FRANKFURT

REINHAROT HELMUT

For HP Field Jales Personnel

Volume 2 No. 16 May 30 1975

SALESMEN'S CORNER

HP AT WORK

by Phil Conway

Printed below is a letter I received from one of Al Wood's stellar customers — National Cash Register in Wichita. There is nothing to add to the letter, except to state that Don Heaton has always been a superior representative for Hewlett-Packard and is obviously doing his usual outstanding job. This is what I would consider a prime example of cooperation between sales and service.

Dear Mr. Wood:

For any company involved in the electronics manufacturing industry, there are several critically important success factors. These include product integrity, schedule credibility, cost reduction, and field service support. All of these are significant objectives of NCR-ACD's printed circuit board manufacturing and test effort, and have to a notable degree been reached during the past nine months.

A significant factor in this accomplishment has been the testing and test support equipment supplied to us by Hewlett-Packard. This equipment was installed and brought on-line in an expeditious and professional manner. It has been modified, serviced and maintained in a way that has resulted in our maximum utilization of the equipment, and our ability to meet and exceed our testing objectives. Concurrently, we have experienced an attitude of cooperation and dedication to the fulfillment of NCR-HP contractural agreements.

We want to take this opportunity to extend to you our sincere appreciation of the efforts of a man who has proven himself to be a capable and responsible HP Customer Engineer, Mr. Don Heaton. Don's commendable support of our test systems investment has also been an important factor in our plans for the future.



WORLD-WIDE SALES MANAGERS MEETING

by Joe Schoendorf

By consensus, the world-wide sales managers meeting held the week of May 5 was perhaps the most productive such gathering ever held. Having finished the first half above

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quota on a world-wide basis, everyone was in excellent spirits as we planned our second half victory.

To summarize my reactions to the week:

 We have everyone chasing us trying to catch the 3000. Let's widen our lead.

(Continued on page 2)

RTE-III IS HERE see page

4!

WORLDWIDE SALES MANAGERS MEETING -(Continued from page 1)



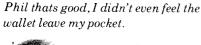






I met these two stewardesses.

I'll drink everything.





What am I doing here when I could be playing poker.



My long time European strategy is to spend more time at Chamoinix.

- (2) Krause's DAMN strategy is a winner.
 - **Data Centers** Access Systems Measurement and Control Networks
- (3) Our OEM effort has some excellent products in the terminal and discomputer. These are unbeatable. Let's use them to win even more accounts.
- At all the workshops the words "ruthless qualification of customers" were used again and again as keys to sales successes of all kinds.
- (5) Our target and key account strategies are right, and with continued investment will pay off handsomely.
- (6) Both the international and US managers felt particularly good about meeting each other, most for the first time. It helped put HP, the world-wide corporation, in perspec-

Social highlights of the week are pictured above. Unfortunately, the picture of Ben Holmes warning Jim Arthur not to teach Angela Terzi how to play poker didn't turn out.



JACK JUNG LEAVES THE TEAM



by Joe Schoendorf

Jack Jung. stellar DM in North Hollywood, has been promoted to Regional Sales Manager for Consumer Products in

Although Richion told Jack that one 3000 equalled 3000 HP 21's, that didn't phase him. Jack warned Richion that he was going to package the 3000 in a HP 21. Until that was ready Jack said he'd sell the 3000 as an accessory to the HP 21. and was considering giving them away as door prizes at the next HP 21 seminar. Bill's final comment to Jack was. "So LARng Jack, we'll miss you." Congratulations, Mr. Jung.

Jack's district is being split among the 3 other Dm's in the L.A. area.



3000CX SOLD TO KOPPERS







Bob Bolcik

Neal Kelly

by Jean Toth Kelley

Bob Bolcik, HP Rockville field engineer, closed his first 3000CX at the Environmental Elements Division of Koppers on May 12. This \$1 billion dollar company fits HP's preferred customer file. It is a manufacturing application — inventory control etc. Our competition was the Burroughs' 1726. Although Burroughs quoted a TURNKEY system at twice the cost of the 3000CX, they didn't demonstrate multilingual, multiterminal capabilities.

