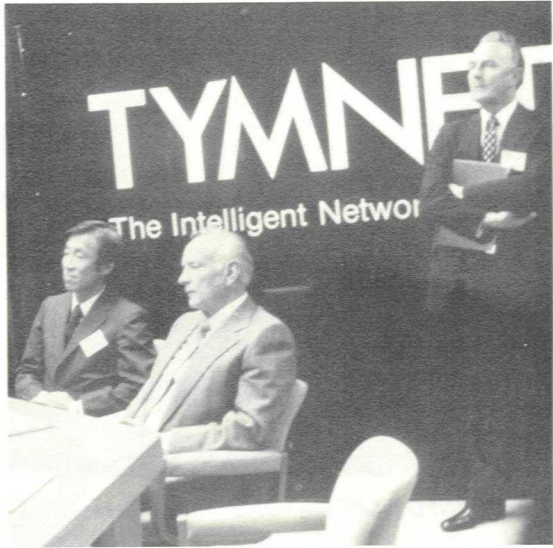


february/march 1984

in

it's about tym

a newspaper for tymshare employees & their families



AT THE TELECONFERENCING system demonstration, spectators, right photo, look on as conferees at the other site appear on the video screen, top left. The teleconferencing system, being pilot tested in two offices, is provided by NEC Corporation. Bottom left, NEC's M. Suzuki, left, presents Warren Prince with a token of appreciation for being able to provide Tymshare with the system for evaluation.

Teleconferencing System Pilot Tested In Two Tymshare Locations

"It's just like being there." That was the consensus at the January 27 demonstration of the teleconferencing facilities recently installed at the Valley Green Drive and Tymnet San Jose offices.

Tymshare is evaluating the system, which belongs to NEC Corporation, for a 90-day period. Employees in the two locations are encouraged to use the facilities and assess the usefulness of teleconferencing. Using the facility will eliminate the need to drive to and from the two locations for meetings, conferences, discussions, even small training sessions.

The teleconferencing system features full-motion video, broadcast-quality audio, and a high resolution screen that enables parties at both locations to display documents. An electronic whiteboard and individual electronic writing pads allow conferees to project diagrams or any other type of written messages onto the high resolution screen, which both parties can clearly view. Also, documents can be facsimiled instantly over to the other location. It truly is just like being there.

Video transmission requires a wider bandwidth than is available over conventional telephone lines, so point-to-point microwave radio operating at 10.5 GHz facilitates high speed radio transfer of the data.

To reserve either teleconferencing facility, contact Karen Schmitt at Tymnet in San Jose, (408) 942-5084. She can also provide a briefing on use of the system.

HP To Connect Suppliers Through EDI-NET

Hewlett-Packard Company has signed an agreement with Tymshare for services to be supplied by our new electronic data interchange network known as EDI-NET™. The service will be used by Hewlett-Packard's corporate materials group to speed and simplify business document exchange between the company and its more than 11,000 suppliers.

EDI-NET, introduced in mid-December, 1983, allows direct computer-to-computer business transactions between organizations having dissimilar computers and document formats. Read more about EDI-NET in the January issue of *it's about tym*.

Hewlett-Packard's selection of Tymshare came after a year-long study of methods to improve the ordering process. With EDI-NET, the firm expects that its purchase order cycle time can be substantially reduced, and materials forecasting and inventory levels improved. In general,

it is expected that paperwork jams created when dealing in a multisupplier, inter-company environment will be reduced. Hewlett-Packard anticipates connecting to its major suppliers in the near future.

According to Robert Alley, information systems manager for Hewlett-Packard's corporate materials management, "We view this EDI network store-and-forward capability as a vital step toward advancing electronic data interchange. It solves many of the problems of interfacing companies with different computer hardware and software. And it resolves timing problems caused by differences in time zones, processing schedules, and machine downtime." Alley added, "The third party EDI agent plays a vital role in the success of exchanging data among a large number of companies. It is also imperative that the third party agencies provide the capability of transferring data files among them-

selves."

EDI-NET goes beyond electronic mail by delivering business-to-business messages and transactions directly to the recipient's computer for processing. The service eliminates the data entry step, thereby reducing input errors. EDI-NET can handle any standard message including the Uniform Communication Standard (UCS), now used by the grocery industry, and the more generic American National Standards Institute (ANSI) X12 standard. More than 25 companies, spanning a variety of industries, currently communicate through EDI-NET.

According to Bob Larson, manager of Information Exchange Services for Tymshare, "There has always been a need for computer-to-computer links to transfer data. EDI facilitates intercompany transactions, and it is joining together separate companies for the first time."

Tymnet Builds First-Ever Public Packet Data Network In Alaska

Trying to establish reliable data communications in a state that occupies 586,400 square miles, has a population density of two-thirds of a person per square mile, permafrost that in some areas is 2,000 feet deep, and snowfall that can exceed 800 inches per year, seems like mission impossible. Yet with Tymnet's help, Alaska now has one of the most sophisticated public data networks in the world.

Tymnet has just completed building Alaska's first public packet data communications network, called AlaskaNet. Alascom, Alaska's telecommunication service, owns the \$2 million advanced packet network.

George Shaginaw, executive vice president and general manager of Alascom, comments, "The Tymnet equipment will significantly improve service to AlaskaNet's public data network customers. The network will expand service to more cities and provide for growth of new data network applications such as electronic mail,

telex, travel reservations, and electronic banking. This new equipment coupled with Alascom's sophisticated satellite and microwave facilities will provide Alaska with data network service second to none in the world."

The network consists of 17 interconnected nodes (communications minicomputers), and provides statewide access through sites in Anchorage, Juneau, Fairbanks, and Prudhoe Bay. An additional location in Seattle, WA, provides direct access from the lower 48 states.

