing environment27
 NS/9000 and NS/3000 support clarification30

HP 9000

HP and Porter Data Systems provide quality solution5
 HPtoday videotape now distributed by Corporate Parts Center29
 New 20-Mbyte disc drive for HP 9000 Model 52029
 HP 9000 Series 200 bundles system software29
 NS/9000 and NS/3000 support clarification30

NETWORKS

NS/9000 and NS/3000 support clarification30
 Revised HP AdvanceNet brochure30

MASS STORAGE DEVICES

More tools for your Megabytes Plus tool box30

PLOTTERS

HP 3000 graphics and the HP ColorPro plotter15

PRINTERS

HP 3000 supports HP 2603A daisywheel printer8
 New software makes HP LaserJet PLUS printer forms design easy and fast12
 IBM PC character set available for HP LaserJet printer family13
 Announcing HP LaserJet printer brown toner cartridge14
 Book on HP LaserJet printer available14
 Available HP LaserJet family printer font cartridges14
 HP LaserJet/LaserJet PLUS now compatible with all IBM PC software programs19
 HP 2689A Output Writer for DOS/VSE customers30
 Printers/options/upgrade kits to be discontinued31

SPECTRUM PROGRAM

Spectrum program primers available8

SALES SUCCESSES

Sales Successes reports on successful sales strategies and HP solution installations.

Information Systems & Manufacturing News welcomes contributions for this column from the field and divisions alike. Articles should be brief, informative, and contain the following information: (1) A description of the customer and the problem, (2) the competition's answer to the problem, (3) HP's solution and why the customer chose HP, and (4) who to call for more information about the sale. Also welcome would be some information about the amount of the sale and the solution's implementation date.

HP 260 wins deal over IBM and Nixdorf

Kathy Wipperfeldt/BGD

The next time you check into a hotel, look behind the front desk. You may be surprised to see your registration being entered into an HP 260 computer system. Wagon-Lits, a Brussels-based holding company with investments in the service industry, will be purchasing 150 HP 260 systems over the next two years for installation in hotels around the world. Ninety of these systems will be installed in 1986.

Wagon-Lits was unhappy with its current collection of computer equipment, consisting mostly of microcomputers and a few IBM System/34 systems. They wanted to be able to consolidate their resources on national and international levels, and improve productivity while reducing administrative costs.

IBM offered System/36s and Nixdorf offered 8870s. HP put together an offer with a mix of high- and low-end HP 260 systems. The high-end configuration (approximately 30 percent) consists of one SPU, five workstations, one HP 7946A disc, and three system printers. The low-end configuration (approximately 70 percent) consists of one SPU, two workstations, one HP 9133H disc, and one system printer.

HP received excellent cooperation from an HP 260 value-added system supplier, ARGOS, in Paris, who acted as a software supplier instead of a VAR in this sale. The ARGOS software is a hotel-management solution made up of two parts: front office, for handling reservations and registrations; and back office, for handling accounting and other administrative tasks.

This outstanding application software package was a big plus for HP in closing the deal.

Many other factors also contributed to the success of the HP 260. Because the systems will be installed in several countries, Wagon-Lits needed a firm commitment that the supplier could deliver on time to each location. HP has offices or distributors in all of the required locations. In addition, parts of the HP 260 operating software are localized into several languages, which makes it a versatile system to implement across countries. The user-friendly BASIC/260 programming language enables easy modification and support of the software to fit the customs and laws of different countries.

This big sale was made by Ivan de St. Pierre and Daniel Carpentier of the downtown Paris sales office to the hotel-management directors for Wagon-Lits, also located in Paris.

HP and Porter Data Systems provide quality solution

Dennis Teeter/Rochester, New York, Sales Office

The Eastman Kodak Company is like many companies in America today — more interested in quality than ever before. One department which had just purchased several HP 9000 workstations was interested in a low-cost, statistical-quality-control solution. The initial thought of HP Quality Decision Management (QDM)/1000 was far too expensive. I was unable to find a single-vendor solution from Hewlett-Packard, so I turned to our Third Party Software Catalog and came across Statistical Quality Control (SQC) from Porter Data Systems. I called for literature which was received the next day.

Fred Porter, of Porter Data Systems, has developed a manufacturing-quality-control graphics package that generates standard quality-control charts and indicates when an industrial process is "in control." This advanced software system is designed for the production line where real-time monitoring is essential for the immediate control and elimination of process aberrations. A complete spectrum of detailed customized charts is readily available for both production workers and managers. This software is supported by the entire HP 9000 family of products and currently includes interfaces to a wide range of mainframes, sensor systems, controller applications, and monitoring/data-

collection instruments including the HP QDM/1000 system. Several offerings are:

Module description	US list price
X bar and Range Control charts	\$1,785
P and nP (reject) Control charts	1,565
Defect/Cost Pareto diagrams	1,265
Designers Tool Kit — build-your-own	4,500
Right-to-reproduce license	385

Fred Porter also provides a wide range of services including on-site training and consulting, customized software, and 24-hour call-in service.

Eastman Kodak said the software was almost exactly what they wanted, but would like the capability to modify it as needed. They purchased the Designers Tool Kit from Porter Data Systems and began customizing. That was about 10 months ago; since that time, Kodak has purchased about 25 right-to-reproduce licenses. These copies, by the way, are in different departments of Kodak all over the metropolitan area. Each solution is different, which speaks for SQC's flexibility. Organizations that historically had not been familiar with Hewlett-Packard were now calling to find out about this quality solution. Fred Porter is presently working on some new custom software packages for Kodak with international implications. For further information on this terrific third party solution, call Fred Porter at Porter Data Systems in Colorado Springs, Colorado, at 303-599-5548.

THIRD PARTY PROGRAM

New Third Party Sales Kit available

Dale Hershfield and Lucia Mikasa/MSG

Third-party sales reps may now consult a single resource for comprehensive information on third-party programs. This resource is the Third Party Sales Kit, a product of the Manufacturing Systems Group (MSG) and Design Systems Group (DSG) value-added programs.

The sales kit binder, which features a bold, red lightning bolt on its front cover, was mailed to all technical third party sales reps earlier this month. The sales kit satisfies many requests by the field for a handy third party reference source. Its contents include:

- Definitions and descriptions of value-added channels.

- Organization charts and mission statements of the value-added programs.
- Description of existing third party programs.
- Description of selected third party solutions.
- Listing of available sales aids.
- Discussion of policy guidelines and contracts.
- Review of competition.

If you would like a copy of the binder but did not receive one, please contact Lucia Mikasa, 408-725-8111, or Linda Beauvais, 303-226-3154.

CUSTOMER SUPPORT

Support update for application software

Amy Ting/PRSD

Do you have trouble explaining HP's software support services to your application customers? Do you know the specific customer deliverables associated with family support? If not, read on for a quick review of HP's support program for application software.

How does HP support application software?

Application software support is an integral part of HP's Software Support Program. Standard support services for system software are available on most application software. These services include Account Management Support (AMS), Response Center Support (RCS), Software Materials Subscription (SMS), and the Custom Support Plan. To see what services are available for a specific application package, refer to the Corporate Price List or the *Software Support Services Price List and Reference Guide* (P/N 5958-2344).

What is a family?

Families are groupings of related application software products and are specified for each product line. For example, all manufacturing software is in the Manufacturing Family, and all office automation software is in the Office Tools Family or the Office Family. There is a further distinction between the Office Tools Family for the HP 3000 and the Office Tools Family for the HP 9000. These product groupings are determined by the type of software application, the level of effort required to support the software (including software complexity) and typical customer purchase paths.

How do I order support for application software?

The key to configuring support for application software is to follow these four simple steps:

- 1) Identify what families your customer's application software falls into. To do this, refer to the product division price guides, the Software Support Price List and Reference Guide (P/N 5958-2344), or the Corporate Price List ordering instructions.
- 2) Determine the level of support desired for each family. Use the table below to ensure the level selected is a valid configuration:

Operating system software	Application software
(level of support)	
AMS	AMS or RCS (a)
RCS	AMS or RCS (a)
SMS	SMS (b)

- (a) Different levels of support may be ordered for each family.
 (b) If SMS is ordered on the operating system, SMS is also the highest level of support for the application software.

- 3) Order AMS or RCS support for each family, if applicable.
- 4) Always order SMS for each piece of application software.

What support deliverables are associated with Family Support?

Under the operating system support structure, material updates are bundled into AMS and RCS support. Application support differs from this product structure because the labor and material components of support are unbundled.

Family support, purchased at the AMS or RCS level, provides customers with the labor component of HP's support services. When customers purchase family support at the AMS or RCS level, they receive the following deliverables:

	Level of support	
	AMS	RCS
Access to HP's Response Centers for telephone assistance (including remote support for the HP 3000)	x	x
One Response Center caller and one alternate caller.	x	x
Account-assigned system engineer	x	
Support Management Reviews	x	
Software Release Planning	x	
Software update installation assistance (HP 3000 only)	x	
On-site assistance	x	

SMS support, purchased for each piece of application software, provides customers with the material component of HP's support services. Customers receive software and manual updates, software patches (if available), and Software Status Bulletins (if separate from the operating system).

Family Support: The HP advantage

You may still wonder how customers benefit from the family support structure? This structure is advantageous because it meets two important customer needs.

- *Minimizes the incremental support cost for additional software purchases.* Once family support is ordered, the only additional support cost of ordering more software in the family is the SMS cost.
- *Maximizes software support flexibility.* Customers can select a different level of support for their application software than for their operating system software. In addition, they can choose different support levels for each application family to match their needs.

Thus, the HP Software Support Program offers application customers flexible, cost-saving solutions to meet their specific application needs.

If you have additional questions about application support, refer to the new *Software Support Field Training Manual and Reference Guide* (P/N 5958-4632) or contact your customer support specialist:

Region	Support specialist	Telephone	
		TELNET	Direct dial 408-725-8111
Eastern/ Europe	Linda Parriott	125-4840	ext. 4840
Midwest	Fred Valdez	125-3491	ext. 3491
Neely	Tom Loupy	125-4164	ext. 4164
Southern	Annie Lee	125-3470	ext. 3470
ICON/ Canada	Susan McCormick	125-3498	ext. 3498

Also in this issue

Vertical markets conference peaks sales reps in financial services industry

15



GENERAL

Spectrum program primers available

Dennis Mitrzyk/CSY

For the US only

If you are a technical or commercial sales rep, you have probably already received copies of the latest primers entitled *HP Precision Architecture* (P/N 5954-6677) and *Relational Technology* (P/N 5954-6676). These primers should make excellent handouts for your customers who have questions about HP's new RISC-based architecture and our new relational database offering.

These pieces will not be bulk shipped to the sales offices, so please let your literature coordinator know how many of each piece you will be needing. Your literature coordinator will be able to order the primers from the Corporate Parts Center. *Customers* will be able to place orders for the primers simply by calling Direct Marketing Division's 800 number.

ATPs are strategic PC connection to HP 3000

Chrysa Caulfield/IND

Advanced terminal processors (ATPs) are the strategic hardware for asynchronous personal-computer-to-HP 3000 connections. The increased reliability and functionality of the ATP offers several advantages over the Asynchronous Data Communications Controller (ADCC). The ADCC uses the channel program processor on the HP 3000 to process characters that require several microseconds for each character. The ATP offloads character processing from the HP 3000 CPU through direct access to the HP 3000 memory and additional processors on the ATP. The additional ATP intelligence results in more efficient character handling, which improves system performance and has virtually eliminated data overruns. The ATP also supports RS-422, which is not available with ADCCs.