Bob won the sale by bringing his customers to Cupertino for an image-building exposure to "who is Hewlett-Packard?". Key happenings which turned the sale around for HP include:

- a. Demo of customers' data base using DEEP by Neal Kelly, Rockville SE.
- b. Visits to local 3000CX installations including Bay Area Pollution Control, Longs Drugs Stores, and our own Data Systems Manufacturing operation.
- c. Meeting with Dave Packard (less than 15 minutes)*.

A successful installation at this division of Koppers potentially means add-on business at other manufacturing divisions of Koppers.

How did we beat TURNKEY. *Bob* teamed up with General Computer a large software house. He (and *Packard*) convinced the customer to assume the overall software responsibility since they were going to have to live with their new tool for a long time.

Rumor has it that your pipeline is suddenly filled with minidatacenters. It's contagious!! Congratulations *Bob* and *Neal*. This was a big one.

*PACKARD talked about advantages of keeping in-house control of software.





by P. Danzer-Ramirez



In the process of selling six 21MX's to Virginia Polytechnic Institute, *Doug McArthur* learned that the library was presently in the process of finding a computer system for circulation control

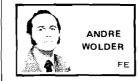
At the time he contacted them, they were negotiating with a company called CLSI, which provides library systems running off a DEC computer. After discussing their needs, *Doug* concluded that a 3000 with IMAGE and QUERY would solve their problem.

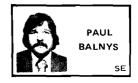
Steve Mac Kenzie, the Systems Analyst at the Atlanta office wrote a demo program to illustrate a library checkout program. The head of the library project was so impressed that he placed his order for a HP 3000.

Our congratulations to *Doug* and *Steve* for a successful demonstration and sale!



HP CANADA SIGNS THEIR FIRST 3000 OEM!





by Bob Ingols

PRISM DATA SERVICES in Toronto, Canada has just signed an OEM Agreement for (10) 3000 Systems. PRISM is a software house providing contract programming and systems design services to commercial data processing users.

They foresee the 3000 filling the need for on-line transaction processing via low-speed terminals using their prepackaged application products.

The 3000 was selected since it was "the only computer system available to provide the necessary computing power at an economical price."

Ken Peddle, Vice-President, Marketing states that "the 3000 will allow us to fill the gap that exists between traditional data entry and the power of large computer systems."

Salesman. Andre Wolder and Systems Engineer, Paul Balnys did a great job in bringing this business to HP.

If your customers have a need for the software services of Prism, just contact *Andre*.



MORE 3000'S IN THE MIDWEST **REGION!**



by Eric Grandjean



Denis "Snow Ball" Ferland scores another 3000 system. A 200CX is going to the Cooperating School District of St. Louis, Mo. This high school is presently using a NCR 201 in BASIC Time-Share and batch; on that system, however, T/S users have no access to batch users data files, and inversely. The 3000, which does not have this problem, and which was a less expensive solution than just the upgrading cost of the NCR system, will be

used mainly in BASIC with 4 terminals dedicated to a small accounting job, and up to 18 terminals available to students programming instruction, with a door open for SIS and CAI.



Tom Rappath from St. Paul, Minnesota (the 10000 Lakes State) has recently sold a 200CX system to the Donaldson Company, Corporate Research and Development, a multinational manufacturing company of mufflers, air cleaners and filters.

This system was justified partly from a cost viewpoint, since Donaldson was buying computer time from service bureaus. Donaldson, an old HP "fourier" customer also has 3603/430, which is programmed in BAL only. This 3000, which offers vastly superior capabilities, will be used for problem solving, design simulation, etc. in BASIC and FORTRAN. This sale was won to the finish over DEC who was proposing an

Finally, Bill Burger from Iowa City, Iowa, sold a 200CX configuration to the Mississippi Bend A.E.A. in Davenport. This secondary school provides student education in BASIC, FORTRAN and COBOL. This 3000 system which will have 12-16 terminals will serve a body of 50,000 students. It will also have RJE capability. Helping that sale, was HP's position in the education community in Iowa where we have a large base of time share systems, multilanguage capability of the system, especially COBOL, as well as a good upward expandability.