"The network employs a wide variety of Tymnet technologies such as TymSat, SDLC, X.25, X.75, 2780, and 3270," says Harry Matthews, project manager in Tymnet's International Network Implementation, and project manager for AlaskaNet. "For example, it uses multiple-user packets, meaning the network puts multiple users' data into one packet—making optimal use of packets. The result is reduced operating overhead and a more efficient network," he continues. AlaskaNet also employs Tymnet's new automatic port switching system.

The network nodes provide host computer and terminal interfaces, switching, data flow and error control, user access and routing, remote monitoring and control, the recording to accounting information, and other functions. The primary

Continued on page 6

Bulletin

Ron Braniff has resigned as an officer and group vice president of Computer Services Group and has accepted a position as president of ASK Computer, Inc.

Divisions reporting to Ron have been reassigned as follows: IBIS and Banking Software Systems to Otis Brinkley; Dynatax and Unitax to Alden Heintz; and Tymshare Payment Services to Warren Prince.

In Memoriam

We are very sorry to report that Bob Donoghue, who has conducted Managing Interpersonal Relationships (MIR), Managing Growth Resources, and Counselor Selling Skills for hundreds of Tymshare employees, died of pneumonia complications on January 21. Bob and the organization he represented, Wilson Learning Systems, have contributed greatly to Tymshare's sales and management training over the last six years.

Wilson Learning Systems has arranged substitute instructors for courses that Bob had scheduled for Tymshare employees this year. No changes are planned in the preliminary training schedule posted in the January issue of *it's about tym*, except as noted on page 3.

Flowers have been sent to the Donoghue home on behalf of Tymshare and its employees. Contributions to the Bob Donoghue Memorial Fund can be sent to Security Pacific National Bank, Crown Valley Parkway, Laguna Niguel, CA 92677.

In order to minimize calls to the Donoghue home, please direct all questions about future Wilson Learning Systems courses to Stephen Reynolds at Corporate extension 7811, or via OnTyme at HRD.TRNG.

Dynatax, Unitax Prepare For Biggest Tax Season Ever

Ah yes, it's that time of year again, when Uncle Sam wants his share of your hard-earned dollars. Dynatax[®] and Unitax[®], Tymshare's computerized tax return processing services, make tax season a little less painful and a lot more profitable for you and your CPAs.

Let's look at these organizations, and what they're doing to make this the best, most profitable year ever.

Dynatax

Dynatax is a full-service tax processing organization, geared toward processing relatively sophisticated returns. "Dynatax will process any type of return, but we specialize in processing returns that are in the middle-to-upper end of complexity—returns requiring calculation of installment sales or other considerations such as investment credit, recapture of investment credit, alternative minimum tax, depletion, etc.," comments Peter Foy, Dynatax national marketing manager. Dynatax's main customers are large CPA firms that prepare more than 300 tax returns per year.

Dynatax is fully computerized, so little, if any, tax calculation is required by the CPA. Even depreciation schedules are automatically calculated. Some 3,500 FORTRAN programs, 1,400 Assembler programs, and 23 COBOL programs operate simultaneously to produce accurate tax returns that provide the individual with optimum benefits from myriad tax

considerations. The system is constantly updated to stay current with frequent changes in tax law.

Dynatax charges are based on the complexity of the return, but the average is about \$35 to \$38 per return. Dynatax is the only tax service that guarantees a turnaround time at the processing center. "During the period of March 15 through April 15, we guarantee two-day turnaround for the individual (1040) returns. If we don't meet that turnaround, the return is processed free of charge," Peter notes.

This year, over 600,000 returns will be processed at the 24 Dynatax data centers nationwide.

Unitax

Unitax is one of the oldest, largest low-cost tax processing services in the United States. Its typical customers are small, local CPA firms, public accountants, and enrolling agents preparing tax returns. Unitax offers processing service for about \$17 per return, and a turnaround time of 24 to 36 hours.

"We offer accountants a lot of flexibility; we can process returns from the very simple to the very complex; and accountants can determine how much work they wish us to do on each return. They are billed only for the work we do; thus accountants can control their billing costs to a large extent," says Charles Flagg, Unitax advertising manager.

Like Dynatax, Unitax is continually updating its systems to comply with current tax law; therefore the individual pays the very minimum required tax.

Unitax will process 1,070,000 returns this year. Charles comments, "We're hoping for another good year. We have opened new offices in Dallas and Hous-

ton, and we've already seen a significant increase in new business."

Big Happenings

Exciting news from both Dynatax and Unitax.

In 1983, Dynatax solidified an agree-
Continued on page 7



THESE INPUT OPERATORS in the Pleasanton, California Dynatax office are working hard to enter data into the Dynatax computer quickly and accurately. Front row, left to right, are Diane Richardson, Jean Andrews, and Donna Dreher. Back row, left to right, are Alberta Snowden, Elizabeth Meneses, Connie Wells, and Joyce Pernus.



THIS IS THE Customer Service staff at the Unitax Data Center in Anaheim, California. Left to right are Joanne Proud, Vicki Hennessee, Lyn Tilton, Claire Cooke, Sibyl Dittverner, Karene Naef, Barbara Hecker, Donna Pinette, Evelyn Marceau (Customer Service manager), and Gretchen Johnson.

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it's about tym is produced monthly for employees like Debbie Byrne, Photocopying supervisor, Unitax Data Center in Anaheim. All questions, comments, and story ideas should be directed to Lori Waggener (408) 446-6585, by OnTyme at CORPCOM.IAT, or sent to her at Corporate Communications, 20705 Valley Green Drive, Cupertino, CA 95014.

Dynatax[®], EDI-NET[™], OnTyme[®], TeleCheck[®], TYMNET[®], and Unitax[®] are registered trademarks of Tymshare[®], Inc.

Special thanks to Frank Dutro for photographic assistance in this issue.