ATPs allow access to new products that will not be supported over ADCCs. Print Central and HP Access Central are examples of products not available over ADCC connections to an HP 3000. Future PC-to-HP 3000 resource sharing products will continue to be supported only over ATPs. Please encourage your

customers to purchase ATPs for PC connections to the HP 3000.

An ADCC return credit is available through Finance and Remarketing Division (FRD) for upgrading the installed base to ATPs. The return credit is P/N 30018AN for the ADCC Main and 30019AN for the ADCC Extender.

HP 3000 supports HP 2603A daisywheel printer

Karen Dozier/CSY

The HP 3000 systems now support the HP 2603A, a 45-cps daisywheel printer designed for secretaries and professionals who require letter-quality printing, multi-part forms, or specialized office applications.

Support

The HP 2603A is supported on RS-232-C, point-to-point, hardwired connections only, on either terminal or modem ports, for MPE V/E systems (Version G.00.00 or later). Local RS-422 and remote modem are not supported. It is supported as a spooled device, and can be configured for 1200, 2400, 4800, or 9600 baud.

The following chart indicates printer maximums on HP 3000 systems:

HP 3000 system	Number of printers supported
Series 37	3
Series 39/4X/5X	8
Series 6X	16

Applications support

At introduction, the following applications will support the HP 2603A configured as an HP 2601A printer:

Product	Product version
HPListKeeper/3000	Version A.00.03 (full support)
HP Slate/3000	Version A.04.03 (minor differences/ limitations observed)
HPWord/3000	Version A.05.01 (minor limitations)
HPWord/150	Version A.00.00 (minor limitations)
TDP/3000	Version A.03.11 (full support)

Use this competitively-priced solution for your customers who need high-quality print on their HP 3000 system.

For more details, see "HP 2603A daisywheel fills a niche," in the January 15, 1986, issue of *Computer News*.

COMMERCIAL EDP

HP offers enhanced COBOL compiler based on ANSI'85 standard

Sharon Bishop/ITG

HP has incorporated structured programming features of the finalized 1985 ANSI COBOL Standard X3.23-1985 into HP's current COBOL II/3000 compiler to enhance the productivity of software developers. When combined with the current COBOL II/3000 product on the HP 3000, the enhanced compiler provides a highly productive environment for accelerating the development of new applications software.

The enhanced COBOL II compiler is designed specifically for the current MPE V-based HP 3000 systems as well as future commercial systems to be marketed within the HP 3000 family.

The product's ability to support structured programming constructs should help programmers create new applications more rapidly and with greater flexibility than before. For example, enhancements include a PERFORM statement variation for in-line looping without GOTOs, the EVALUATE/WHEN statement combination for complex conditional tests in a case structure, the INITIALIZE and SET statements to assign values to data items and conditional variables, enhanced inter-program communication, and other powerful structured programming features.

The enhanced ANSI'85 compiler is compatible with the existing COBOL II/3000 compiler that is based on the ANSI'74 Standard. Through the use of dual entry points into the compiler, customers may choose which standard to execute, thereby eliminating any need to convert between the two standards. The dual points of entry allow customers to avoid the few existing incompatibilities between the COBOL'74 and the COBOL'85 standards (e.g., reserved words), and thereby permit programmers to develop new code using the '85 standard while preserving their existing source code. Or if customers choose to move all their applications to the COBOL'85 standard, the compiler will flag the syntax

changes allowing customers to modify, recompile, and execute using the ANSI COBOL'85 entry point.

Availability of the product for the HP 3000 will be April 1986. Customers who are purchasing HP's COBOL II language-support product will receive the enhanced product and documentation at no charge. The purchase price for new customers of COBOL II on the HP 3000 will increase by 30 percent across all current systems.

Further information on these enhancements may be obtained from the new data sheets (P/N 5954-7427).

OFFICE SYSTEMS

Field input on office automation sales needed

Sue Mills/OSP

Please see center insert for information related to this article.

In order to make our Office Systems marketing efforts more responsive to the needs of your customers and prospects, we need information on office-automation (OA) business that you have recently won (or lost).

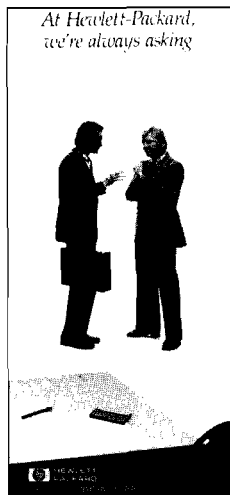
By taking a few minutes to fill out the insert in the center of this issue of *Information Systems and Manufacturing News* you can help others like yourself compete more successfully in the OA market. The information you provide will be compiled and disseminated back to the field as proven sales tactics. We will also help you identify those situations where you should probably walk away from unlikely prospects so that you will not be wasting your valuable time. Your inputs will also be used to help prioritize Office Systems Program (OSP) product and marketing efforts.

So, please take a few minutes to check off the form in the center insert, and/or give a copy to someone else in your office who can give us valuable inputs. If you would like to continue to be a key influencer of our directions in OA, may we suggest that you photocopy the form for future deals.

We need your inputs to better address the needs of your customers and prospects. Those of you who would like to give us more information than is possible on the form, please contact Sue Mills in Cupertino at (408 or TELNET) 865-6442 or via HPDesk 5050/07.

New "What if . . ." flyer describes HP PPC solutions

Sue Mills/OSP



A new flyer describing HP Personal Productivity Center (PPC) solutions and leveraging off the "What if . . ." ad campaign has been sent to your local literature stock area in each sales office.

The flyer, targeted to business decision makers and influencers, describes:

- The Personal Productivity Center both conceptually and in terms of how specific products meet business objectives
- The range of HP computers that are available — HP can provide tailorable solutions for varying

sizes/needs of businesses, and we can meet the needs of individuals, workgroups, departments, sites/divisions, and integrate entire companies

- How HP can link together our computers and those that already exist in companies we call on, including IBM PCs and IBM mainframe computers.
- How HP proposes the "right" solution based on our reputation for customer satisfaction — that we are always thinking about how our products can be designed to meet the needs of individual businesses.

This "What if . . ." flyer can be used when visiting a customer site, as a mailer, for seminars or trade shows, and for introducing customers and prospects to HP's PPC/office solutions.

Check your literature stock for the flyer entitled "At Hewlett-Packard we're always asking 'What if. . .'", P/N 5954-2580D. Additional copies are orderable from the Literature Distribution Center, COMSYS 0070.

Gartner Group cites IBM PROFS drawbacks

Sue Mills/OSP

A recent issue of Gartner Group's *Office Information Systems* newsletter reviews major enhancements to IBM's Professional Office System (PROFS), yet concludes that PROFS still has major drawbacks because it is not a workgroup office solution.

The major enhancements to PROFS are:

- Final- and revisable-form document interchange with DISOSS available December 1985 on Release 1.
- The capability of sending PROFS "notes" to DISOSS users. This will be available in third quarter, 1986, on Release 2.

Gartner concludes that despite these enhancements, PROFS is still not a competitive office system primarily because it resides on a host-based system. When there are large numbers of users, PROFS will incur host overhead problems.

Gartner's concerns about PROFS lend further credibility to our solution of HPDeskManager running on workgroup HP 3000s: Gartner recommends that PROFS run on smaller, workgroup computers to avoid host overhead problems. The current PROFS product, however, is not appropriate for running across workgroup computers because:

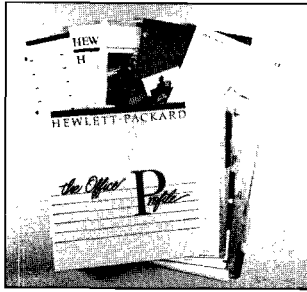
- PROFS-to-PROFS communications facilities restrict functionality when used in this way
- Office workgroup computer users need a product that is operationally less complex.

Thus, to counter IBM's claims about PROFS, we can offer prospects a highly competitive electronic-mail product, HPDeskManager, running on workgroup HP 3000 computers. In addition, with the new HPOfficeConnect, we can introduce HP solutions into IBM environments by providing a bridge between HPDeskManager and PROFS.

Copies of the Gartner Group report cited in this article can be obtained from Cindy Siacotos, Central Office Marketing, Cupertino, California, via HPDesk 5050/07, (TELNET or 408) 865-6397. Please reference the Gartner Group *Office Information Systems* newsletter entitled "IBM Puts New Life Into PROFS" from Products File P-950-276.1, dated October 23, 1985.

Introducing "The Office Profile" — a consultant's guide to the HP PPC

LeeAnne French/OSP



The Office Profile is a high-quality binder designed to inform the consulting community of HP's commitment and product offering in the office. It is the primary deliverable in the Office Systems Program (OSP) Consultants Program

which is targeted at influencing key office industry consultants. *The Office Profile* is being used by such industry consultants as Gartner Group, Seybold, and The Yankee Group, and has received excellent reviews. It has also been distributed and evaluated by field management (regional sales managers, Information Systems Group marketing development managers, area marketing managers, region marketing managers, and office focus group leaders) and, due to popular demand, it is now being made available to you.

The Office Profile collects all the information on HP's office systems in one place:

- A synopsis of the latest office announcements
- The annual report, HP in Brief, and the corporate organization chart
- HP's office strategy: the Personal Productivity Center (PPC)
- A "map at a glance" product positioning
- Sample PPC configurations for 4, 10, 20, and 50 users
- HP 3000 and personal computer pricing guides
- The PPC Product Information Guides and new product data sheets
- *Solutions Quarterly* and other office literature

How to use

The Office Profile is a useful tool in major accounts, big office deals and with local office consultants. As *The Office Profile* will be updated three times per year, it provides a good mechanism to ensure that the key influencers in your office accounts are kept up to date with new product information.

How to order

Contact:	Helene Cranstoun ISG Graphics 408-973-7616 or TELNET 1-125-7616 HPDesk 6646/01
Provide:	Requestor's name Mailing address Telephone Manager's name Entity/sales region Location code/sales office (COMSYS no.)
Cost:	\$80 (plus shipping) original binder \$10-20 per update (approx. three/year)

If you are in the US and would like Helene to mail all subsequent update material directly to your consultant or customer, please provide the following information: recipient's name, title, company name, and mailing address.

HP OFFICE-ASSIST included in HP PPC product bundles

Paula H. Hays/ASD

The enhanced version of HP OFFICE-ASSIST announced on February 1, 1986, supersedes all previous product releases. This version should be sold and delivered to all customers who purchase implementation assistance that is not a part of the Personal Productivity Center (PPC) bundles. The following products are obsolete effective immediately:

P/N	Description
32120A + 65C	HPWord Project Implementation Assistance
36570A + 65C	HPDesk Project Implementation Assistance

However, customers who purchase the PPC bundles that contain HP OFFICE-ASSIST are an exception to this obsolescence.

HP OFFICE-ASSIST's Project Implementation Assistance (PIA) services for HPWord and HPDesk are still included in the PPC bundles.