Congratulations to *Denis*, *Tom* and *Bill* for their contributions and a job well done. They will be glad to give your the details.

HEWLETT DE PACKARD

PRODUCT NEWS



RTE-III IS HERE!

by Dave Sanders

RTE-III, our long-awaited large main-memory operating system has finally arrived. We are now able to take full advantage of the memory expansion capabilities of the 21MX in our real-time systems. In addition, RTE-III (as well as RTE-II) can now support both the 7900A and 7905A disc drives, (even in the same system) and multi-terminal, DISC-BASED Real-Time BASIC.

RTE-III includes the following major new features:

- Memory expansion capability up to 256K words.
- Up to 64 partitions for disc-resident programs. Each partition can range in size from 2K words to a maximum of 16-18K. RTE-II allows only two partitions for discresident programs.

Of course, RTE-III supports all the same super features as RTE-II, such as Input/Output Spooling, Multi-Stream Batch. and the Multi-Terminal Monitor. In fact, to the application programmer, RTE-II and RTE-III are identical -- the difference is that RTE-III allows him up to 64 possible partitions for his program. (The exception to this is privileged drivers. which now must save the memory maps). Upgrades should be an easy sale. You should note, however, that since RTE-III requires Dynamic Mapping and uses the new 21MX instructions, it requires a 21MX. Minimum system is 32K words.

Also being announced at this time is Real-Time disc-based BASIC. A superset of RTE/B, Real-Time BASIC also includes string capabilities and a file system similar to that on ACCESS/2000.

Another June 1 announcement is the Video Monitor Interface. This card (91200A) allows RTE systems to interface directly to standard commercial TV monitors. This card is fully compatible with U.S. and European television systems. With 3 cards it can even work in color. Our RTE-III presentation at NCC included a color video monitor which displayed system status.

We are also announcing the integration of the M/30 Processor, the 12990A Memory Extender, 12976A Dynamic Mapping System, the 91200A Video Monitor, and the 7905A Disc into all the 9600MX systems. All these new announcements appear in the June 1 Corporate Price List. Availability from Cupertino is September.

You should already have your RTE-III Sales Manual. A complete package of new RTE-III and 9600 sales literature, configuring guides, and pitch material should be in your hands in the next few days complete with prices.



HP Computer Museum www.hpmuseum.net

For research and education purposes only.

DOWN GO THE MAINTENANCE PRICES ON THE



WE HEAR YOU!

As a result of your inputs, and a factory study of competitive pricing, the decision has been made to substantially reduce 3000CX maintenance prices. This impacts the standard CX models as follows:

Model 50 — → down 8% (from 637 to 586)
Model 100 — → down 19.3% (from 882 to 725)
Model 200 down 14.9% (from 1092 to 929)
Model 300 — down 13.2% (from 1233 to 1070)

Even greater reductions are available on systems with multiple ISS Disc Drives because the maintenance price of the drive itself has been reduced 23% (from \$171 to \$131). The rationale behind this particular reduction was to counter recent competitive attempts to demonstrate a five-year cost of ownership below that which we have been offering. Competitors have been using large capacity (88 to 200 M-byte), single-spindle disc drives, with their relatively low maintenance prices to offset our lower system prices. It looks like they'll have to become a little bit more creative in the future.

Maintenance prices will also be lower for add-on Mag Tape Drives, as well as for Real-time and Standard Programmable Controllers. All price changes become effective June 1 and will be reflected in the updated version of the Price/Configuration Guide, which is now available.

This reduction in our maintenance prices places the 3000CX system in a very attractive position. Our maintenance prices now average 6.5% of list (down from 8%!), which is lower percentage-wise than either DEC and Data General and very competitive with Burroughs and IBM. We can now use maintenance as an offensive weapon against the former, while we rely on our price/performance against the latter. And this all comes at a time when we are selling more 3000's than ever before. CX fever should soon be reaching epidemic proportions!