Tymshare Reports Fourth Quarter and Year-End Results

Tymshare reports consolidated revenues for year ended December 31, 1983 of \$288,641,000, down three percent from the 1982 revenues of \$297,025,000. Comparable 1982 revenues would be \$271,587,000, when restated for divestiture of the medical services and bank card processing businesses sold in the second and third quarters of 1982, respectively. A net loss in 1983 of \$1,578,000 or \$.13 per share, after favorable tax benefits of \$5,075,000, compares to a profit of \$8,809,000 or \$.73 per share in 1982.

Fourth quarter revenues were \$71,427,000, compared with \$65,307,000 in the same quarter of 1982, a nine percent increase.

A net loss of \$1,439,000 or \$.12 per share was incurred for the fourth quarter ended December 31, 1983, compared with a net loss of \$2,308,000 or \$.19 per share for the same period in 1982. The fourth quarter results include favorable tax benefits of \$2,128,000 and \$3,729,000 in 1983 and 1982, respectively.

Comparative results for the three and twelve months ended December 31, 1983 are as follows:

Years Ended December 31

	<u>1983</u>	<u>1982</u>
Revenues	\$288,641,000	\$297,025,000
Operating Expenses	294,029,000	285,213,000
Income (Loss) from Operations	(5,388,000)	11,812,000
Net Interest Expense	1,265,000	54,000
Income (Loss) Before Provision for Income Taxes	(6,653,000)	11,758,000
Provision (Credit) for Income Taxes	(5,075,000)	2,949,000
Net Income (Loss)	(1,578,000)	8,809,000
Net Income (Loss) Per Share ¹	\$(0.13)	\$0.73

Three Months Ended December 31

(Unaudited)

	<u>1983</u>	<u>1982</u>
Revenues	\$ 71,427,000	\$ 65,307,000
Operating Expenses	74,447,000	71,399,000
Income (Loss) from Operations	(3,020,000)	(6,092,000)
Net Interest Expense (Income)	547,000	(55,000)
Income (Loss) Before Provision for Income Taxes	(3,567,000)	(6,037,000)
Provision (Credit) for Income Taxes	(2,128,000)	(3,729,000)
Net Income (Loss)	(1,439,000)	(2,308,000)
Net Income (Loss) Per Share ¹	\$(0.12)	\$(0.19)

¹ The average number of shares used in the per share computation was 12,242,000 and 11,926,000 for the three months ended December 31, 1983 and 1982, respectively, and 12,111,000 and 12,039,000 for the year ended December 31, 1983 and 1982, respectively.

We're Moving

The Tymnet Western Network Field Engineering office in Alhambra, CA, has moved to the following address:

2823 McGaw Avenue
Irvine, CA 92714
714/863-9350

Tymshare has acquired office space at the following locations:

4820 Excelsior Boulevard
St. Louis Park, MN 55426

18 South Main Street
Topsfield, MA 01983

50 Charles Lindbergh Boulevard
Uniondale, NY 11553

10001 George Palmer Highway
Lanham, MD 20706

Updated Management Training Schedule

Here's an update of the preliminary management training schedule posted in the last issue. Employees and their managers should find it helpful in planning. Individuals wishing to sign up for any of these courses should copy and fill out the Course Registration Form which was sent out with a memo to all managers on December 21.



FEBRUARY 1, 1984–AUGUST 31, 1984

COURSE	DATE	LOCATION	SEND REGISTRATION FORM TO	STATUS
Finance for Non-Financial Managers	March 26–28	Fremont, CA	Renee McNeil (VG1-A08, Cupertino)	Open
	May 21–23	Dallas, TX	Renee McNeil (VG1-A08, Cupertino)	Open
	June 5–7	New York City	Renee McNeil (VG1-A08, Cupertino)	Open
Managing Interpersonal Relationships	March 19–21	San Jose, CA	Renee McNeil (VG1-A08, Cupertino)	Full (waiting list)
	April 24–26	San Jose, CA	Renee McNeil (VG1-A08, Cupertino)	Full (waiting list)
	June 18–20	San Jose, CA	Renee McNeil (VG1-A08, Cupertino)	Open
	June 18–20	Houston, TX	Renee McNeil (VG1-A08, Cupertino)	Open
	July 16–18	Lexington, KY	Clint Koker (Cablefacts, Lexington)	Open
	August 6–8	San Jose, CA	Renee McNeil (VG1-A08, Cupertino)	Open
Management I	March 5–9	San Jose, CA	Renee McNeil (VG1-A08, Cupertino)	Full (waiting list)
	June 11–15	Birmingham, AL	Renee McNeil (VG1-A08, Cupertino)	Open
	July 16–20	San Jose, CA	Renee McNeil (VG1-A08, Cupertino)	Open
Management II	April 2–6	San Jose, CA	Renee McNeil (VG1-A08, Cupertino)	Open
	May 7–11	Lexington, KY	Renee McNeil (VG1-A08, Cupertino)	Open
	August 20–24	San Jose, CA	Renee McNeil (VG1-A08, Cupertino)	Open
Interviewing Skills	March 22–23	San Jose, CA	Renee McNeil (VG1-A08, Cupertino)	Full (waiting list)
Project Management (AHRD)	February 14–16	Cupertino, CA	Jean Foss (VG1-B07, Cupertino)	Full (waiting list)
Project Management (IBM)	TBA*	Chicago, IL	Renee McNeil (VG1-A08, Cupertino)	Open
	TBA	Cupertino, CA	Jane Broyles (VG3-01, Cupertino)	Open
	TBA	Vienna, VA	Jane Broyles (VG3-01, Cupertino)	Open
	TBA	Dallas, TX	Renee McNeil (VG1-A08, Cupertino)	Open
Managing Growth Resources	March 26–28	San Jose, CA	Joe Lee (Tymnet, Downers Grove, IL)	Full (waiting list)
Writing Skills	May 15–16	Fremont, CA	Jim Daughtrey (CS&S, Fremont, CA)	Open
	May 22–23	Cupertino, CA	Jim Daughtrey (CS&S, Fremont, CA)	Open
Presentation Skills	May 15–16	San Jose, CA	Linda Walker (VG2-B06, Cupertino)	Open
Managing Professional Growth	March 13–14	San Jose, CA	Jean Foss (VG1-B07, Cupertino)	Open

* To be announced

Curt Miller Named VP, Network Field Engineering



CURT MILLER, Network Field Engineering vice president.

