

Tymshare Processes Millionth Tax Return

During 1977 Season

As a well-deserved culmination of steady, excellent growth of our tax processing services, Tymshare on April 12 passed another important milestone—the production of our one-millionth tax return in a single tax season. Dick Greene, vice president, Sales, for Industry Services Division, said that this achievement, together with the anticipated benefits to be gained as a result of the recent acquisition of Autotax, probably assures us first place in number of returns processed annually in the U.S. computerized tax processing industry.

On this occasion of passing the million mark, let's take a look at our excellent Tymshare tax system, carried out by hundreds of hard-working employees using the most sophisticated software and equipment the industry offers. During

the 1977 tax processing season, the volume was spread among 22 data centers nationwide.

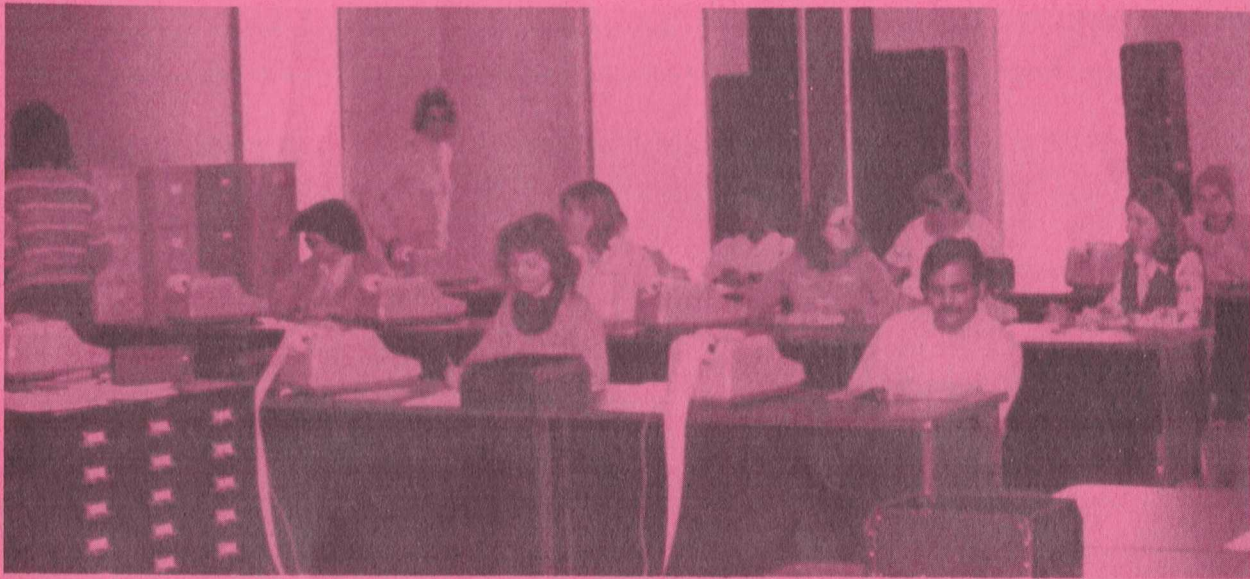
While it was impossible to pinpoint which data center processed our actual millionth return, for purposes of this article let's say it was the Detroit center, managed by Jerry Jason, which turns around a very large volume of both Unitax and Dynatax returns. And let's say that the millionth return was a Unitax return; the odds are it was, since more than half the returns processed at Detroit are Unitax.

Continuing the scenario, let's say that the return was sold by Jim Hodges, Detroit's 1977 top Unitax producer, to a downtown tax practitioner who charged his client about \$50 for his service and who prepares perhaps 225 returns each year. During the nontax season, the

practitioner does bookkeeping for his steady client-companies, which include, for example, a photography studio, a medium-sized printing company, and a bowling alley.

A courier from the Detroit data center stopped by the tax practitioner's office and picked up the necessary forms during his Monday afternoon rounds. Upon arrival at the data center, the information was logged in, keypunched, audited (manually checked by calculator), and relayed to our IBM 360/50 tax-processing computer at the Anaheim, Calif. data center, the largest-volume tax production facility in the world. Anaheim personnel machine-computed and printed the return along with hundreds of others, sending it and other returns back to Detroit by registered air

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INPUT REVIEW (AUDIT) CREW make all those important checks and double-checks before the taxpayer's information is sent on to data entry. Supervisor of Uni-

tax input review (audit) for the Detroit data center—who might have supervised review of our actual millionth tax return—is Debbie Blacknell.