2000/ACCESS UPGRADE KIT

by John Wynbeek

The 2000/Access upgrade kit (19665A — \$1500) is an exceptionally good buy for your 2000/F customers. It offers software, firmware, and hardware all at very attractive prices that make it easy for you to sell and the customer to buy. Effective immediately, special approval by product management is no longer required to quote or transmit orders.

You will notice that on the June 1 Corporate Price List option 255 has been deleted and options 013, 256, and 257 have been added.

- Option 255 was deleted when the decision was made to supply microcode for both 21MX and 2100 based systems in read-only memory.
- Option 013 replaces the 21MX software and firmware with 2100 equivalents.
- Option 256 includes an additional 16K words of core memory to bring a 2000/F's communications processor total storage to 24K words.
- Option 257 includes an additional 24K words of core memory.

Remember, before you order either option 256 or 257 check the Memory requirements comments in the Configuration Notes section of the Price/Configuration Guide (5952-5519) to determine how much memory your customer needs.

The upgrade kit is scheduled for release July 1 so you can expect first deliveries about August 1. But remember, good deals can't last forever, and 19665A is such a good deal that the special prices will only last until July. After July the price for the software and firmware will go to \$4000 and the hardware options will go to regular list prices.



21MX WITH RTE II/DISTRIBUTED SYSTEMS

by Randy Edmonds

If a customer wants to upgrade to an RTE II or Distributed System, Service Note 2108A-07 must be implemented if the CPU has a serial prefix below 1515.

59310A — HP-IB INTERFACE CARD

by Charles Dixon

A preliminary 59310A theory of operations + schematics packet is now complete. The packet is available free of charge to all customers who purchased 59310A cards in the past year.

Please give sales development a call if you have a 59310A customer with a need for the above material.

The final Service & Operation Manual for the 59310A will be complete by June 7 and will automatically be shipped to all customers who received a preliminary manual with the card.



COMPONENT SALES POLICY CLARIFICATION

by David Carver

The article on "Component Sales Policy" in the May 2nd Newsletter was intended to clarify some of HP's policies on installation and integration of components products. The subject of installing and integrating software needs some

(Continued on page 6)

COMPONENT SALES POLICY CLARIFICATION - (Continued from page 5)

further amplification. Paragraph 4 of the May 2nd article should be replaced by the following:

- When an OEM buys software as a component, HP will, if requested, provide up to a maximum of one day of software installation assistance at no charge the first time the OEM buys the software. The 1% installation charge in the OEM purchase agreement applies to hardware only.
- When a volume End-User (i.e., one who has signed a purchase agreement) buys software as a component, HP will provide one day of software installation assistance, at no charge, each time the customer pays for the software.

Note that OEM customers will normally pay for operating system software once only, and duplicate the software themselves for subsequent use. When the customer duplicates the software, he gives up his right for free installation assistance. The customer may ask for installation assistance, in which case HP Customer Engineering will provide it at standard hourly rates.



120 CPS CONSOLE ON DOS-IIIB

by Dan Jorgenson

The HP 2762B terminal printer (G.E. Terminet 1200) is now supported on DOS-IIIB. The price of the *standard* 2762B terminal with 120 CPS, 120 column, sprocket-fed, printing mechanism with forms tractor less pedestal is \$5,865.00.

It can function as a system console or as a dial-up terminal. Three printing rates, 10, 30 or 120 characters per second, are switch selectable.

Software drivers for the 2762B are included in DOS-IIIB software package (24307B):

Terminai	Name of Driver	interface Requirement	DOS-IIIB Driver Part No.	Driver Documen- tation
2762B	DVR 26 Console Driver	12531D 12531D-001	24307-16018	24307-90073
2762B	ATD02 Logical Driver	12587B* 12920B*	24307-16012	24307-90012

^{*}The physical drivers for these interfaces are also included in the DOS-IIIB software package.

M/260 CONSOLE TERMINAL UPGRADED TO 2762B

The 2762A console on all M/260 (19655B) orders received as of May 1, 1975, will be automatically upgraded to the *standard* 2762B terminal printer. Your customer will get a faster console terminal at no extra cost!

A system table is provided with the M-260 to support the new terminal.