Tymnet has appointed Curt Miller as vice president of Network Field Engineering (NFE). He reports to Warren Prince, group vice president, Network Systems Group.

Curt had been serving as department manager of Tymnet's Network Field Engineering (NFE) before his new appointment. NFE is responsible for evaluating, installing, and maintaining Tymnet's network equipment for both public and private network customers. NFE also installs and maintains point-of-sale credit verification equipment and is involved in high technology communications test projects.

NFE currently has 37 staffed locations in the United States and supports Tymnet's international locations from three regional offices in Santa Clara, CA, Dallas, TX, and North Haven, CT; and the National Technical Headquarters in Cupertino, CA.

Before joining Tymshare in 1982, Curt spent 10 years with NCR, Data Pathing Division, Sunnyvale, CA, his last post being that of director of field engineering.



**Happy
St. Patrick's
Day!**



Enrollment Period For Tymshare Retirement Account Begins Now

The semiannual enrollment period for the Tymshare Retirement Account (TRA) begins this month. Eligible employees enrolling at this time will become TRA participants effective April 1. Now is also the time when currently enrolled plan participants may make changes in their contributions and/or investment fund elections.

The TRA is designed to provide an excellent tax shelter for participants' retirement savings. Because it is a retirement savings plan, all contributions—both the employees' and Tymshare's matching contributions—and the earnings they realize are not taxable until they are distributed from the plan.

Eligible TRA participants must be at least 25 years of age, and must have completed a minimum of one year of service with the company, on or before April 1.

Enrollment packets are being mailed only to those employees who have become eligible since the last enrollment. Other eligible employees and current participants wishing to enroll or make changes may obtain the appropriate forms by contacting Jane Beck in Employee Benefits via OnTyme at HRD.PERSMAIL, or IMS at PERSMAIL. Employees may also request instructions for accessing a personalized computer program that projects growth of their TRA accounts.

The next TRA enrollment/change period will take place in September, 1984.

Below is a re-run of the most recent TRA Fund Performance Report, for your information.

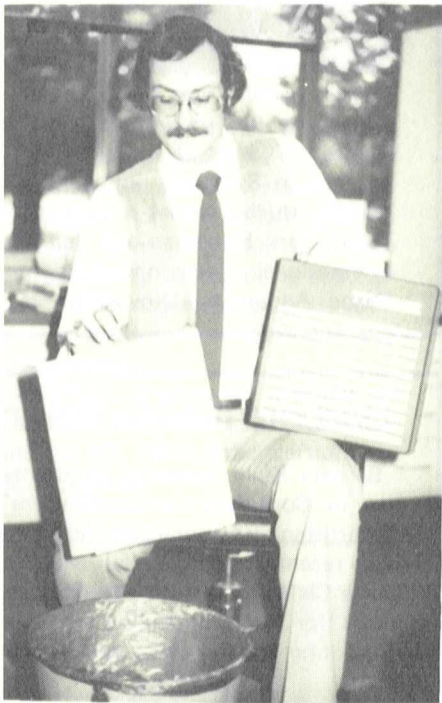
TYMSHARE RETIREMENT ACCOUNT FUND PERFORMANCE REPORT

Quarter Ending	Quarterly Earnings Rates	
	Fixed Income Fund	Equity Fund
Sept. 30, 1983	2.20%	(8.15)%
June 30, 1983	2.26	18.49
Mar. 31, 1983	2.07	12.15
Dec. 30, 1982	2.28	25.12
Sept. 30, 1982	2.78	10.28
June 30, 1982	2.93	2.12
Mar. 31, 1982	3.09	(2.49)

Figures in parentheses indicate a negative value.

Earnings rates listed above for individual quarterly periods (i.e., noncumulative) are derived as follows:

$$\text{Quarterly earnings rate} = \frac{\text{Earnings/losses for the quarter}}{\text{Ending account balance for the quarter before earnings/losses for the quarter are applied}}$$



OUT WITH THE old and in with the new
—Bob Raymond says goodbye to one of
his old blue binders, and shows off a new
Tymshare black and gold binder.

Tymshare Has Handsome New Binders

This is Tymshare's classy new black and gold binder—to replace the blue "computer at your fingertips" binders you've seen around for years. These handsome new binders are embossed with Tymshare's logo—a design inspired by Bob Raymond and Jane Perry in Corporate Communications. The binders will certainly strengthen the appearance of presentation material given to customers, as well as enhance employees' offices. The new binders may be ordered via the new online publications ordering system (pubs #9 for 2" binders and #10 for 1" binders).

Newsmakers

Aloha From TeleCheck Hawaii



Here's the TeleCheck Hawaii staff—a capable group of people who have managed to put TeleCheck's name on just about every store window in Hawaii . . . everywhere you look, you'll see the red "TeleCheck—your check is welcome" logo. Front row, left to right, Sherrill Kalaau, Marsha Batts, Sandi Timm, and Reeann Kalahiki. Back row, left to right, Tom Schuch, Lee Champion, and Stafford Morse.

Swedish Network Enhancements Discussed



These people from Televerket (Sweden's PTT), Tymshare Network Systems Consulting (a Tymshare wholly owned subsidiary located in St. Cloud, France), Tymnet, and Tymshare convened to discuss enhancements and progress in Sweden's public data network (a private network supplied by TNSC), which Tymnet is currently implementing. Left to right, Jean Druon, TNSC; Dirk Heartman and Jon Claridge, Tymnet; Bob Barbour, Tymshare International Telecommunications Support; Jean-Guy Barboteau, TNSC; Ragne Andersson, Olov Sjöström, and Per Stringberg, Televerket.