- Continue to *quote and sell* HPWord PIA and HPDesk PIA as currently included in the PPC bundles.
- However, you should *deliver* the enhanced HP OFFICE-ASSIST: Implementation Assistance and Project Implementation Assistance for electronic-mail and word-processing applications.

continued on next page

The table below shows which HP OFFICE-ASSIST release is applicable to customers who purchase PPC bundles.

HP PPC bundle	Quote and sell	Deliver to customers
Workgroup System P/N 32453B	HPWord PIA 32120A + 65C HPDesk PIA 36570A + 65C	Word Processing IA and PIA P/N 27507F + 60A Electronic Mail IA and PIA P/N 36568A + 60A
Professional System P/N 32452B	HPDesk PIA 36570A + 65C	Electronic Mail IA and PIA P/N 27507F + 60A
Base Pack P/N 27510A	HPDesk PIA 36570A + 65C	Electronic Mail IA and PIA P/N 27507F + 60A
Secretarial Word Processing Pack P/N 27511A	HPWord PIA 32120A + 65C	Word Processing IA and PIA P/N 27507F + 60A
Advanced Office Pack P/N 27513A	HPWord PIA 32120A + 65C HPDesk PIA 36570A + 65C	Word Processing IA and PIA P/N 27507F + 60A Electronic Mail IA and PIA P/N 27507F + 60A

Remember: the new release of HP OFFICE-ASSIST should be quoted and sold to all non-PPC bundle customers. Refer to the February 1, 1986, issue of *Information Systems & Manufacturing News* (formerly *Computer News*) for more information and product numbers on this new release.

For more information concerning the PPC bundles, contact Quentin Steele at Office Systems Division (OSD) at 916-786-4353. For more information concerning HP OFFICE-ASSIST, contact Paula Hays at Application Support Division (ASD) at 408-864-5409.

New software makes HP LaserJet PLUS printer forms design easy and fast

Deborah Wright/BOI

The introduction of the HP LaserJet PLUS printer generated a high demand for forms-design software packages from third parties. The following four packages take advantage of the printer's built-in rules, patterns, and shading capabilities allowing users to easily create simple or complex forms. Unless otherwise stated, these packages will run on either an HP Vectra PC, IBM PC, PC XT, or PC AT, or compatibles.

iPrint

For basic forms design, iPrint provides the HP LaserJet printer user the benefit of WYSIWYG (what-you-see-is-what-you-get), viewing on the screen. With the personal computer's interactive graphics capabilities and a mouse, forms can be created and printed directly to the printer. To change font styles, merely change the HP font cartridge. Unlike some forms design software packages, iPrint does not require a special font cartridge.

Polaris Printmerge™

With this enhanced forms-design package and the HP LaserJet or LaserJet PLUS printer, the user creates forms in word-processing packages like Microsoft Word®, WordStar®, or any other software package that writes to an ASCII file. Forms can be designed to merge in data from any Lotus® or dBASE® file. A list of dot commands helps select specifications including HP font-cartridge or soft-font selection, text centering and justification, and definition of lines, boxes, and shading.

LaserSoft/PC™

Using the HP LaserJet PLUS printer, LaserSoft will create forms on a personal computer or the HP 3000. There are many user-friendly features including forms creation through menus, font definition, and identification, the ability to store forms (or a digitized logo, signature, or custom font) in an electronic library, and data merging with dBASE and Lotus.

This form was created with FormMaker II and the HP LaserJet PLUS printer.

FormMaker II™

FormMaker II is one of the most sophisticated forms design packages available for the HP LaserJet PLUS printer — a fully menu-driven package with feature menus, variable grid and help screens. Using a mouse as a pointing device, the user can create any form on

the personal computer screen. Font sizes appear with actual height and width on the form during design. Merge a data file from a Lotus, dBASE, or ASCII file, and FormMaker II will place it in the correct fields.

One unique feature allows generation of an interactive questionnaire. An on-screen prompt provides the question, the user answers directly from the keyboard, and the information is automatically filled in on the electronic form. Other characteristics include bar code generation, logo sizing and placement, and the ability to create multiple part forms.

Customer advantages

Why store expensive forms in inventory when simple or complex forms can easily be created, updated, and printed as you need them? Since all businesses use forms, these software packages offer many sales opportunities for the HP LaserJet PLUS printer.

Summary

Product	Third party software supplier	Phone	US list price
iPrint	Indigo Software	613-728-0016	\$259
Polaris Printmerge	Polaris Software	800-338-5943	99 to 124
Microsoft Word	Microsoft Corp.	800-426-9400	395
WordStar	Micropro International Corp.	415-499-8320	350
Lotus	Lotus Development	617-253-9150	495
dBASE	Ashton-Tate™	800-437-4329	695
LaserSoft/PC	Business Systems International	818-998-7227	295
FormMaker II	FormMaker Software Inc.	205-633-3676	495

Polaris Printmerge™ is a US trademark of Polaris Software.

Microsoft Word® is a registered trademark of Microsoft Corp.

WordStar® is a US registered trademark of MicroPro International Corp.

Lotus® is a US registered trademark of Lotus Development Corp.

dBASE® is a US registered trademark of Ashton-Tate.

LaserSoft/PC™ is a US trademark of Business Systems International.

FormMaker II™ is a US trademark of FormMaker Software, Inc.

IBM PC character set available for HP LaserJet printer family

Larry Haley/BOI

A new font cartridge is available that will provide your customers with the IBM character (IBM-8) support they have been asking for. The HP 92286Y PC Courier 1 font cartridge is the first step in providing this printing solution. The cartridge provides two typefaces with IBM characters: Courier (portrait orientation, 10 cpi, medium, bold, italic) and Lineprinter (portrait and landscape orientation, 16.66 cpi).

Be aware that this cartridge supports, rather than emulates, an IBM printer. It will, however, allow you to print all of the characters in the IBM-8 character set.

IBM-8, as implemented in IBM printers, has been broken into two major subsets referred to as Set 1 and Set 2. The complete set is also referred to as All Printable Characters.

Set 1 consists of the USASCII characters (32-127) and the line-draw and math characters (160-255) (see Figure 1). With the 92286Y cartridge inserted, all of these characters can be printed without entering escape sequences. Even PRT SC (print screen) will print all characters.

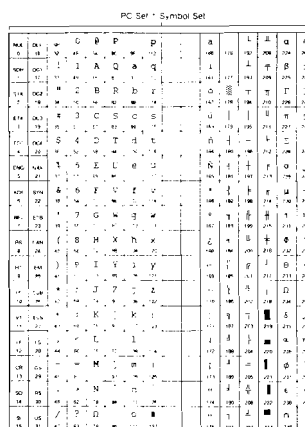


Figure 1

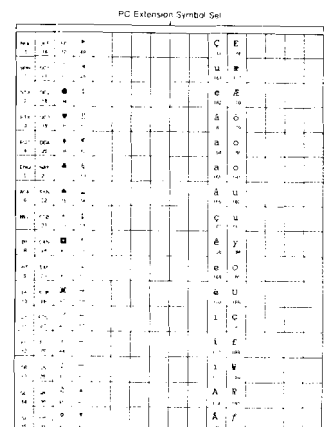


Figure 2

Set 2 consists of Set 1 with the addition of characters 0-31 and characters 128-159 (i.e. all 256 characters). Because HP and ANSI define characters 1-31 and 128-159 as unprintable, Set 2 created a problem. To compensate, this cartridge was developed with IBM's additional Set 2 characters contained in a separate character set (i.e. two character sets for medium, bold) and located in printable positions (see Figure 2). Characters for positions 0-31 are located in positions

32-63 and characters for positions 128-159 are located in positions 160-193 of the secondary "extension" set. This means that some type of translation must take place to map the additional "Set 2" characters to the cartridge locations. This can be accomplished in several ways:

- 1) Use a third party translation program. Current available programs are:
 - Printworks for Lasers (2.0), Softstyle, phone 808-396-6328.
 - Lasercontrol™ (2.0), Insight Development, phone: 415-527-8646 (available from DMK, P/N 35190J).
 - Polaris Printmerge™ (2.1), Polaris, phone: 619-471-0922.
- 2) Develop/modify application programs to perform the mapping.
- 3) Upgrade the application programs to versions that support mapping.

LaserControl™ is a US trademark of Insight Development Corp.

Polaris Printmerge™ is a US trademark of Polaris Software.

Announcing HP LaserJet printer brown toner cartridge

Linda Jensen/BOI

Brown toner EP cartridges are now available for the HP LaserJet and LaserJet PLUS printers. This new toner cartridge is ideal for customers who want a distinct look with HP LaserJet printer letter-quality print. The brown print looks great on off-white or yellow paper.

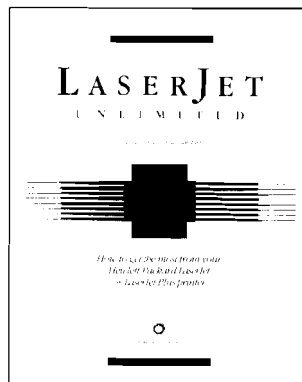
Customers have been waiting for the brown toner cartridge so order now.

Ordering information

P/N	Description	Approximate pages per EP cartridge	US list price
92285G	Brown toner cartridge	2,000	\$139
92285A	Black toner cartridge	3,000	99

Book on HP LaserJet printer available

LaVon Collins/BOI



There is a new book on the market that was written specifically for HP LaserJet/LaserJet PLUS printer owners. Ted Nace, a contributing *PC World* editor, and Michael Gardner have coauthored a book entitled *LaserJet Unlimited*, putting their HP LaserJet printer expertise together.

The book includes product information on the HP

LaserJet printer's fonts, symbol sets, and inside tips. Also included are supported third-party software packages, software package examples, supported third-party hardware, and much more.

LaserJet Unlimited is available from Peachpit Press. Single copies are \$24.95 plus \$3.50 postage and handling. California residents add 6½ percent sales tax. Dealers may purchase the book for \$15 plus \$2 per book for handling; but any dealer order must be for a minimum of two books. Large orders qualify for a higher discount. Payment may be by check, money order, Visa, or MasterCard. Peachpit Press, 2110 Marin Avenue, Berkeley, CA 94707; phone 415-524-0184.

Available HP LaserJet family printer font cartridges

Zevada Lundin/BOI

Below is a complete list of the font cartridges currently available for the HP LaserJet family printers.

P/N	Cartridge name	US list price
92286A	Courier	\$225
92286B	TMS Proportional 1	225
92286C	International 1	225
92286D	Prestige Elite	225
92286E	Letter Gothic	225
92286F	TMS Proportional 2	330
92286G	Legal Elite	330
92286H	Legal Courier	330
92286J	Math Elite	400

continued on next page

P/N	Cartridge name	US list price
92286K	Math TMS	400
92286L	Courier (Portrait and Landscape)	330
92286M	Prestige Elite (Portrait and Landscape)	330
92286N	Letter Gothic (Portrait and Landscape)	330
92286P	TMS Rmn (Portrait and Landscape)	330
92286Q	MEMO 1	330
92286T	TAX	400
92286U	Forms P	400
92286V	Forms L	400
92286W	3 of 9/OCR A	400
92286X	Bar Code	400
92286Y	PC Courier	330

Order the HP LaserJet family printer font cartridges through Direct Marketing Division (DMK).

HP 3000 graphics and the HP ColorPro plotter

Paula Dieli/PSD

The HP ColorPro plotter is a perfect addition to the HP 3000 environment enabling you to produce presentation-quality output from the HP 3000 business graphics products.