UPGRADING THE M/210 AND M/230

The 2762B can be ordered as a console terminal on the M/210 (19657B) and M/230 (19662B) by deleting their present consoles, and adding the 2762B and 12531D interface as accessories.

Information on the 2762A and B is available by obtaining data sheets 5952-4448 and 5952-9401 respectively.



FIELD NEWSLETTER

by Dave Sanders

With the advent of our software copyrighting policy, many OEM's have been purchasing RTE and making it their standard operating system. It is important to remember that RTE requires memory protect, and that memory protect is not included with the standard 21MX or with the DISComputer. Be sure your 21MX-based OEM's order 12892A Memory Protect and install it in their 21MX's before they bring up RTE.

TEACH YOURSELF REAL-TIME BASIC . . .

by Van Diehl

We still have available copies of the above book on Real-Time BASIC. (Literature number 5952-1514). It is an excellent companion of the RTE-B Video Tape, that gives an excellent introduction on how to use BASIC in real time measurement and control applications.

More and more people are using RTE-B as a stand-alone memory based system or as a satellite in a distributed network. A typical example of how quick it was to get on the air with RTE-B is the application in N.C.R. for semiconductor testing in the incoming inspection area. NRC had the system on-line and testing IC's in a single day . . . ! Remember: RTE-B is friendly.

SALES AIDS

CLASSY SEMINAR INVITE PACKS 'EM IN'!!

by Carol Budkowski

Neely/Santa Clara has just finished presenting five successful, 3000CX Mini DataCenter seminars in the Bay Area.

The initial return was 390 out of approximately 4,200 invitations sent out. The actual number of attendees was 270.

Because of the heavy number of responses and the limited space available, two identical seminars had to be immediately set up for the following week.

With the help of *Ann Tenney*, we were able to round up information on this effective and economical way to invite prospective customers to HP seminars. This is what Santa Clara's invitation looked like:

(Continued on page 7)

CLASSY SEMINAR INVITE PACKS 'EM IN - (Continued from page 6)

HEWLETT PACKARD COMPANY

cordially invites
you to attend a seminar on:

"The Implementation of Data Base Systems Using Minicomputers"

Data Base Management on the Hewlett Packard 3000 CX Multiprogramming System will be featured.

The seminar will be held at two locations.

Hewiett Packard Company Neely Sales Region 3003 Scott Blvd. Santa Clara, Ca. Hyatt Regency Hotel Embarcadero Room D Market & California Streets San Francisco, Ca.

Wednesday, April 16, 1975

Thursday, April 17, 1975

at 9:00 - 12:00 a.m.

R. S.V. P. (408) 249-7000 Ann Tenney

The new Hewlett Packard 2640A Interactive Display Terminal will be on display between the hours of 12 noon and 2 p.m.

Ann used this simple, yet professional looking, invitation in the mailing. Invitations of this type can easily be produced either through a local stationery store or print shop with in-house art services. The total mailing cost \$731.

Cost per invit	tation	\$.18
Cost per invit	tation response	\$1.87
Cost per atter	ndee	\$2.71

Congratulations on a fine, professional job, Ann!!!



EDUCATIONAL NEWS

TWO DOWN AND ONE TO GO!

by Hal Peters

April was a busy month for the Educational User Group, with two national meetings in the span of two weeks. On Wednesday, April 23, in Denver, a Users Group meeting was held in conjunction with the 53rd Annual Meeting of the National Council of Teachers of Mathematics. Following a reception in the Centennial Room of the Denver Hilton, the Group sat down to a tasty dinner, complete with candlelight and outstanding wine. The featured after-dinner speaker was *Prof. Jim Burrows*, visiting Professor of Mathematics at the University of Denver. *Jim* is on leave from Britain's Open

University, whose activities in computing were the topic of his well-received talk.

There was quite a change of pace the following week at the AEDS National Convention in Virginia Beach, VA. Henry Altschuler, an HP User at the Philadelphia Schools, coordinated the meeting and came up with a novel and very successful format. Wanda Rappaport of Mitre Corporation began the meeting with a presentation on their utilization of a newly acquired 2000F. A series of mini-workshops followed, covering such topics as the Comprehensive Achievement Monitoring (CAM) system at Norfolk, graphic plotter applications by the Richmond City Public Schools, and the Vocational Guidance System used in Philadelphia.

