

# Data entry newsletter

DATE: September, 1981

NO.: 338

INFORMATION: Marketing &amp; Technical

## NEW PRODUCT SUPPORT NEWS

### 1. NOMENCLATURE & SYSTEM LABELS

The systems which were developed by CMC are numbered. Three families exist: the 9, 5, and 1800. The CMC-9 includes 7 and 12; it will not be remarketed when current contracts expire. The 5's and 1800's are also called Professional Data Entry (PDE) Systems, to reflect their orientation. Sperry Univac labels will be affixed to customer equipment by our CE's as a normal part of our mainframe routine.

### 2. STARTUP EDUCATION & MATERIALS

A travelling class on the PDE product lines is scheduled to run through September, to acquaint Systems Analysts and Sales Representatives with the new products. The XL line is to receive a V10 release (requires the XPU2 processor type), leaving only different peripherals and cabinetry to distinguish it from a 1900/10 from a support standpoint. Marketing distinctions will exist. The education effort will provide materials for the in-house trainees, and volume documentation will be provided from CIDC under Sperry Univac cover in the future. The short-term documentation will be acquired from PCC stock.

### 3. SUR & CSS CHANNELS

The PDE support will all be housed at MCO Site 2, Irvine, California. XL-1900 line support will be divided between the Salt Lake City facility and MCO in Irvine. For the interim, all SURs and calls should be directed to the 1900 Support groups in SLC when the XL or 1900 lines are involved.

(more)



WORLDWIDE  
PRODUCT  
MARKETING

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**SPECIAL PRODUCTS MARKETING**

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We intend to enhance documentation and training on the 5 and 1800 lines. A very high stability and user satisfaction experience exists on the PDE line, and we anticipate that this will help up through the transition.

Staffing and facilities for Customer Support Services, Software Support, Technical Operations, and Marketing are to be in place September 15-30 in Irvine. A support directory for Data Entry & Distributed Systems will be published as soon as personnel and telephones are fixed.

SURS for PDE-1800's and PDE-5's should be sent to the Irvine address below to the attention of the "D.E. SUR Coordinator". SURS for XL/40, UDS-2000, 1900 and 1900/10 go to Larry Richards in Salt Lake City.

Following is a temporary list of personnel available for critical situations:

CSS	Helen James (5 & 1800)	S/N 355-2600	
	Bob McMahon (XL)	S/N 355-2595	
	Arnie Silverman (1900)	S/N 355-2602	
	Sue Messenger (1900-2000)	S/N 335-4357, 4790	
M&S	Nancy Occhipinti (Prog. Mgmt.)	S/N 355-2593	
	Don McDonald (Sales)	S/N 423-2195	
SUR INFO	Larry Richards	S/N 355-2596 or 335-5212	
	Helen James (5 & 1800)	S/N 355-2600	
	Mike Hill (1900 & XL)	S/N 355-5732	

The MCO address for Data Entry & Distributed Systems is:

SPERRY UNIVAC  
Attn: (Individual) SITE 2  
17900 Von Karmen  
Irvine, California 92714  
(714-754-6900)  
OPERATOR: S/N 355-0111