EDC Developers Awarded



Jim Murray, top photo, left, presents Outstanding Achievement Awards to Rich Rein, center, and Gary Kleber, and later to Girish Shah, right photo, for their invaluable efforts in developing the Electronic Data Capture (EDC) system. "These individuals really picked up the EDC project as a challenge, and met it all the way," Jim comments. Read more about EDC in the December issue of *it's about tym*.



Barbara Klein's Volunteer Work Commended

Barbara Klein, account representative in Corporate Communications' Advertising and Promotion Services, was recently commended by the Santa Clara County Board of Supervisors for her outstanding work in promoting county parks and recreation.

Barbara served for eight years as a County Parks and Recreation commissioner. She chaired the successful 1978 county-wide election effort that guarantees funds for park acquisition, operations, and maintenance. As commission chairperson, she also guided the acquisition of Rancho San Antonio County Park in Los Altos.

Barbara comments, "Being part of the creation of an outstanding series of county parks is one of the most satisfying things I've ever done. I really like going to parks and seeing happy people picnicking, bicycling, jogging, and enjoying recreational opportunities."

Here at Tymshare, Barbara uses her promotional talents and enthusiasm to help design effective marketing communications for our products and services.



Tymshare Employees Head For The Hills



Camaraderie in the wilderness—that's what these Tymshare employees had on a three-day backpacking trip to Trinity Alps, located 260 miles northwest of San Francisco. Seated, left to right, are Jack Orlove, Barbara Sawyer, and Wendell Sawyer. Standing, left to right, are trail guide Ron Dimile, his son Summer, Paula Brinkley, Harriett Orlove, and Otis Brinkley. The two llamas carried community gear such as the stove, pots and pans, and food.

New Cash Advance Form

Tymshare has revised its cash advance form. The new form number is 962, and can be ordered through the online publications system.

When submitting the form to the Travel and Living Department, please see that all information is included. If the form is not complete, it cannot be processed, and will be returned to the originator.

Non-Itemizer Charitable Contribution Deductions

If you're like 70 percent of this country's taxpayers, you don't itemize on your income tax return, and that means you haven't been able to deduct any charitable contributions. But now, thanks to the 1981 Tax Act, non-itemizers can deduct charitable contributions. This unique deduction is the only major adjustment on the new 11-line "1040 EZ" tax form.

Last year, only 25 percent of eligible taxpayers took advantage of the new tax break—probably because few people knew about it. Proponents are working hard to make sure eligible taxpayers are informed of the new addition and make full use of it when preparing their 1983 returns.

For 1983 returns, non-itemizers can deduct up to \$25, or one-fourth, of their contributions up to \$100. For 1984 returns, the maximum deduction will be \$75 (one-fourth of contributions up to \$300); and in 1985, one-half of contributions will be deductible, with no dollar limit. In 1986, non-itemizers will be able to deduct all of their charitable gifts.

Network Field Engineering's "End-To-End" Meeting A Big Success

"End-to-End" was the theme of the recent Tymnet Network Field Engineering (NFE) National Managers Meeting—expressing NFE's standard of providing full support from its end to the customer's end, no matter what the problem. Twenty attended the biannual event in Los Gatos, California.

During the week-long gathering, attendees reviewed happenings of 1983, and set goals and priorities for 1984. NFE managers discussed, questioned, reviewed, argued, and solved problems about everything from network performance, network facilities, and NFE organization to administration, training, interviewing, and hiring.

Curt Miller, vice president of NFE, comments, "The meeting was extremely helpful to the managers for a number of reasons. They were able to exchange ideas and information face-to-face, standardize all sorts of procedures, and get their concerns out on the table. As a result, many important issues were resolved."

Thirty speakers provided the group with information and help. For example, AT&T representatives talked about the divestiture, and how Tymnet would be affected. Other speakers included Warren Prince, group vice president of Network Services Group; Clint DeGabrielle, Tymnet Marketing vice president; Al Fenn, Network Technology Division vice president; Joe Walton, director of Human Resources; Zoran Simic, Manufacturing vice president; Mike Cady, Operations manager; and Lynn Sanden, manager of Personnel.

"The speakers really deserve a lot of thanks for being so informative," remarks Curt.

Systems Technology Division Searches Out, Packages Technologies To Fit Market Needs

Systems Technology Division (STD) has traditionally been responsible for developing and supporting technologies and products for Tymshare's value-added remote computing services. Now, STD is forging into new territories—using many of the skills and products they have developed from their previous efforts. Specifically, STD has built a team that packages existing service products as software products, known as the InfoTym[®] product line; identifies new market needs; and acquires or develops technologies and products, under the direction of David Delroy, to meet those needs.

This highly effective team also markets products developed or acquired—products aimed at providing Tymshare's customers with total, integrated solutions. "We're a proactive organization; we strive to secure technologies appropriate to Tymshare's targeted markets ahead of time, so that they're in place when they're needed," comments David Morley, manager of Integrated Product Services. These technologies are intended for distribution through the Tymshare family such as our international affiliates, Tymshare Banking Systems, Tymnet[®], and INSG. In addition, STD itself engages in certain highly focused sales activities, where markets are not currently covered by other sales organizations—markets such as value-added resellers of our technologies.

STD Evolves With Changing Marketplace

In the past, STD provided support for VM and MVS systems software, including operating systems. "Although we still support these systems, our focus has changed with the marketplace," comments David. "We now concentrate our efforts on integrating technologies—personal computers, networks, and mainframes—to provide one-vendor solutions." Now the division creates products for VM and MVS, such as a VM conferencing product, used for many years by the VM user community for information exchange, and now available as a product sold through OEMs to VM users.