The final Educational Users Group meeting for this season will be held in conjunction with the Sixth Conference on Computers in the Undergraduate Curricula, on June 17 in Fort Worth, Texas. If you have customers or prospects who you would like to have attend (to hear lots of success stories), let us in Educational User Services hear from you (408-257-7000 X2150).

HEWLETT MP PACKARD

AUDIO INVENTORY CONTROL SYSTEM (AVICS)

by Babs Brownyard

In the June issue of the Educational Users Group Newsletter there is an article by *Phil Sticha* on AVICS. I think a little clarification for the benefit of HP personnel is in order.

AVICS is a film booking and inventory system which runs on the HP 2000F (full description in the Newsletter). It is owned by HP, but is supported by VIS Consultants, *Phil Sticha's* company. The article refers inquiries to HP Field Engineers so that you can be aware of prospects for timesharing systems or upgrades. Specific questions regarding AVICS software should be forwarded on to: *Phil Sticha* at Essex Community College, (301) 682-6000, extension, 304.



EBA RELEASE

by Don Jacobson

HP's Educational Budget and Accounting (EBA) system has just been officially released and is now available for immediate delivery.

If your customers have been looking for a low cost solution for their accounting problems that can run concurrently with instruction on a timeshare system, have them take a good look at EBA/2000. With most schools operating on a fiscal year starting July 1, the time to act is now!

EBA/2000 is a governmental accounting system that operates on either a cash or modified accrual accounting basis.

Terminal orientation provides ease of data entry and instant availability of accounting data which provides the environment for better management decision making.

(Continued on page 8)

EBA RELEASE - (Continued from page 7)

Other regular features of EBA include Encumbrance accounting, automatic check preparation, flexible account code and reporting capability, general ledger, and revenue and expenditure budget worksheets.

AN ADDED SPECIAL ATTRACTION OF EBA/2000 IS THAT IT NOW INCLUDES, AT NO EXTRA CHARGE, 10 DAYS OF ON-SITE CUSTOMER TRAINING.

This product has been tested at Nashoba Valley Technical High School, Westford, Mass. Priced at \$8000, it allows a school to utilize one computer system to fill both administrative and instructional needs.

EBA runs on either an HP 2000 time share system, level F, or an HP 2000 Access system.

The following literature is available on EBA/2000 (20352A):

Part Number	Name	Price	
20352-90001	System Overview	\$10.00	4.1
20352-90002	Reference Manual	\$15.00*	*
20352-90003	Technical Manual	\$75.00	
**5952-5541	Data Sheet	N/A	

^{*}Estimated price - final price will be available by 7-1-75.

^{**}New Data Sheets will be available in several weeks.



CONTRACTS CORNER

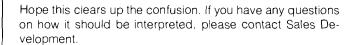
CLARIFICATION OF 3000'S ON PURCHASE AGREEMENTS re DISCOUNTS

by Bob Hoke

There seems to be some misunderstanding relative to the 3000 on purchase agreements. Just to set the record straight and keep us all out of trouble:

- 1. The only model of the 3000 available on the OEM purchase agreement is the model 50CX.
- On Combo and End-User Agreement, any model 3000 can be included.
- On all of the agreements, if a 3000 system is included, the discount will apply to the entire system and to any of the system options, regardless of whether or not they are HP manufactured. Note, the distinction between

system options and subsystems. Non-HP-manufactured subsystems are *not* discountable. If ordered as standalone subsystems and not system options. If, for example, on the 200CX you wanted to delete the 200 lpm line printers and add the 1250 lpm unit and order a second disc drive, the system minus the delete option would be discountable but the replacement line printer and the second disc drive *could not be discounted*.



Good luck and good selling!







Address inquiries and comments to: Cheryl Pine — Editor
Sales Development — Building 40

HEWLETT-PACKARD DATA SYSTEMS

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