Note that ColorPro plotter sales literature does not currently include the following details regarding HP 3000 graphics.

Although the ColorPro plotter is not officially supported by the current versions of the HP 3000 graphics products (HPDraw A.03.01, DSG/3000 A.04.00, HPEasyChart A.03.00, HPMap A.01.00), they have been recently tested with the ColorPro plotter, along with the 17440 graphics enhancement cartridge. Here are the results:

	HP-IB		RS-232* separate port	
	without enhancement	with enhancement	without enhancement	with enhancement
HPDraw	OK	OK	NO	OK
DSG/3000	OK	OK	NO	OK
HPEasyChart	OK	OK	NO	NO
HPMap	OK	OK	NO	NO

**Note that the ColorPro plotter does not support eavesdrop connection; therefore, none of the HP 3000 graphics products will work in eavesdrop mode.*

Be sure to specify "7440A" as the device model number on the appropriate plotting menu.

The next release of HP 3000 graphics will provide full support for the ColorPro plotter.

Drawings from HPDraw, charts from HPEasyChart and DSG/3000, and maps created using HPMap can be output to a ColorPro plotter continuing to provide customers with the same high-quality output they expect from HP.

VERTICAL MARKETS

Vertical markets conference peaks sales reps in financial services industry

Debra Miele/ISG

The Financial Services Vertical Markets team hosted their third annual training conference on selling to banks, insurance companies, and securities firms on December 9-10, 1985, in Fort Lauderdale, Florida. HP sales reps from more than 30 sales offices in the US, as well as Australia and Mexico, attended.

The objective of the conference was to peak HP sales reps and managers on how to sell HP solutions to meet the needs of financial services customers and provide the sales tools to assist in their sales efforts. Featured presentations included the dynamics of today's financial services industry, targetting and selling HP to the industry, success stories, and workshops by six top HP third parties in the financial services industry.

Conference attendees were able to interact directly with HP third parties, satisfied customers, and experienced reps who have been extremely successful selling to the financial services industry. Many of their comments were overwhelmingly positive: "... very informative with good focus on issues pertinent to HP sales reps," "Excellent, right on target..." "Verticalization is key..." "The conference is getting better every year... good for planning purposes..."

For those sales reps and managers focusing their sales efforts on the financial services industry who could not attend the December conference, all materials may be obtained by contacting the Financial Services Vertical Markets group in Cupertino, California, at 408-865-6402. We will also be distributing a quarterly FSI report to keep you abreast of the opportunities and HP successes in this marketplace as well as continue the momentum generated by the conference.

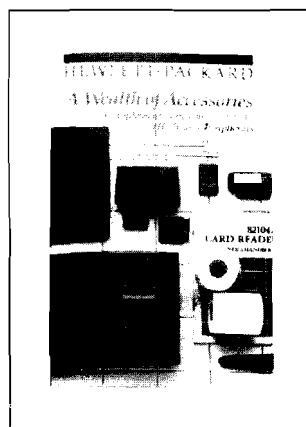


PORTABLE

DESKTOP

New accessory brochure promotes handheld computer and calculator

Pete Lawson/HCCO



Handheld Computer and Calculator Operation (HCCO) has a new accessory brochure to help your dealers bring in profitable follow-on business.

The brochure serves two purposes:

- 1) As an in-box piece for HP calculators and handheld computers, it tells new owners what additional support products are available from HP.
- 2) As a direct-mail piece, it provides dealers with a handy way to capitalize on their current customer list with a targeted reminder of available products. And it's co-op deductible, making a dealer-sponsored direct-mail campaign even more cost efficient.

The accessory brochure is a 16-page pamphlet that includes a complete list and photos of HP calculator accessories and peripherals including leather cases, calculator stands, printing paper, battery rechargers, interfaces, memory modules, and software and documentation.

Order the accessory brochure from Rhonda Rick via HPDesk HP3900/20. Your dealers can order the brochure by calling 800-FOR-HPPC (800-367-4772).

P/N	Description	Dealer price
5955-8624	Accessory brochure	\$.10

Correction to HP Vectra PC Enhanced Graphics Adapter announcement

POD Marketing

The article entitled "Enhanced Graphics Adapter update for the HP Vectra PC" in the January 15 issue of *Computer News* contained inaccurate information.

The current EGA product for the Vectra PC, now scheduled for a mid-year introduction, will *not* use the existing color monitor.

Clarification of all HP Vectra video products will be the subject of a forthcoming field communication slated for early February. Additional questions should be addressed to your Sales Center contact.

HP Vectra PC technical reference manual available soon

John LaCava/POD

The HP Vectra PC technical reference manual should begin shipping from Personal Computer Distribution Operation (PCDO) by the second week in February. When we last gave you an update, the manual was in the final review stages with an expected availability of the first week in February. The review is complete and the manual is in the process of being printed. The printing was completed February 1. Allowing approximately one week for kitting, shipment by the second week in February should be accomplished.

Final versions of the manual have been redistributed to all the contacts that originally received preliminary copies. These contacts are all customer engineers and systems engineers that have had the factory training class on the Vectra PC, US PC market development managers, Personal Computer Group (PCG) sales center, dealer hotline, Intercon headquarters, and Grenoble Personal Computer Division (GPCD) support.

Should you have situations where an ISV, OEM, dealer, or major account, needs this information before shipment from PCDO begins, please contact one of these sources to arrange to obtain a copy of the final document.

OFFICE DEALS

SALES REP NAME _____

TELEPHONE NUMBER _____

ACCOUNT NAME _____

**VENDORS
COMPETING FOR
THIS ACCOUNT**

**INDICATE EACH VENDOR'S
PROPOSED SOLUTION**

\$ SALE

**CHECK
THE
WINNING
VENDOR**

<input type="checkbox"/> HEWLETT-PACKARD	_____	_____	<input type="checkbox"/>
<input type="checkbox"/> IBM	_____	_____	<input type="checkbox"/>
<input type="checkbox"/> DEC	_____	_____	<input type="checkbox"/>
<input type="checkbox"/> DG	_____	_____	<input type="checkbox"/>
<input type="checkbox"/> WANG	_____	_____	<input type="checkbox"/>
<input type="checkbox"/> OTHER _____	_____	_____	<input type="checkbox"/>
<input type="checkbox"/> OTHER _____	_____	_____	<input type="checkbox"/>

PLEASE CHECK THE MAJOR REASONS WHY HP WON/LOST THIS BUSINESS

WON LOST

- ☐ ☐ PRICE
☐ ☐ SOFTWARE AVAILABILITY:

PC-BASED

HOST-BASED

WP SOFTWARE _____
 E-MAIL SOFTWARE _____
 DECISION SUPPORT _____
 OTHER _____

- ☐ ☐ HARDWARE AVAILABILITY
☐ ☐ SOFTWARE FUNCTIONALITY:

PC-BASED

HOST-BASED

WP SOFTWARE _____
 E-MAIL SOFTWARE _____
 DECISION SUPPORT _____
 OTHER _____

- ☐ ☐ HARDWARE CAPABILITIES
☐ ☐ DATA COMMUNICATIONS
☐ ☐ APPLICATIONS INTEGRATION
☐ ☐ INTEGRATION OF IBM PCs
☐ ☐ INTEGRATION OF THIRD-PARTY APPLICATIONS
☐ ☐ SUPPORT
☐ ☐ SALES AIDS (E.G. ADS, LITERATURE, DEMOS, SUCCESS STORIES, ETC.)
☐ ☐ OTHER (PLEASE SPECIFY) _____

IN THE EVENT HP LOST, WAS THERE ONE THING IN PARTICULAR THAT COULD HAVE WON THE SALE FOR HP?

COMMENTS _____



FOLD



PLACE
STAMP
HERE

Return to: Hewlett-Packard Company
10520 Ridgeview Court
Cupertino, CA 95014

Attention: Sue Mills
Mail Stop 49C1

STAPLE HERE

HP FastTrak now available for customers

Carla Klein/PSD

HP FastTrak, an innovative support training product for personal computer software, is now available for customers. HP FastTrak guides for Executive MemoMaker, Executive Card Manager, HP Access, and AdvanceLink were introduced February 1.

HP FastTrak is comprehensive self-study training for user-support personnel and expert users. Originally developed for HP support personnel, FastTrak guides are now available for anyone that desires information beyond the scope of the software documentation.

Topics covered in each guide include product overview, supported configurations, features and uses, demo tips, integration with other personal computer applications, installation, performance, and technical tips. The HP Touchscreen personal computer and HP Vectra PC versions of software are both addressed. FastTraks for Executive MemoMaker and Executive Card Manager also include diskettes with demo files — one in 3½-inch format and one in 5¼-inch format.

FastTrak can help your customers evaluate, install, configure, and support personal-computer applications. Experienced end users will also appreciate a copy for handy reference. The format is consistent with the software documentation to simplify the learning process. And FastTrak is completely modular so you can learn what you want, when you want.

User-support organizations in large accounts, dealers, and expert users are the perfect candidates for HP FastTrak.

Ordering information

P/N	Description	US list price
89915F	HP FastTrak for Executive MemoMaker	\$95
89916F	HP FastTrak for Executive Card Manager	95
89917A	HP FastTrak for HP Access	95
89918F	HP FastTrak for AdvanceLink/ AdvanceLink 2392	95

Classroom Learning Packs for PC software

Carla Klein/PSD

Personal Software Division (PSD) is pleased to introduce Classroom Learning Packs for Executive MemoMaker and Executive Card Manager on the HP Vectra PC and HP Access on the HP Touchscreen personal computer.

The Classroom Learning Pack is a new concept expressly designed for the instructor of a classroom course on personal-computer software. It includes ready-to-use materials — an instructor's guide, overhead transparencies, and student-activity sheets — so that the instructor can quickly prepare for a course. And the course is easy to teach because the focus is on extensive hands-on practice with the software. Shortly after receipt of the software, an instructor can begin training end users and dramatically decrease the implementation time for new products in their organization. For Executive MemoMaker and HP Access, computer-based training (CBT) has also been developed and integrated with the learning program.

Each course may be taught in approximately four hours. During most of this time, the students will be actually using the software and the instructor will be serving as a coach, not a lecturer. To help prepare the instructor to lead the class, each Classroom Learning Pack includes the corresponding HP FastTrak Guide for expert users. FastTrak is self-study, modular training on such topics as installation, configuration, demos, software features, and integration with other software. (See "HP FastTrak now available for customers" for more details.)

Not only will students practice with the software, they'll also practice using the documentation that accompanies the product. After they leave the class they will be able to find valuable information in the manuals when they need it. We also recommend that the students be given a copy of the computer-based training, when available, to be used as a review tool back at their office. One CBT disc is included with the Classroom Learning Pack and additional copies are available in packages of five discs.

The availability of Classroom Learning Packs offers an additional incentive for your customers to purchase HP software. Along with the software documentation and the HP FastTrak guides, Classroom Learning Packs

complete a training offering that addresses the needs of individuals and groups, novices and expert users. They are a great opportunity for an add on to any software sale.