InfoTym

The name for STD's entire product line is InfoTym. It includes a variety of applications such as Tym/COMM, a communications and file transfer capability for the

IBM PC and VM/MVS; and SeriesOnePlus, an integrated software technology encompassing spread sheets, word and text processing, data base, RJE emulation, graphics, and more.

REVEAL, a flexible system for building financial expert systems, is a good example of the types of technologies STD has added, and will continue to add, to InfoTym. REVEAL is an integration of Decision Support System (DSS) modeling and Expert System technology. Amy Okuma, REVEAL development manager, says REVEAL presents Tymshare with a truly unique capability, and could be viewed as the industry leader in introducing the new generation of management support systems—Intelligent DSS. (See inset for more information on REVEAL.)

Joe Stockhus, a recent STD addition, has built the marketing and support team, whose responsibility is developing distribution channels for InfoTym products. Joe says, "Our strategy is to use existing Tymshare sales organizations where possible, and to develop additional distribution channels for markets not covered by current sales efforts."

Product Acquisition

A major function of STD is that of third party software acquisition and authorship. David Delroy, manager of the Product Acquisition and Authorship Program, says, "Our objective is to identify and develop or acquire software products for the InfoTym product line, and to acquire

external software authors to develop value-added applications to complement these products."

An example of an acquisition incorporated in the InfoTym product line is the recent ExecuTec acquisition, which David coordinated. (Read more about the acquisition in the November, 1983 issue of *it's about tym*.)

David is currently developing and testing the business plan for establishing Tymshare as a software publisher and distributor. He will work closely with STD and other Tymshare marketing and development departments to determine product requirements, and then locate external sources for these products. Additionally, he will engage external experts to develop value-added applications in targeted areas, using Tymshare technologies such as REVEAL, Execu/BUS, and X.PC. In this way, Tymshare would be an OEM supplier of technology, and the experts developing the products would become value-added distributors of Tymshare technology.

"This type of arrangement benefits everyone; Tymshare can bring to bear a wealth of experience and a variety of technologies to the software authors, as well as built-in lines of distribution. We, in turn, add to our catalogue of value-added applications and our integrated technologies are leveraged into new application areas," David explains.

Future issues of *it's about tym* will spotlight the InfoTym product line. Stay tuned.

REVEAL—Intelligent Decision Support System

REVEAL merges the technology of Decision Support Systems (DSS) with that of expert or "knowledge-based" systems. Knowledge-based means it allows the expertise and judgment of skilled individuals to be captured and represented in a computer program; and this knowledge base can be used and manipulated in conjunction with the other DSS tools of modeling, analysis, programming, data base management, and report generation.

The product benefit offered by

REVEAL is this unique integration of the two technologies. DSS may now have an expert system as one component of an overall solution strategy. The integration opens up the possibility of capturing and representing management expertise within a model—a vital asset for any organization.

REVEAL is currently available on TYMCOM-370, CMS, IBM PCXT, and the ICL 2900. Other versions are being planned.



HERE ARE FOUR of those Systems Technology Division people we're talking about who locate and package technologies. Left to right, David Morley, Amy Okuma, David Delroy, and Joe Stockhus.



BOB BAER, left, in his Honolulu-based office. Right photo is Opal Hadley, Bob's magnificent secretary.

Bob Baer Builds Business On Ethical Principles

During a recent trip to Hawaii, I had the pleasure of chatting with the impressive Bob Baer, who founded TeleCheck[®] Services, Inc., now a wholly-owned Tymshare subsidiary and part of Tymshare Payment Services. (Jeff Baer, Bob's son, has recently been appointed a Tymshare vice president of the division.) TeleCheck is the world's largest check acceptance service, with franchises from coast to coast in the United States and Canada, as well as Hong Kong, Puerto Rico, New Zealand, and Australia.

"People Are Honest"

Bob Baer has built a several million dollar business on the principle that people are honest. "I really believe that most people honor their financial commitments. At TeleCheck, we say you're honest until proven otherwise. The only people we maintain a record of are people who have written a bad check at a store that uses TeleCheck—everybody else is presumed honest," he says.

It's hard to dispute Bob's notion, when you consider that TeleCheck Services has grown at 20 percent a year since its formation in 1971. This year, in fact, TeleCheck will guarantee about \$3 billion worth of merchants' checks.

"We also believe that if people make a mistake, they won't do it again," Bob continues. "So, if you've bounced a check, as soon as you make it good your name disappears from our file."

Two other aspects of Bob's business philosophy: at TeleCheck, there's "no degree of or limit on honesty." That is, no credit limit is placed on the individual. "This is a revolutionary concept; every other credit establishment system sets an amount on what you're worth, and a corresponding limit. We don't," remarks Bob.

"Finally, most people are more interested in themselves than the other person," Bob says. But, he maintains, no business will be successful if "I" is more important than "you." He tries to reflect

the importance of "you" in every aspect of his business. In fact, every letter that he sends denotes "You" with a capital "Y." "We use the capital 'Y' to indicate our respect for our customers and suppliers, and the importance of our ongoing, mutual relationship," he explains.

Check Use Rising

Checks are the fastest-growing form of payment. The average check purchase is three times as large as the average cash purchase, and 40 percent higher than the average credit card purchase.

Bob points out that because check writing is such a popular form of payment, refusing to accept them is not good business. He says, "People will go back to stores where they feel they are trusted, valued customers. There are only three forms of payment: cash, checks, and credit cards. You really limit your sales unless you show that you are happy to take checks from both local and out-of-town customers." That's why the big red TeleCheck logo displayed in merchants' windows says, "Your check is welcome."

Americans currently write 43 billion checks per year, and Bob estimates that figure will rise to 60 billion checks per year by 1990.

How Does It Work?

Here's how TeleCheck works. Merchants wanting to increase sales by accepting checks subscribe to the service, paying TeleCheck a percentage of each transaction. When a customer writes a check, the merchant calls TeleCheck for an approval.

