

file Colorado Dept of Transport

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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: 066856
Date: 06-Jan-1994 10:11am EST
From: JERRY DELUE
DELUE.JERRY AT A1 at DV780 at
Dept: Sales
Tel No: DTN5533407

TO: RUSS GULLOTTI @MKO

(GULLOTTI AT A1 at SOLVIT at MKO)

Subject: RE: CUSTOMER CALL

Andrea,

Jim Cleek will be expecting Russ's call this morning, 10:00 A.M. Denver time, Noon New England Time. His number is 303-757-9665. My portable is 303-981-0254 if you have any problems.

Potential topics:

Technical Sales Support & Access (Getting answers back in a timely fashion)

Digitals' NT marketing plans, will we be successful????

Thinning of remedial support structure within customer support services. Jim experienced severe failures to his HSJ subsystem and the support was spotty.

Good luck, Jim is a good guy and a Digital fan.

Regards

Summary of call with Jim Cleeh 1/6/95
Jimmy DeLue

① He can't figure out Digital's strategy and no one can tell him what it is.

- we only do 90% solutions

- Bought a Jensen - couldn't get NT

release even though we announced it. Service person had to get it for him.
(Kevin Hahn).

② Ethernet cards don't work with his different environments. Wants to test them before he has to try them live at his own site. How do this?

2a) HSC problem. What is it? Fixed?

③ What will we do with DecICC. He has it. Will we strand them?

DecICC - Doesn't run FDDI

④ PID = impossible - one per year. Too much bureaucracy.
I said

a) I'd meet with him January Trip - set it up!

* b.) He needs a technology day!

- in Hayward (his folks can't travel). He might be able to.

- in Denver? Location mgr set it up. Enough customers?

⑤ need more apps on NI / alpha

Action - set up Denver technology day
Location mgr set it up?

Jim Cleels (Jerry DeLue)

303-981-0254

OTN 553-3407

Colorado Dept of Transportation

Intro me

- +XS for Business

- +XS for taking time

→ trying to use Denver to figure out things in current model

- no right way -

- I'd like to listen re: changes for good or bad as we migrated over past year.

- Visit with you next trip? Perhaps.

Q - How long Jerry been your sales rep?

~~Use over~~

- Have your own MIS dept or use Dec
How much H.V. environment?

D.O.T met experts NH part of it >
National stds for construction / Design / SW dev.

HSC problems

① Can't get clear strategy
- great technology
⇒ - 90% solution.
- Bought a Jusen - couldn't
get NT - Service got it for him.
Kevin Hake - Best of salesperson
3 mos until Kevin got it.

Solve Q = Can't get what we announce or is he
asking for what we're not out yet.
eg where are we going with NT?
on all platforms or not.

Solve - train sales / tell them the strategy.

wants teamlinks @ remote access or windows

Dec using its own remote access tools
rather than windows.

* Visit Digital? technology briefing

⇒ getting a PID is impossible - easy everywhere else.
Sigma yearly PID

② Smart cards - new releases don't work.

Can they test bed before it arrives
logical connects don't work? wants a test bed?
test first with their equipment. Local office
Terry Mays in Denver?

③ Needs Mgmt

- Dec MCC don't lose it
- FDDI on Dec MCC = 70% solution

So, one thing do another

technology exchange needed?