Ordering information

P/N	Description	US list price
89912F	Classroom Learning Pack for Executive MemoMaker on the HP Vectra PC and the IBM PC/XT/AT	\$450
89913F	Classroom Learning Pack for Executive Card Manager on the HP Vectra PC and the IBM PC/XT/AT	350
89914A	Classroom Learning Pack for HP Access on the Touchscreen PC	500
89919F	Student Training Discs for Executive MemoMaker/Vectra (package of five)	200
89921A	Student Training Discs for HP Access/Touchscreen (package of five)	250

How to upgrade from 1-2-3 to Symphony on the HP Touchscreen personal computer

Kathryn MacMurray/PSD

HP is offering a special six-month upgrade program for Lotus® 1-2-3® users to upgrade to Symphony®. The Symphony Upgrade Program which began on November 1, 1985, with the introduction of Symphony for the HP Touchscreen personal computer, will last until April 30, 1986. Symphony, from Lotus Development Corporation, is a fully-integrated software package that incorporates 1-2-3's popular spreadsheet, graphics, and database management with powerful word-processing and communications capabilities. (For more information about Symphony, see the Symphony data sheet, P/N 5954-2561, or the October 1, 1985, issue of *Computer News*.) The price for the upgrade kit is \$200, which is the difference in price between 1-2-3 (\$495) and Symphony (\$695).

For your customer convenience, the Symphony upgrade is available through HP's Direct Marketing Division (DMK). Since customers may order special freight through DMK's telemarketing operation, this is

the fastest way to receive the Symphony upgrade. The phone number for customers to call is 800-538-8787, or 408-738-4133 if they are located in California, Alaska, or Hawaii. The Symphony upgrade is also available through normal ordering procedures (note: this program is dealer discountable).

To purchase a Symphony upgrade, your customers *must* place an order for the Symphony upgrade box (P/N 45564A) *and* the Symphony upgrade kit (P/N 45565A). The Symphony upgrade box is a flattened box that will be used to return the Lotus 1-2-3 manual and system master disc to DMK. The Symphony upgrade kit is the regular Symphony product, complete with all of the documentation and software, and a book entitled *From 1-2-3 to Symphony*.

After your customers have placed an order for the Symphony upgrade box and the Symphony upgrade kit, they will receive the upgrade box. The box will include complete instructions on what they need to send back to DMK. Once the upgrade box has been received and approved by DMK, the Symphony upgrade kit will be sent out immediately to the customer.

This program is available only for HP Touchscreen personal computer users of 1-2-3. Customers who would like to upgrade their 1-2-3 for the HP Vectra PC (or IBM PC or PC-compatible) to Symphony should contact Lotus Development directly.

Ordering information

To place an order for the Lotus 1-2-3 to Symphony upgrade, use the following product numbers:

P/N	Description	US list price
45564A	Symphony upgrade box*	\$ 0
45565A	Symphony upgrade kit*	200

**You must order both of these products when placing an order for the Symphony upgrade kit.*

Lotus®, 1-2-3®, and Symphony® are US registered trademarks of Lotus Development Corp.

Running R:BASE 5000 Tutorial on the HP Touchscreen personal computer

Randy Kahle/PSD

It is possible to run the R:BASE™ 5000 Tutorial Package on the HP Touchscreen personal computer by using PC.EXS, an IBM PC Emulator program for the

HP Touchscreen personal computer. To run the tutorial please follow these steps:

- 1) Obtain a copy of PC.EXE. To do this, send an HPDesk message to PC EMULATOR/HPD600/IM. This address may not be on your system yet; specifying the whole address will override HPDesk. Set the acknowledgment level of your message to REPLY; this will ensure that a reply message, with the emulator, will be sent to you promptly. "PC EMULATOR" is set to automatically reply to your message.
- 2) Transfer the R:BASE 5000 tutorial software to 3½-inch media for use on an HP Touchscreen personal computer. This can be done using an HP 9125S 5¼-inch disc connected to an HP Touchscreen personal computer or by using an HP 3½-inch disc drive on an HP Vectra PC.
- 3) Run the tutorial software. Instructions for this step will be included in the HP Desk message that includes the emulator software.

Show R:BASE 5000 to your customers, including those who are already using CONDOR or dBASE™ II. You will find R:BASE 5000 an easy package to sell after your customers have used the tutorial.

P/N	Description	PC	US list price
68336F	R:BASE 5000	Vectra	\$700
45563A	R:BASE 5000	Touchscreen	700
68336-87003	R:BASE 5000 Tutorial	Vectra	9.20
45563-63002	R:BASE 4000 to R:BASE 5000 upgrade for the	Touchscreen	245

R:BASE™ is a US trademark of Microrim, Inc.
dBASE® is a US registered trademark of Ashton-Tate.
CONDOR is a US trademark of Condor Computer Corp.

Winning Deal to be obsolete March 1

David Obershaw/PSD

Winning Deal (P/N 42248CA) for the HP Touchscreen personal computer will be removed from the Corporate Price List as of March 1, 1986. This removal is due to reduced demand for the product.

HP-HIL + 384K RAM card for HP 150A/Touchscreen personal computer

Miles Mikasa/POD

The 45915A, HP-HIL + 384K RAM card for the HP 150A/Touchscreen personal computer is now available. This accessory will give your customers access to HP-HIL input devices, such as a mouse or graphics tablet, as well as provide additional memory, all while taking only one card slot. This will be good news to customers who have only one slot available because the other is already occupied by a modem or other accessory card.

HP LaserJet/LaserJet PLUS now compatible with all IBM PC software programs

Patricia Elin Brenner/DMK

For the US only

With Disc Memory Division's (DMK) LaserControl 100, the HP LaserJet printer can be compatible with virtually all IBM PC/XT/AT programs. When users are hooked up to an HP Vectra PC, an IBM PC/XT/AT, or any IBM-compatible computer, they simply load in the LaserControl 100 software (printer driver). This 5½-inch disc allows the HP LaserJet printer to emulate an Epson, Diablo, NEC, or Qume printer and be compatible with 25,000 programs. It features a Lotus®-like menu, thereby eliminating the long escape sequences previously used with the HP LaserJet printer. This utility co-resides in memory with the chosen application providing pop-up-menu capability.

LaserControl 100 works with both the HP LaserJet and LaserJet Plus printers and supports all font cartridges. It allows users to proportionally space fonts from any word-processing package.

P/N	Description	US list price
35190J	LaserControl 100	\$150 each

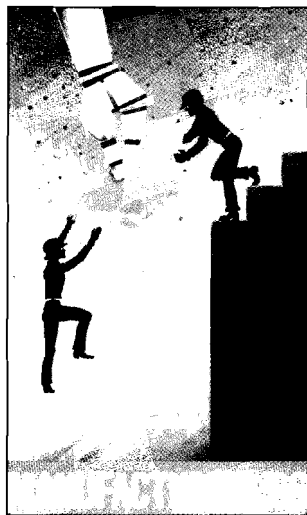
Lotus® is a US registered trademark of Lotus Development Corp.



GENERAL

DSD schedules first follow-up program to Manufacturing '86

Casey Sheldon/MSG



Those of you who participated in Manufacturing (MFG) '86 probably realized that it was merely the beginning of a new series of field training. So what's next?

Data Systems Division (DSD) is putting together the first follow-up program for MFG '86. The program will be one afternoon of the two-day New Product Training (NPT) scheduled for this spring (March/April). The goal of the training is to arm the sales force with more ammunition

to sell into manufacturing. The afternoon will consist of one hour of DSD new-product information with questions and answers, and three hours of HP 1000 A-Series third-party software. The software presentations will be made by the individual third parties and will cover solutions of national and regional interest.

What's the advantage of this new training? More solutions for more sales into manufacturing from DSD. Watch for A-Series solutions in the DSD section of the March/April NPT.

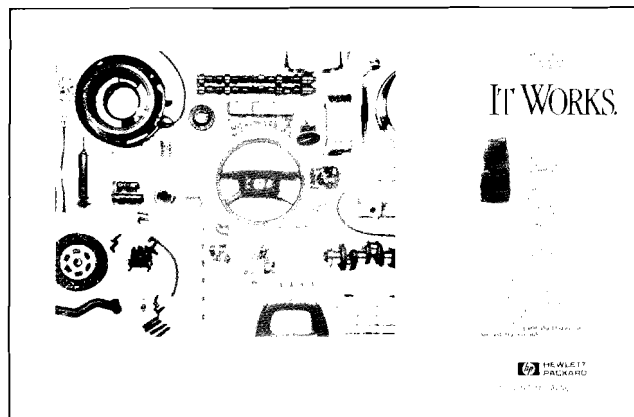
MSG launches new "It Works" ad campaign

Bojana Fazarinc/MSG

The first in a series of three new positioning ads on HP's offering to the manufacturing automation market will make its debut in February.

The campaign theme, "It Works," is based on the success many of our customers have achieved in CIM with HP's varied products. Targeted at top and manufacturing management of medium to large industrial com-

panies, the ads reference some success stories as well as position HP as a vendor who has the products *and* implementation assistance to make customers' automation efforts a success.



This first ad is designed to appeal to mechanical discrete manufacturers, particularly the auto industry. Two other ads focusing on process and aerospace industries will follow in April.

All three ads will run alternately through FY86 in *Business Week*, *Industry Week*, *Wall Street Journal* and *Manufacturing Systems*. Limited reprints are available by contacting Manufacturing Systems Group Marcom in Cupertino, California, Building 40.

MANUFACTURING APPLICATIONS

MPD announces HP Manufacturing Management II

Sandi Schaefer/MPD

The Manufacturing Productivity Division (MPD) is proud to announce HP Manufacturing Management II (MM II). This complete and fully-integrated MRP II (manufacturing resource planning) solution consists of the following existing MPD products: HP Materials Management, HP Production Management, HP Production Cost Management, HP General Ledger, HP Accounts Receivable, and HP Accounts Payable.

In addition, the following new products are being incorporated to provide all the functionality required to manage a manufacturing company: HP Purchasing and HP Sales Order Management.

HP Manufacturing Management II not only provides complete MRP II functionality, it has the competition

beat in four areas. First, it can be customized to meet a customer's unique needs without changing source code or losing support. Second, it is modular so that customers can buy only the functionality they need. Third, HP Manufacturing Management II can be distributed across multiple HP 3000s so that data can be collected, processed, and accessed by the people who need it most. And fourth, it can be linked to other systems. This provides a foundation on which to build a complete CIM solution.

HP Manufacturing Management II is also competitively priced. The complete MRP II solution has a list price of \$135,000. In addition, two smaller bundles are being offered. The following chart lists the modules included in each bundle and the list price. R-Copy pricing, volume end-user discounts, and family discounts also apply.

Product	Description	US list price
HP MM PLUS	HP Materials Management, HP Production Cost Management, and HP Purchasing	\$ 60,000
HP MM/PM PLUS	All modules of HP MM PLUS and HP Production Management	86,000
HP MM II	All modules of HP MM/PM PLUS and HP General Ledger, HP Accounts Payable, HP Accounts Receivable, HP Sales Order Management	135,000

MPD is extremely excited about this new product offering. A new sales training manual, ordering and configuration guide, and new sales literature are all available to help you get started selling HP Manufacturing Management II. With this new product and your help, we can make 1986 the most successful year ever for HP manufacturing solutions.

Introducing HP Purchasing

Mike Kosolcharoen/MPD

Today more and more manufacturers are recognizing how important purchasing is to quality improvement and cost reduction. In many cases, purchased parts constitute over half of the product cost. A more sophisticated purchasing system has become a key selection criterion for manufacturing systems.