it's about time

a newsletter for tymshare employees

may/june 1978

'Golden Circle' Summa Laude In Marketing

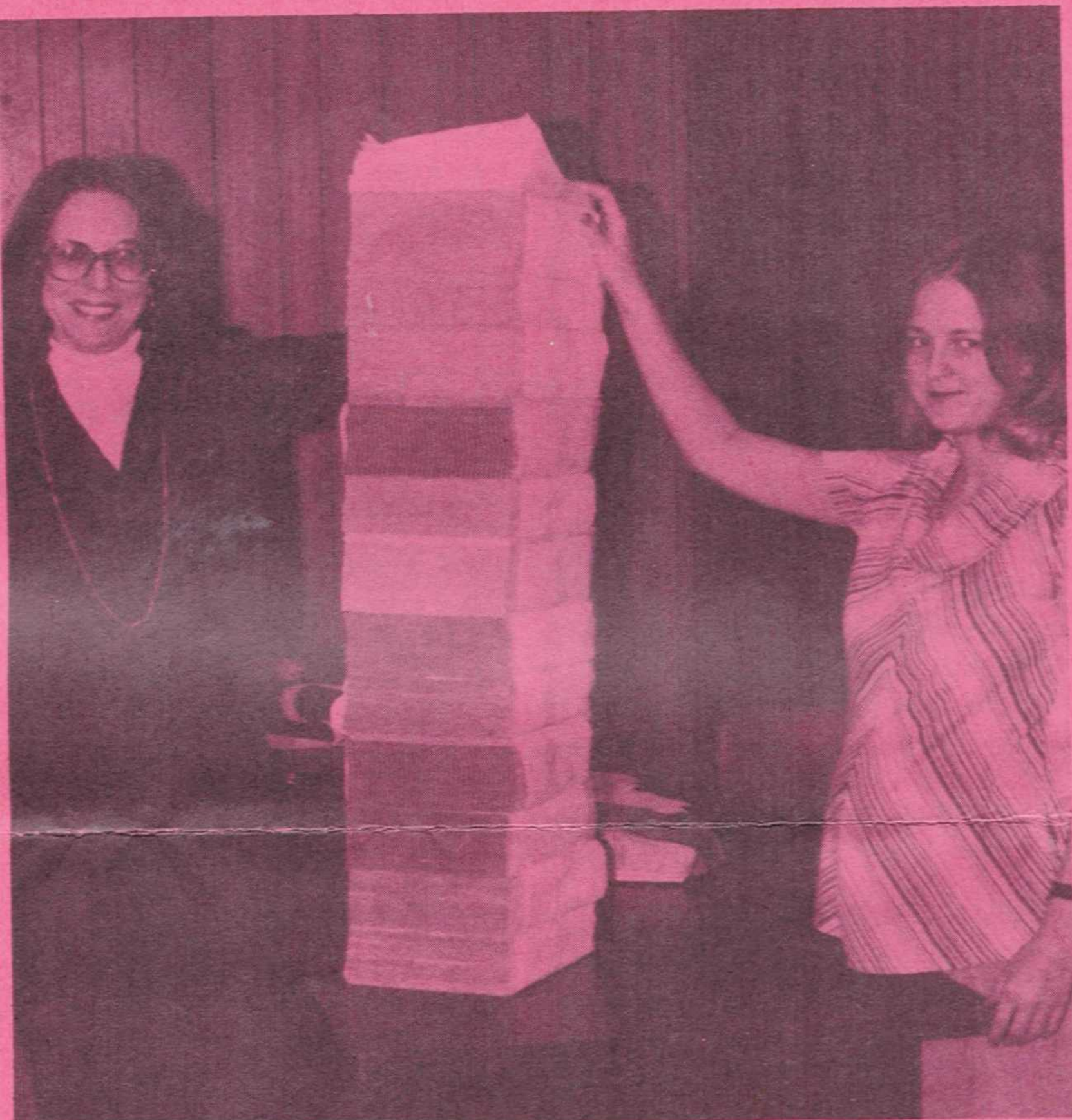
Tom O'Rourke, president of Tymshare, announces the creation of the President's Golden Circle, the supreme Tymshare honorary fraternity, for members of our marketing organizations who have achieved 100% of quota for five years. Four individuals have elected themselves to charter membership for 1977 in this elite organization.

They are: Bill Morton, manager, Systems Marketing and Professional Services; John Bell, manager, Utility Industry Marketing; Bill Combs, president, Tymnet, Inc.; and Ron Brauff, group vice president, Tymshare Computer Services.

The President's Golden Circle was in the planning for several years as a means of bestowing the highest distinction upon Tymshare's most consistent achievers, who, through their hard work, enthusiasm, creative thinking, and dedication, have helped Tymshare achieve the position of eminence it enjoys today.

Qualifiers for the President's Golden Circle earn the right to attend a special awards conference, normally to be held outside the continental United States, for their fifth anniversary of achieving 100% quota. That means that members of the Tymshare President's Club who are presently celebrating their fourth year of membership may be elected to the Golden Circle next year, provided they once again meet quota. The present four Golden Circle members may qualify again for the awards conference after they achieve quota during five additional years.