TeleCheck then instantly checks its data base, and gives an immediate approval, as long as the check writer hasn't written a bad check. TeleCheck guarantees all checks it approves—and will pay for those that bounce.

TeleCheck's History

In 1964, several businessmen got together in Honolulu and started the TeleCheck concept. In 1965, Bob, who lived in Wisconsin at the time, began consulting for TeleCheck. A year later, he moved to Hawaii to become vice president of TeleCheck International. Between 1965-71, the company rose to 700 employees and \$45 million in sales.

Bob resigned from TeleCheck International in 1971, and purchased TeleCheck Services, Inc., with world rights, and established a separate corporation to carry on this successful service. In 1980, he sold all shares to Tymshare.

Today, TeleCheck has just opened its 73rd office—this one in Sydney, Australia!

I'd say Bob and his business are testimony to the value of putting trust in human honesty. Hats off, Bob.

—Lori Waggener

Tymnet Builds Alaska's First Packet Network

Continued from page 1

"supervisor" computer that selects the most efficient path from data source to destination, together with the network monitor and control system, make up the network control center in Anchorage. A backup supervisor is located in Fairbanks.

AlaskaNet was built in just seven months. Harry comments, "The people at Alascom--from upper management to the technicians--were very enthusiastic about being able to provide data communications for the entire state. Their enthusiasm and commitment helped make the installation very smooth."

Personnel Appointments

Computer Management Services

John "David" Baker—From apprentice operator, Houston Data Center, to operator, Dallas Data Center. Reports to John Reddam, shift supervisor.

Bob Bier—From technical support, Los Angeles District, to marketing representative, Southwest Region, Computer Systems and Support. Joined Tymshare in 1977. Reports to Warren Caggiano, national marketing manager, CS&S.

Jerry H. McCoy—From manager, Data Center Systems, to national manager, Engineering, CS&S. Staff of 150. Joined Tymshare in 1979. Outstanding Team Achievement Awards in 1980 and 1981. Reports to John Swarbrick, vice president, CS&S.

Dick Sklar—From manager, Computer Field Maintenance, to general manager, Depot Support Services. Staff of 32. Joined Tymshare in 1983. 1976 President's Club. Member, Association of Field Service Managers. Reports to John Swarbrick, vice president, CS&S.

Corporate Communications

Paddie Fowler—From production editor to supervisor, Publications. Staff of 2. Reports to Bob Fermoye, vice president, Corporate Communications.

Lori Waggener—From editor, *it's about tym*, to Corporate Publications specialist. Member, International Association of Business Communicators. Reports to Paddie Fowler.

Finance

Teri Leeth—From supervisor, INSG Service Billing, to supervisor, Commission Accounting. Staff of 3. Joined Tymshare in 1979. Reports to Dave Smith, manager, Operating Accounting.

Management Information Services

Patricia Enos Brown—From programmer/analyst to designer/analyst, 370 Development Programming. Joined Tymshare in 1980. Fourth Quarter 1982 Award for service accounting project. Reports to Steve Youngsma, manager, 370 Development.

Patricia Johe Lue—From designer/analyst, 370 Development Programming, to unit manager, Development Programming-Service Billing/Central System. Staff of 2. Joined Tymshare in 1980. First Quarter 1983 Award for development and support of MSA General Ledger System. Reports to Holly Hobart, manager, MIS.

Information Network Services

Terry Griffin—From regional consulting specialist, Central Region, to area consulting manager, Southern Area. Joined Tymshare in 1978. 1978-1982 ACES. MASTERS advisor. Reports to Frank Pfeilmeier, area manager.

Robert Desmond Klute—From senior systems programmer, EDI Systems, Network Technology Division, to host systems consultant, Technology Services, Integrated Services Development and Support. Joined Tymshare in 1980. 1983 Outstanding Achievement Award for work on EDI/UCS. Member, ACM and IEEE. Reports to Ken Holcomb, manager, ISDS.

Sheila Miller—From technical assistant, Consulting Services Western Area, to programmer, Consulting Services South. Reports to Lyndon Evans, CS Western Area Manager.

Diane Stines—From area secretary, Energy Area, to area secretary, Southern Area. Joined Tymshare in 1978. Reports to Frank Pfeilmeier, Southern Area Manager.

Rosemary Woolley—From training administrator to administrative supervisor, Training and Documentation. Reports to Mary Kay Marvin, manager, Training and Documentation.

Network Technology Division

John Coons—From project leader, Systems Development Department, to manager, Firmware Development Unit. Staff of 2. Joined Tymshare in 1980. Reports to Bill Euske, manager, Systems Development.

Juana Acuña Diaz—From accounts payable secretary to administrative coordinator. Staff of 2. Reports to Edward T. Quigley, assistant department manager.

Greg Matoka—From associate systems programmer, TYMCOM-X Systems Support Unit, Data Base Systems, to communications programmer, Supervisor Unit. Member of ACM. Reports to Bill Euske, manager, Systems Development.

Tymshare Payment Services

Karrie Anderson—From accounts supervisor to service representative, PMTS Chicago. Reports to Sue Rozalewicz, service manager.

Tymnet

Jim Chatelain—From group leader, Hardware Training, to training manager, Hardware and Network Training, Tymnet Training and Education. Staff of 3. Joined Tymnet in 1979. Member, American Society for Training and Development, and local Training and Development Society.

TYMSHARE TODAY *Wants To Hear From You!*

TYMSHARE TODAY, our customer magazine, is off and running in 1984. Produced by the publications group in Corporate Communications, the magazine is a reflection of Tymshare's customers, products, and technologies.

Stories come to us in a variety of ways—through sales reps, managers, customers—and are written by our own employees as well as outside writers.

We are most receptive to your ideas and suggestions regarding content. Of particular interest for future issues are profiles on technologists and a more generic approach to modern technology. What are your ideas? Please feel free to contact Paddie Fowler, supervisor of publications, with your input, at Corporate extension 7155, or mailstop VG1-A04.