Manufacturing Productivity Division (MPD) announces HP Purchasing — a comprehensive and customizable purchasing solution that integrates with HP Materials Management. HP Purchasing is also tightly coupled with HP Accounts Payable and HP General Ledger. HP Purchasing offers several major benefits to your customers:

- Increased buyer and planner productivity through the replacement of paperwork with a user-friendly, on-line system.
- Improved purchased-part cost and quality through vendor negotiation, selection, and management tools.
- Reduced production backorders through better purchase-order tracking and shorter purchase-order processing time.
- Improved cash management through a closer mapping of the purchase schedule to the production schedule.

Target market

HP Purchasing is designed for HP manufacturing solution prospects and current HP Materials Management customers. The best fit for HP Purchasing is in manufacturing environments with extensive purchasing activity or environments that require a distributed purchasing system.

Comparative advantage

HP Purchasing offers significant features, not available in many other purchasing systems:

- On-line confirmation and approval by planners of MRP-suggested purchase orders. Approved purchase requisitions are sent electronically to buyers.
- Recommendation of preferred vendor for every purchase decision.
- Extensive vendor selection and performance measurement tools. Information such as quality/delivery/price/performance by vendor, purchase history, current and future business amount is automatically tracked and updated.
- On-line conversion of purchase requisitions to purchase orders without having to type in purchase line

items. An electronic work space is provided to help buyers organize or modify purchase requisitions and assign vendors.

- Multiple and customizable purchase order print forms.
- Blanket purchase order and contract purchasing.
- On-line matching of invoice against purchase orders and receipts. Verified invoices can be allocated to various accounts.

Pricing and promotion

HP Purchasing is priced at \$18,500 for the A-Copy and \$12,950 for the R-Copy. *A special promotional price of \$13,900 is offered to current HP Materials Management customers until August 31, 1986.*

HP-ASSIST

HP Purchasing-ASSIST is also available now. New customers who are implementing HP Purchasing along with HP Materials Management may buy only the Project Implementation Assistance (PIA) service, priced at \$7,500. Existing HP Materials Management customers may buy the Additional Service Unit, priced at \$1,000 per unit, in addition to the PIA.

Introducing HP Sales Order Management

Mike Morel/MPD

Order management needs tend to vary depending on the type of business. If one were to look at different types of operations, and the needs that correspond, a distributor would be at one end of the spectrum and a manufacturer on the other. The environment of a manufacturer dictates an application feature set that is not found in most packages oriented towards distribution. HP Sales Order Management, an "HP distributed" package developed by Smith, Dennis, & Gaylord Inc., addresses all the needs of sophisticated manufacturers.

HP Sales Order Management provides management of customer orders from the initial quoting process all the way to collecting cash.

The application is divided into six areas:

- 1) *Marketing Link to Manufacturing* — Provides the ability to pass order demand information automatically to manufacturing, receive shipping instructions from manufacturing, and determine real-time Available to Promise.

- 2) *Sales Order Tracking* — Provides on-line entry of sales orders, change orders, and delivery schedules.
- 3) *Shipping* — Generates picking and shipping documents if the order passes system checks. Triggers relief of finished goods inventory upon shipment confirmation.
- 4) *Billing* — Generates invoices with both product and miscellaneous charges. Also provides ability to issue debit and credit memos.
- 5) *Credit Checking* — Provides on-line customer checking when the order is placed and/or when the order is shipped.
- 6) *Sales Analysis* — Provides sales information by customer, product, order type, sales territory, product classification, and/or user-defined criteria.

HP Sales Order Management provides benefits to sales reps in several ways:

- The product is fully integrated to the other HP Manufacturing Management II modules. This enables you to provide your customer a fully-integrated solution with complete MRP II (manufacturing resource planning) functionality.
- Unlike other order-management packages that were designed for distribution and then modified to "fit" a manufacturing environment, HP Sales Order Management was developed specifically for sophisticated manufacturers. As such, it is the perfect complement to HP Materials Management, the number two MRP system in the world.
- HP Sales Order Management is an "HP distributed" product on the HP Corporate Price List. This allows you to benefit from Smith, Dennis, & Gaylord's expertise in order management while selling a one-vendor solution and retaining full quota and commission on the software.
- HP Sales Order Management is a proven product. With reference accounts across the country, you can assure your customer a problem-free implementation.

HP Sales Order Management is a winning solution, either by itself or as an integral part of HP Manufacturing Management II. Use it to help your customer build a foundation for CIM.

Documentation and training for HP Manufacturing Management II

Margot Fuchs/MPD

New and enhanced manuals and training for all modules are an important part of the HP Manufacturing Management II (HP MM II) product release.

Customer documentation for HP MM II features several new manuals, including a new "Getting Started," as well as updated manuals for all modules of HP Materials Management and Production Management. User manuals are being reprinted in the larger 8½-by-11-inch format and the text has been reformatted for ease of use.

The new *Getting Started with HP Materials Management* manual contains useful introductory material on Materials Management and its interfaces, a master list of online and offline reports, and a convenient glossary of all Materials Management field names and definitions.

Also new are the HP Purchasing user guide and system reference manuals, plus a user guide to the Sales Order Management module.

Existing Materials Management and Production Management documentation has been revised based on responses from customers and field engineers. New documentation reflects new features and corrections included in versions A.09.00 of Materials Management and A.03.03 of Production Management. Highlights include:

- An update to the Customization and Operations manual that explains the Terminal Interface Process (TIP).
- Information in the Master Production Schedule manual that makes Fast Cycle MPS easier to use.
- Descriptions of new Materials Management and Production Management transactions in the System Reference Manuals of both applications.

Enhanced customer training for HP MM II also reflects the new features of the products. Certain Materials Management modules are available as self-paced packages to increase flexibility between classroom and on-site training. Student and instructor guides include course agendas, tables of contents, and indexes. Student guides include explanatory text for each slide.

Training in Materials Management consists of a four-day classroom course and three self-paced courses. Customers who purchase HP Lot Control and Trace-

ability receive one additional day of classroom training. Classroom materials now include a supplementary module that teaches students how to use the self-paced training. This module also contains information on using the products to solve business problems.

Self-paced courses are available for Factory Order Entry, Material Requirements Planning, and Standard Product Costing. Factory Order Entry is a computer-aided course. For Material Requirements Planning, students view a video on the basic concepts of MRP and complete a self-paced learning guide on MRP order policies, setup procedures, and reports. The Standard Product Costing course uses a student workbook and training database.

In addition to expanding and updating the content of customer documentation and training materials, all publications have been repackaged in matching binders with newly designed covers and spines.

Complete HP MM II documentation and self-paced training materials will be distributed to new customers. For existing customers, the Software Distribution Center will send HP MM II documentation to everyone who has purchased a subscription service that entitles them to updates and new editions of manuals.

New user manual sets have been established and are orderable from Manufacturing Productivity Division (MPD) through the HEART system. Individual manuals can be ordered from Direct Marketing Division.

Classroom training materials can be ordered from the Software Distribution Center through the HEART system on a demand basis only. Self-paced training materials can be ordered from MPD through the HEART system.

For part numbers and specific ordering information, consult the *HP Manufacturing Systems Ordering and Configuration Guide*, P/N 5954-6333. The guide can be ordered from the Literature Distribution Center.

HP-ASSIST for HP Manufacturing Management II

Taia Ergueta/ASD

Your qualified manufacturing-application customers will recognize the value of a vendor who can provide a complete solution — hardware, software, and the services that help make them successful. HP-ASSIST differentiates HP in the market for manufacturing applications by providing implementation services that ensure productivity quickly and cost effectively.

continued on next page

There are implementation assistance products to support all of the HP applications in HP Manufacturing Management II (HP MM II).

- For implementing the standard software bundles that have been created there are two HP-ASSIST bundles: one for Materials Management Plus and another for Materials Management/Production Management Plus.
- For customers who buy individual pieces or combinations other than the standard bundles, there are 12 individual HP-ASSIST products that can be purchased alone or in combinations.
- Because synergies occur when certain software packages are implemented together, there are some products that are "add-ons" to other implementations.

See the *HP MM II Price and Configuration Guide* for a complete presentation of products, prices, and how to select the products right for your customer.

New products

HP Purchasing is supported by an HP-ASSIST add-on module to Materials Management-ASSIST. Purchasing is addressed in the standard Materials Management-ASSIST IA and ITT; therefore, only in the PIA stage will there be significant additional effort required.

Selling HP-ASSIST to manufacturers

The *HP MM II Field Training Manual* contains recommendations on how to sell and cost-justify HP-ASSIST when selling to a manufacturing firm. You can help these customers to quickly understand the value of reducing implementation length and risk.

All of the HP-ASSIST products associated with HP MM II are either new or recently revised. They are high-quality products that have benefitted from past products' experiences. As such, they can help your customers feel more comfortable purchasing a manufacturing solution from HP than from other vendors.

New pricing and bundling for HP JIT

Kristine Johnson/MPD

1985 was a selling success for HP JIT. 1986 promises to be even better because beginning March 1, 1986, HP JIT will be available to your customers at the competitive price of \$45,000. In addition, Manufacturing Pro-

ductivity Division (MPD) is introducing two new products which combine functionally from HP Materials Management with HP JIT.

New price responds to market trends

The market for JIT software is showing good growth. That growth is good news for sales of HP JIT, but also has brought increasing competition. Many vendors have introduced JIT and/or repetitive products or new functionality within current products. While HP JIT is still the most advanced package for JIT manufacturing, these competitors pose a challenge, especially with prospects who are just starting the move to JIT. HP JIT is priced to be competitive.

Another trend in the JIT software market is the length of time customers take to move their operations to JIT. More and more companies are starting a JIT implementation, but in many cases, achieving JIT throughout the plant takes years. During that migration, the combined product consisting of HP JIT and HP Materials Management is an ideal solution. With HP JIT repriced and available with Materials Management at a "bundled" price, it is now much easier for your customers to buy the merged solution up front. This provides the systems control your customers need to make their JIT projects more successful.

Two new combined products enhance competitive advantage

Many customers have been attracted to the combined functionality of HP JIT and Materials Management. Until now, they have obtained the merged product by buying Materials Management and HP JIT individually. Now we can offer them the merged functionality in a single product. This is more logical to your customer and better for you — you now make a single sale instead of a two-product sale, and at a price attractive to your customer.

HP JIT Max (P/N 32625) is ideal for customers with a primarily repetitive or JIT environment who need some additional functionality. It contains HP JIT and the following modules from Materials Management: Parts and Bills, Routings and Workcenters, Material Issues and Receipts, Inventory Balance Management, Work Order Control, Purchase Order Tracking, and Standard Product Costing. This product is intended for customers who want to operate in a work-order-less environment but may use work-order control for service parts or prototype development.

HP JIT/Materials Management (P/N 32627) is ideal for customers migrating from batch to JIT mode, or customers who will always have both modes of manufacturing in their plant. With this merged version of HP JIT and HP Materials Management Model 30, HP

can offer what no other vendor can — a single system with the right tools to effectively control both modes. (See *Computer News*, September 15, 1985.) This means a customer can plan and control part of their operation with workorders and part with Post Deduct (work-order-less) as needed.

HP's JIT expertise and technical leadership in providing an integrated product gives you a significant advantage in any sales situation involving JIT. For more information on how you can successfully sell these products, contact your MPD regional program manager at 408-559-7300.

