

# EXTRAMEASURE

News from around the HP world

By Muoi Tran and Grace Razo

## Opening Down Under

BLACKBURN, Australia—Kangaroos aren't the only ones leaping in Australia. Jon Johnston, HP veteran and founder of Centari Systems, is leaping for joy over the opening of the HP museum in July.

Centari Systems—the largest HP dealer in Australia and winner of the 1997/1998 HP Reseller of the Year award—established the museum with displays of HP computer and peripheral products, ranging from the 1930s to 1990s. There also is a special multi-

media section featuring HP videos, clips and television commercials.

"All of the products are in working order and most of them will be displayed running," Jon says. "The best displays are of the HP plotters, which are always fun to watch in action."

Because the museum is the only one like it in Australia—and located very close to HP's Australasia headquarters—Jon hopes that HP employees will benefit greatly from the museum.

The HP museum contains HP relics such as a 1939 audio oscillator and a 1977 watch.

BRIAN SHARP



## Extraordinary, ordinary women

Medical Products Group's V.P. Cynthia Danaher, Corporate Education's Margo Davis, HP Labs' Darlene Solomon and Worldwide Remarketing Operations' Diana Bell can't leap tall buildings in a single bound, but they are extraordinary.

For achieving remarkable success in their careers—and maintaining balance between the home and office—these four HP women are featured in the book *Success*

*on Our Own Terms: Tales of Extraordinary, Ordinary Business Women* by Virginia O'Brien, a freelance writer and editor. "The women I interviewed aren't superwomen, but they are extraordinary, ordinary women. They represent the best of all of us,"

Virginia says.

To read excerpts from the book, visit <http://hpnow.corp.hp.com/>.



## Ringin' in No. 1

The results are in: HP has topped the list as the best computer-manufacturing company in providing telephone customer support. In a study conducted for its June 1998 issue, *Consumer Reports* magazine compared 10 major computer-manufacturing companies.

HP was the best in overall performance, which was based on the number of calls needed to reach a customer representative and the amount of time the caller spent on hold.

In the comparison of the average time a caller spent on the phone trying to reach the company, HP also had the best results. HP's average response time was less than half that of the competitors.

