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I N T E R O F F I C E M E M O R A N D U M

Doc. No: 069976
Date: 23-Mar-1994 04:02pm EST
From: Peter Mercury
MERCURY.PETER AT A1 at STOWOA
Dept: Multivendor Customer Services
Tel No: 276-8019

TO: Russ Gullotti

(Russ Gullotti @MKO)

Subject: Houghton-Mifflin

The Houghton-Mifflin manager I spoke with was Tom Dow. His number is 617-351-5381.

Regards,

Wanna talk to him?

/djv

(dictated but not read)

Act Mgr case

3-31

~~*Yup
also - find out
who act mgr
is*~~

*Steve Mahoney
274-6372*

- ① Josephine Hoppe - CIO?
- ② Tom Dow & decision maker - complainant.

*Wayne Belanger
274-3703*

I N T E R O F F I C E M E M O R A N D U M

Date: 15-Mar-1994 09:52am EST
From: RUSS GULLOTTI @MKO
GULLOTTI AT A1 at SOLVIT at MK
Dept: PRESIDENT AMERICAS AREA
Tel No: 264-6209

TO: PETER MERCURY @OGO

Subject: HOUGHTON-MIFFLIN

Yes, that's my son. I'm proud of him. He's the leading sales person at Houghton.

Is Tom Dow a Houghton Mifflin person? I'd like to call him.

Dictated Not Read

I N T E R O F F I C E M E M O R A N D U M

Date: 09-Mar-1994 10:50am EST
From: Peter Mercury
MERCURY.PETER AT A1 at STOWOA
Dept: Multivendor Customer Services
Tel No: 276-8019

TO: Russ Gullotti @MKO

(Russ Gullotti @MKO)

Subject: Houghton-Mifflin

Every couple of months I spend a day with a Field engineer to stay in touch with the real world. Yesterday, while spending a day with an engineer in Boston, I visited Houghton-Mifflin. I wanted to pass along two things:

1. I saw a handsome young man with a headset on and the name on the cubicle was Chris Gullotti. I'll bet there's a connection!
2. The business story is, unfortunately, not as positive. The individual I met with, Tom Dow, told a disturbing story of how Digital had moved from a position of dominant vendor to non-player. He said that the Digital sales force had been woefully inept and unresponsive. He did say that they are quite excited about ALPHA, but lack of application availability is a major problem.

Get the clubs ready, Spring is coming, and don't forget to give me two a side.

Regards,

Peter