Product summary

P/N	Description	US list price	
		Old price	New price (as of 3/1/86)
32620A	HP JIT		
Opt. 310	For Series 37 only	\$36,000	\$27,000
Opt. 315	Upgrade from Opt. 310 to Opt. 320	24,000	18,000
Opt. 320	For any 3000	60,000	45,000
32620R	HP JIT Right to Copy		
Opt. 310	For Series 37 only	25,200	18,900
Opt. 315	Upgrade from Opt. 310 to Opt. 320	16,800	12,600
Opt. 320	For any 3000	42,000	31,500
32625A	HP JIT Max		
Opt. 310	For Series 37 only		36,000
Opt. 315	Upgrade from Opt. 310 to Opt. 320		24,000
Opt. 320	For any 3000		60,000
32625R	HP JIT Max Right to Copy		
Opt. 310	For Series 37 only		25,200
Opt. 315	Upgrade from Opt. 310 to Opt. 320		16,800
Opt. 320	For any 3000		42,000
32627A	HP JIT/Materials Management		
Opt. 310	For Series 37 only		45,000
Opt. 315	Upgrade from Opt. 310 to Opt. 320		30,000
Opt. 320	For any 3000		75,000
32627R	HP JIT/Materials Management Right to Copy		
Opt. 310	For Series 37 only		31,500
Opt. 315	Upgrade from Opt. 310 to Opt. 320		21,000
Opt. 320	For any 3000		52,500
32621A	HP JIT Touch (for HP Touchscreen Max)		1,000

Introducing support for new manufacturing software

Amy Ting/PRSD

HP's software support services ensure that your customers receive the maximum benefit from their new manufacturing software. With an HP software support contract, customers can take full advantage of software enhancements, maximize system performance, and benefit from HP's latest diagnostic tools.

The software support program allows customers to choose from four levels of support coverage: Account Management Support (AMS), Response Center Support (RCS), Software Materials Support (SMS), and the Custom Support Plan.

Support product numbers and prices for the HP Manufacturing Management II (HP MM II) product bundles, Production Cost Management (PCM) Advanced Customization, and new HP JIT products are listed below. Be sure to take special note of the following ordering instructions.

HP MM II support

To order support for HP MM II, you must order support for four separate software products. This differs from the Materials Management PLUS and Materials Management/Production Management PLUS packages where it is possible to order support for all software included in the product bundles using the same product number as the bundle.

HP JIT Max and HP JIT/Materials Management

Support for new JIT product bundles will be available on the March 1 Corporate Price List. All other products are available immediately.

Third-party software

Sales Order Management and Accounts Receivable (P/N 34007A), and Sales Order Management (P/N 34008A) are both third-party packages. Support for these packages is provided by the vendor, Smith, Dennis & Gaylord. For details on how to obtain support and the types of support available, refer to the *HP Manufacturing Systems Ordering & Configuration Guide* (P/N 5954-6333D) or call Smith, Dennis & Gaylord at 408-727-1870 and ask for the HP market manager.

continued on next page

Summary of support product numbers and prices

P/N	Product	Support price (\$/month)			Family support	
		SMS (+ S00)	Ext SMS (+ W00)	MUS (+ Q00)	MFG	ADMIN
34003A + ---	HP Materials Management PLUS*	\$123	\$28	\$23	X	
34002A + ---	HP Materials Management/Production Management PLUS*	188	38	28	X	
34001A	HP MM II*	Order support separately for each of the four products listed below				
32308A +	Accounts Payable	10	5	3		X
32305A +	General Ledger	10	5	3		X
34002A +	Materials Management/Production Management PLUS	188	38	28	X	
340007A	Sales Order Management and Accounts Receivable*	Supported by SD&G**				
34006A +	HP Purchasing*	10	5	3	X	
34009A +	HP Purchasing Advanced Customization*	100	20	5	X	
32922A +	HP Production Cost Management Advanced Customization	100	20	5	X	
34008A	HP Sales Order Management*	Supported by SD&G**				
32627A +	HP JIT/Materials Management*	123	50	18	X	
32625A +	HP JIT Max*	83	42	11	X	

*New product

**Smith, Dennis & Gaylord

Family Support Prices

P/N	Product	AMS (+ T00)	RCS (+ H00)
99101B +	Manufacturing Family	\$400/month	\$215/month
99104B +	Administration Family	275/month	245/month

For a quick review of how to order application software support and the specific deliverables provided by family support, refer to the article "Support update for application software" in the Customer Support section of this issue (page 6).

FACTORY AUTOMATION

HP Vectra PC in the manufacturing environment

Casey Sheldon/MSG and Dan Shive/DSD

The possibilities for the HP Vectra PC outside of office automation are just being realized, and Data Systems Division (DSD) is committed to positioning the HP Vectra PC for manufacturing. To that end, DSD is qualifying third-party software and accessories for manufacturing applications on the HP Vectra PC. The areas that DSD is looking at are programmable device support, statistical quality control, process control/data acquisition, NC programming, automation accessories, factory simulation, and any other applications that one might use in the factory.

About 35 packages have been qualified to date, and more are actively being pursued. If you are interested in which packages have been qualified, consult the latest DSD mailer or call your Manufacturing Systems Group (MSG) sales development contact. To increase the scope of the search for software, DSD would like to enlist the field's help. If one of your customers is using a manufacturing package on the HP Vectra PC or if you would like to help identify and test manufacturing packages for the HP Vectra PC, please contact Dan Shive or Casey Sheldon at 408-725-8111.

RND implements broadband cable in its manufacturing environment

Susan Zieminski/MSG

Roseville Networks Division (RND) designs, manufactures, and markets 250 different interface and interconnect products, 600 products including options. Like many other manufacturers, they are faced with improving their response time to customers. Last year a team of managers from all aspects of manufacturing devoted a minimum of four hours per week to understanding, documenting, and automating the process when necessary.

Understand, document, and simplify the process

Two major improvements to the process were the simplification of the process flow and standardization of the board process carriers or racks. To both understand and document the problem, a map was drawn of the flow of a typical board being assembled through the facility. The board traveled more than five lengths of the manufacturing facility. The layout of the process flow was reorganized such that the board only travels two lengths.

A standard board carrier was designed to house the boards of different sizes throughout the process, including the wave solder machine. This standardization has reduced set-up times and manual handling of the boards.

Also, they simplified their computer system. RND's centralized computer system which utilized complex database applications was redesigned to a centralized system with distributed access and applications (see Figure 1). The HP 1000 is utilized at two levels: as a cell controller for equipment, and as a housekeeper of transmitted data between the HP 3000 and the HP 1000 cell controllers.

Roseville Printed Circuit Board Assembly Factory Network Connections

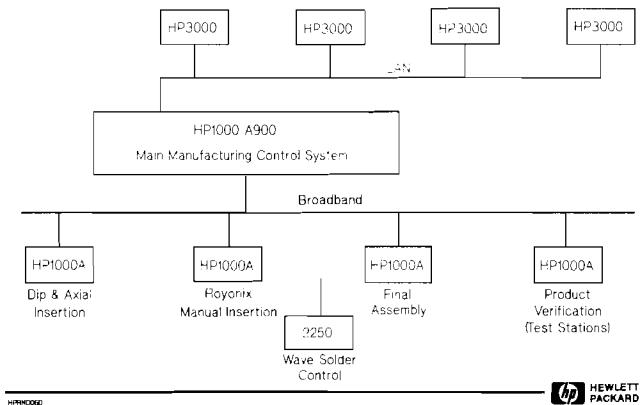


Figure 1

Automation via broadband

Automation of the facility utilized a broadband cable that has been installed throughout the facility. RND is positioned as the pilot site to first install and test and Manufacturing Automation Protocol (MAP) concept (MAP runs on the broadband cable). The set-up procedures for the Dip Insertion, Axial Insertion, and Royonix machines are downloaded via the broadband cable. The operators request this information by entering the bar code that appears on all boards being assembled. The equipment set-up time now takes seconds. The automation of the set-up procedure has reduced work in process, manufacturing cycle time, and labor.

The test data collected on the HP 3065, board testers, is sent to the HP 3000 via the broadband. The data is transferred (point to point) to a database utilized by the engineers for analysis. In the future, this data will be transmitted on the broadband and point-to-point transfers will be eliminated.

At present, the video screens installed on the broadband located in the production area displays products on hold due to engineering, part shortages, yields, and machinery downtime. The future plans are to display procedures and on-line documentation on 20-plus video monitors located around the facility.

The set-up procedure for the wave solder machine is standard among all boards, thus it is not wired on the broadband. An HP 2250 measurement and control system controls the equipment parameters. The reject rate dropped from several hundred parts per million to

nine after the installation. The reduction of reject rate has reduced the need for board repair, which has translated into significant labor savings. The results RND obtained from a year of dedication are shown in Figure 2 below.

Roseville Networks Division

Results





- o Labor Productivity Up 23% 
- o Shipments Up 42% 
- o Production Cycle Times Down 75%
(10 Days To 20 Hours) 
- o Work-In-Process Inventory Cut 79% 



Figure 2

For additional information there is a slide show available. Use the following ordering information: P/N 22999-90630; marketing and supplying division: 2299; product line: 65; and 10 success stories - 152 slides plus script. This slide presentation and script may be used in conjunction with videotape 90595H "CIM Success at HP" which dynamically overviews 10 success stories within HP.

Extension to PMC/1000 PCO memory upgrade program

Julie Dunlap/DSD

The Process Monitoring and Control (PMC)/1000 production change order (PCO) memory upgrade program has been extended three months to April 15, 1986.

This program has been extended to ensure that all qualified customers have adequate time to purchase the required additional memory for the 2526 revision of PMC at the special discounted price.

The reason for this PMC memory upgrade program is because the newest version of PMC requires ½ Mbyte more memory due to certain product enhancements. This special discount program is intended to minimize the cost to customers for this required memory upgrade. However, only the minimum incremental required memory can be ordered at this special discounted price and any additional memory must be purchased on a separate purchase order at the current Corporate Price List prices.

The details pertaining to the memory discounts and the definition of qualified customers are the same as outlined in the August 20, 1985, memo from Dilip Modi. For further clarification, please contact Janet Gee who is coordinating procedures with the field at 408-725-8111 ext. 2211 or Julie Dunlap in Data Systems Division (DSD) product marketing to obtain a copy of this memo at 408-257-7000, ext. 3378.

Also in this issue

HP and Porter Data Systems provide quality solution

5



HPtoday videotape now distributed by Corporate Parts Center

Jan Laulund/Australian Software Operation

In the January 15 issue of *Computer News*, and in the HPtoday field training manual, you were instructed to order the HPtoday videotape direct from the Australian Software Operation. In order to provide faster turn-around, we are pleased to announce that this videotape can now be ordered from the Corporate Parts Center, on a HEART I-2 order.

The tape can be ordered in any of the following formats:

P/N	Format	Check digit
90526HZ	¾-inch Umatic NTSC	5
90526HV	½-inch VHS NTSC	1
90526HW	½-inch Beta NTSC	2
90526HP	¾-inch Umatic PAL	7
90526HS	½-inch VHS PAL	8

Remember, this is the best way to let your customers learn about HPtoday in a very short time. You can use the videotape as part of an in-depth presentation, or give it to your customers to view at their convenience. So get your order in and let us know how it works for you.