Early Prototype...



AN EARLY PROTOTYPE of a private network ... note the protocol codes.

Trainings

Trailk

The article below was written by Sarah Chamlee, course developer; and the INSG Training Schedule article was written by Rosemary Woolley, administrative supervisor. Both Sarah and Rosemary are in INSG Training and Documentation.
— Mary Kay



RON SANDER, inset, provides 43 Tymshare employees with a clear understanding of SNA, a technology in Tymshare's future.

SNA In Tymshare's Future

by Sarah Chamlee

Question: What is SNA (Systems Network Architecture)?

- Answer:**
- ___ A family of compatible software and hardware products
 - ___ IBM's corporate approach to distributed data processing and communications management
 - ___ A design standard to which new IBM products must conform
 - ___ A response to pressure from customers for new capabilities
 - ___ A solution to compatibility problems within IBM's teleprocessing and data communications product line.
 - ___ A marketing tool

If you checked any or all of these, you are right. And SNA will be in Tymshare's future. Ken Holcomb, manager of Integrated Services Development and Support, explains, "Because SNA solves a lot of problems with incompatibility, we'll be introducing SNA-like protocols in our network. The initial versions will be elementary parts of SNA architecture."

Forty-three Tymshare employees had the opportunity to test their understanding of SNA at a special seminar January 9-10 at Corporate headquarters. Ken Holcomb's group sponsored the seminar, which was given by Ron Sander, Sander Group, Inc. Mr. Sander is an independent consultant and lecturer on IBM-oriented systems. He frequently gives communications seminars for DATAPRO and other companies, both in the U.S. and overseas.

"This SNA seminar was the clearest representation that I've ever heard of a subject that is widely misunderstood," commented Ron Bates, manager of Distributed Systems Support, Technology Services. Topics addressed include an SNA overview, layering of SNA, SNA access methods, SDLC protocol, families of SNA terminal systems, the network control program for the IBM 37X5, networking, and network management with ACF/SNA. In addition, Mr. Sander discussed the impact of SNA upon users, what lies ahead in SNA, and how SNA features can be achieved without using SNA.

Network Technology Division applications manager Mike Rude concluded the seminar with a presentation on how Tymnet interfaces with SNA.

"It was very useful and the support was valuable," says Ben Russell, Regional consulting manager for Communications Government Services. "The seminar provided insight into how our customers and potential customers manage their own networks."

Strategic Planning manager Dick Gunther comments, "I understand better the importance of SNA in our network and in the software products that we're likely to develop."

Ron Bates adds, "The seminar gives an understanding of IBM's design goals behind SNA—the reasons for SNA—and how we can take advantage of our technology to interface with customer hosts and terminals."

Due to heavy demand, a second SNA seminar has been scheduled for March 15-16 at Tymshare's Vienna, Virginia office. For further information, contact Sarah Chamlee via OnTyme at INSD.S/CHAMLEE.

1984 INSG Training Schedule

by Rosemary Woolley



Rosemary Woolley

The online INSG National Schedule has been updated for the first two quarters of 1984. This schedule is our communications link between branches and departments throughout Tymshare. It is an excellent resource for anyone in Tymshare (not just INSG personnel) who either plans to hold a training seminar, or would like to attend a session. The schedule is available on EMSAA at file name *** NATL.SCHED or on EMSEE at ** NATL.SCHED.

Classes are designed to provide information that can be utilized in meeting job objectives. Those classes that affect employees nationally are posted in the schedule. Schedule entries include the following:

- School/class listing (example: New Employee Orientation School)
- Overviews
- Enrollment forms
- Prerequisites
- Administration/logistics

The schedule will provide answers to the following questions:

- What does a specific training program offer?
- Who should attend?
- Where and when will the program be delivered?
- Who should you contact for information?
- How can you enroll?
- What approvals do you need?

To have a class added to the schedule, send information to OnTyme I.D. INSD. TRAINMAIL.

Keep an updated National Schedule posted in your office. This will allow potential seminar planners and attendees the opportunity to take advantage of these courses, and will help in pre-planning travel arrangements—which can save up to half of the original cost of air fare, if travel is required.

Madeleine Ayer, training administrator in Training Services, continuously updates the schedule. She also monitors enrollments for INSG schools.

Rosemary Woolley, administrative supervisor, INSG Training and Documentation, is responsible for logistics—including cash advances, training facilities, and coordinating requests with hotels and outside vendors.

Dynatax, Unitax Expand In Marketplace

Continued from page 2

ment with Coopers and Lybrand, the fourth largest accounting firm in the United States. Coopers and Lybrand has encouraged accountants in its more than 80 offices throughout the country to use Dynatax. "The agreement opens doors for us; having our first 'big eight' endorsement gives us the credibility we need to move aggressively into the national accounting firm marketplace," says Peter.

"Unitax is rapidly expanding to new regional markets and acceptance of our product has been outstanding. This expansion is bringing us closer to becoming the only national low-cost tax processor in the country," comments Charles.

New Technologies

Both organizations are now printing returns on 9700 laser printers. These

printers produce remarkably clear, readable, original-quality returns. The forms are collated in the sequences required by the various tax authorities.

Dynatax has recently implemented software allowing accountants to enter tax data directly, using personal computers (PCs). Data is transmitted via TYMNET to the Dynatax host computer, eliminating the need to send Dynatax input forms through the mail. Accountants can also log into their PCs and preview the results of any return, before receiving the actual hard copy return.

Unitax is in the process of refining a similar system, which will be ready for use next year. The system will be highly interactive between accountant and mainframe computer.

Best of luck to these successful organizations as they enter their biggest tax season ever!



STANDING AT THE laser printer in the Pleasanton, California Dynatax Data Center are, left to right, Debbie Craig, Ken Frank, and Jerry Adams.



THREE NATIONAL SALES staff members include, left to right, Vicki Walsh, Virginia Ward, and Rose Riley.