New 20-Mbyte disc drive for HP 9000 Model 520

Pete Lord/FSD

Starting February 1, 1986, we began shipping a 20-Mbyte disc drive with Option 610 of the HP 9020A, 9020B, 9020C, and 9020AT. Option 610 is currently a 10-Mbyte disc drive. The 20-Mbyte drive is now the standard disc in the HP 9020AS. Since there is no change in the current \$4,540 price for Option 610 or the \$35,830 price for the HP 9020AS, your customers will receive an additional 10 Mbytes free. The HP 97093A field-installable 10-Mbyte disc drive will also be upgraded to a 20-Mbyte disc drive with no change to the \$4,540 price. Orders placed after January 20, 1986,

will receive the 20-Mbyte disc drive. The 10-Mbyte disc is no longer available.

The 20-Mbyte disc will not be supported as the HP-UX system disc. HP-UX support of the 20-Mbyte disc will be the same as that of the 10-Mbyte disc. The performance of the 20-Mbyte disc is equivalent to that of the 10-Mbyte disc.

This change will be made worldwide, but the timing may not be concurrent with shipments in North America.

HP 9000 Series 200 bundles system software

Pat Hafford/FSD

Currently, BASIC 4.0 and Pascal 3.1 are the language systems being shipped with our HP 9000 Series 200 bundled systems. For a short time, however, your customer can get previous versions of these language systems in the Series 200 bundles.

BASIC 3.0 (P/N 98613A) and/or Pascal 3.0 (P/N 98615B) may be ordered by indicating "REV. 3.0" in the Special Instructions area of the HEART order. *You will only be able to do this until March 31, 1986.*

After April 1, order processing will no longer honor the special coding, but BASIC 3.0 and Pascal 3.0 can still be ordered standalone either with an unbundled Series 200 system or as an additional product (Right-to-Reproduce if they already have purchased a copy) to a Series 200 bundled system.

The documentation that comes with both versions of BASIC is labelled 4.0 but is appropriate for both BASIC 3.0 and 4.0 as stated in the Documentation Guide and Master Index. The same is true for Pascal; the documentation is labelled 3.1, but is appropriate for both Pascal 3.0 and 3.1.

Also in this issue

HP and Porter Data Systems provide quality solution

5



NETWORKS

NS/9000 and NS/3000 support clarification

Ann Smith/IND

The HP AdvanceNet LAN connection for the HP 9000 computer family released in 1985 and has been well accepted in the technical computer market. Introduction included NS/9000 on the Series 500 in May 1985 and NS/9000 running on the Series 200 and 300 HP-UX operating system in August 1985. Since its introduction, NS/9000 has been installed at a total of 154 sites.

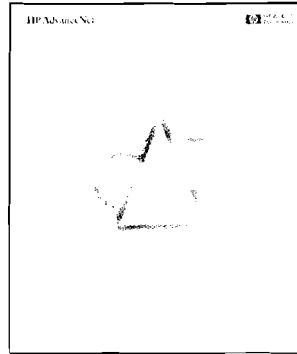
The NS/3000 has completed beta testing and was MRed in May 1985. Currently eight sites are successfully running NS/3000 and LAN/3000 as part of the U/MIT Beta-test program. The configuration supported is several HP 3000s connected via LAN. The NS/3000 software will be generally available to the field with the U-MIT operating system release. Current plans call for a release in the very near future.

The NS/3000 software is not yet supported in the cross-system environment with the NS/9000 software. Colorado Networks Operation (CNO) and Information Networks Division (IND) are currently testing the Network File Transfer Facility of the NS/3000 and NS/9000 software in the cross-system environment. The HP 3000/HP 9000 LAN connection is being tested under stress conditions to ensure the highest level of compatibility and reliability and to measure performance.

Factory testing will be complete in March. Following factory testing, NS/3000/NS/9000 will be installed at a customer site for Beta testing. General distribution of the software will be coordinated with a release of the HP 3000 operating system. Availability is targeted for summer 1986. Please call Information Networks Group (ING) Sales Response Center at 408-257-8877 if you have a customer interested in the NS/3000/NS/9000 LAN connection.

Revised HP AdvanceNet brochure

Arie Scopel/NMC



The HP AdvanceNet brochure has been revised and updated to reflect new products announced during 1985. The new part number is 5954-6553D (replaces P/N 5953-7641). The brochure is for worldwide distribution.

The primary audience for the brochure is MIS directors of Fortune 1000-like companies who are interested in reading about HP's networking capabilities and strategic focus of the product line.

MASS STORAGE

More tools for your Megabytes Plus tool box

Lil Blankinship/DMD

The third Megabytes Plus mailing with some new products and promotions to pass on to your customers will be sent from Disc Memory Division (DMD) around February 15. If you do not receive the mailing, contact Lil Blankinship at TELNET 323-2290 or HPDesk 4800/MK; include your name *and* address and a set will be forwarded to you.

PRINTERS

HP 2689A Output Writer for DOS/VSE customers

Chris Privon/BOI

Boise Division (BOI) has completed testing on the Output Writer, an HP program that is stored in the IBM host. The Output Writer interacts with the Power Spooler to implement trigger patterns* as print jobs are sent to the HP 2689A laser printer.

The Output Writer allows IBM customers running the DOS/VSE operating system to enable trigger patterns without modifying JCL (job control language) or the source code for Power. Since most DOS/VSE customers do not have source code and do not make modifications to the operating system, the Output Writer simplifies installation of the printer.

DOS/VSE users with IBM 43XX systems are the prime prospects for an HP 2689A. These users generally have small data centers with multiple impact printers and no laser printers. The HP 2689A is an excellent fit because competitive products from Xerox and IBM are too expensive and costly.

Installation

To install the Output Writer, the customer loads the program off the mag tape and stores the program in a DOS library. After the customer sets a few parameters for their specific configuration, the Output Writer begins working with Power to print jobs. During testing at several Beta sites, we discovered that both the printer hardware and Output Writer could be installed on the same day — the customer is fully operational on installation day.

Contacts

If you have any further questions, contact your market development representative:

Representative	Region	Phone
Thad Webster	Neely/Midwest	208-323-3195
Rick Wakeman	East Coast/Canada/South	208-323-3283

Ordering information

P/N	Description	US list price
HP 2689A Opt. 510	Output Writer for HP 2689A	\$500
26029A Opt. 510	Output Writer for channel interface unit	500

**For more information, see "Trigger patterns for the HP 2689A laser printer" in the January issue of Computer News, page 25.*

Printers/options/upgrade kits to be discontinued

Steve Berube/BOI

On June 1, 1986, Boise Division (BOI) will discontinue two printers and two product options. On April 1, 1986, a printer upgrade kit will be discontinued.

Printers

On February 1, BOI announced replacements for the HP 2565A and 2566A printers: the HP 2564B 600-lines-per-minute (lpm) printer and the HP 2566B 900-lpm printer. The HP 2564B offers your customer a price improvement of more than \$8,000 over the HP 2565A. Although priced comparably, the HP 2566B offers additional compressed character set and 140 × 142 dots per inch raster graphics* capabilities. The original HP 2565A and 2566A printers will be discontinued June 1, 1986.

Product options

With the discontinuance of the HP 3000 Series III, 30, and 33, the HP 2563A and 2680A printer interface tracking options (300 and 333) will also be discontinued June 1.

Upgrade kit

The HP 26067A printer interface upgrade kit will be discontinued April 1, 1986. The replacement upgrade kit (P/N 26067B) is currently on the Corporate Price List (CPL) with two to four weeks availability.

Summary

The discontinued products are:

Product	Description	Removal from CPL	Final orders accepted	Support life
HP 2563A				
Opt. 300	Series III I/O	June 1	May 31	10 years
Opt. 333	Series 30/33 I/O	June 1	May 31	10 years
HP 2680A				
Opt. 300	Series III I/O	June 1	May 31	5 years
Opt. 333	Series 30/33 I/O	June 1	May 31	5 years
HP 2565A	600 lpm printer	June 1	May 31	10 years
HP 2566A	900 lpm printer	June 1	May 31	10 years
26067A	I/O Upgrade Kit	April 1	March 31	10 years

**Not supported by HP graphics application software.*



□ Price Changes

REINHARDT, HILMUT
EAC HOMBURG - GERMANY H0GTR0
HFGN 8311

Computer groups price changes effective February 1, 1986

These prices, effective February 1, 1986, appear on the Corporate Price List on that date, available in your office. Prices are US list unless otherwise noted.

Orders at old prices will be honored at the factories for 30 days (or 60 days in the case of government quotes, see exception III. GSA) after the effective date of an increase. All quotations, either verbal or written, shall be made at the new prices upon the effective date of the new price list. Customers should be notified that their order will be honored at the lower price if it is received within the 30-day grace period. Price decreases are effective immediately and in-house orders shipped 5 working days prior to the announced decrease date will be billed at the lower price, except for promotional orders.

Product No.	Opt.	Description	Old Price	New Price
11C		Advanced SC calculator	\$ 75	\$ 56
12103C		512 Kbyte memory module	2,500	2,000
12103D		1 Mbyte memory module	4,500	3,500
12821A + 02G		GMMC order with	13	12
15C		Adv. Prog. calculator	120	99
30018A + 02C		GMMC	17	16
30019A + 02G		GMMC	17	16
30090P + 02G		GMMC	13	12
30092A + 02G		GMMC	29	28
30094A + 02G		GMMC	17	16
30171A + 02G		GMMC	15	14
30172A + 02G		GMMC	19	18
30456A + 02G		GMMC	17	16

Product No.	Opt.	Description	Old Price	New Price
30459A + 02G		GMMC	\$ 13	\$ 12
30460A + 02G		GMMC	13	12
30539A + 02G		GMMC	29	28
32269A		FOE self-paced	850	500
32305A + 65A		PIA FA-ASSIST	5,150	640
32449A + 02G	001	GMMC	13	12
32450BH + 02G		Guaranteed Uptime	21	20
32542A + 02G	190	GMMC	44	- 43
41CV		Prog. calculator with memory	225	175
41CX		Adv. prog. calculator	325	249
7920M + 02G	102	GMMC	13	6
7925M + 02G	102	GMMC	13	6
7935G + 02G		GMMC	848	618
91750A	600	DS/1000-IV A600	2,500	2,200
91750A	601	DS/1000-IV A600U	1,500	1,320
91750A	700	DS/1000-IV A700	4,200	3,700
91750A	701	DS/1000-IV A700U	2,520	2,220
91750A	890	DS/1000-IV A900	6,000	5,300
91750A	891	DS/1000-IV A900U	3,600	3,180
91750R	600	DS/1000-IV RTC 6	1,250	1,550
91750R	601	DS/1000-IV RTC 6U	750	930
91750R	700	DS/1000-IV RTC 7	2,100	2,600
91750R	701	DS/1000-IV RTC 7U	1,260	1,560
91750R	890	DS/1000-IV RTC 9	3,000	3,700
91750R	891	DS/1000-IV RTC 9U	1,800	2,220
92121A + 61A		PMC-ASSIST CAA	4,600	2,900
92121A + 63A		PMC-ASSIST ITT	6,650	1,700
92121A + 65A		PMC-ASSIST PIA	1,420	900
9817HZ + 17A		Installation	640	85

 hp



HEWLETT
PACKARD