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Believe It or Not, That's a Tax Return

Four Unitax employees each worked eight hours just to assemble and check this lalapalooza of a tax return Unitax processed this year for a partnership consisting of 1017 partners. Dru Leyva, Partnership/Corporation Return manager for the Anaheim data center, said this single return weighed as much as a person—125 pounds, stood four feet tall, was comprised of 12,599 pieces of paper, was bound in 12 sections to prevent scrambling by a fickle breeze, and was wrestled into two large crates for delivery to the client. Pictured above, Karol Rothe (left), Partnership/Corporation lead, and Joanne Whyte, Audit lead, provide a steadying influence.

First Quarter Report Shows

REVENUE AND EARNINGS GAIN

Tymshare reported a 28% gain in net income on an increase of 45% in revenues for the first quarter ending March 31, 1978, over the same period last year. Net income was \$3,361,245, or \$.75 per share, compared with \$2,621,282, or \$.60 per share, for the first quarter last year. Revenues were \$38,075,985 for the quarter, up from \$26,235,333 for the same period last year.

Comparative results for the three months ended March 31 are as follows:

	Three Months Ended March 31 (Unaudited)	
	1978	1977
Revenues	\$38,075,985	\$26,235,333
Expenses	31,464,740	20,914,051
Income before provision for income taxes	6,611,245	5,321,282
Provision for income taxes	3,250,000	2,700,000
Net income	3,361,245	2,621,282
Net income per share	\$.75	\$.60

The average number of shares used in the per share computation was 4,482,462 and 4,361,379 for the three months ended March 31, 1978 and 1977, respectively.

Goldstein Resigns Company Positions

Bernie Goldstein has resigned as senior vice president and member of the board of directors of Tymshare, effective May 18. He will continue to work with management beyond that date for some period of time to assist in the completion of certain activities in which he is presently involved, after which he is expected to pursue other personal and business interests.

Goldstein joined Tymshare as an officer and director in late 1974 when Tymshare acquired United Data Centers, Inc., a computer service firm co-founded by Goldstein. His primary responsibility since coming to Tymshare has been associated with the company's acquisition activities. Most recently, he assumed the additional role of developing the strategic planning function for Tymshare as senior vice president.

Tom O'Rourke, Tymshare president and chairman, credits Bernie with making "... a unique and invaluable contribution to Tymshare's growth in recent years by applying his vision and special talents to our acquisitions and business development opportunities."

New Vosatka, Porcelli Divisions To Aid Our Business and Support

Several organizational changes involving the Technical Services Group and the Financial and Network Systems Group have been implemented as a further step toward evolving an increasingly effective business and support organization.

George Vosatka, president of Valcomp since June 1977, has been

appointed vice president and general manager of a newly formed Equipment Support Division reporting to Laszlo Rakoczi, group vice president of Technical Services. This new division combines Valcomp operations with those of the large Tymshare Computer Maintenance, managed by John Swarbrick. The move more closely aligns our computer

refurbishment, replacement parts, and maintenance functions.

Ernie Porcelli, who has been vice president of our Equipment Division since its formation in mid-1977 and has held several key management positions in the former Data Services Division during his six-year career with Tymshare, assumes responsibility as vice president and general manager of a new Network Development Division under the direction of Warren Prince, group vice president, Financial and Network Systems.

Ernie's responsibilities include engineering, production, field maintenance, and software development related to Tymshare network services. The move aligns network development activities and Tymnet, Inc. operations within the same Financial and Network Systems organization.

Before joining Tymshare, George held high-level management positions with General Automation, Varian

(Continued on page 2)

Tymshare Expands Tax Service Base With Acquisition of Autotax Business

Tymshare further expanded its tax business with the May 18 announcement that it has acquired the business and assets of Autotax, another major national tax processing service, from the Research Institute of America, a privately owned publisher of business and tax publications. Autotax will be aligned within Tymshare's Industry Services Division under the direction of vice president and division manager Gary Myers.

Autotax service, similar to Tymshare's Dynatax, is sold nationally to tax professionals for computerized preparation of federal and state income tax returns for individuals and businesses. Autotax operates six processing production centers. Tymshare maintains 20 tax service centers around the country in support of its Dynatax and Unitax users, which included nearly 5000 accounting firms before the Autotax acquisition. The Autotax client base numbers approximately 2000 accounting firms.

Myers stated that the anticipated increased volume of returns added to our existing large base of Dynatax and Unitax business should make us the largest preparer of computerized tax returns in the United States.

The weeks following the acquisition, he said, will be spent in interviewing and extending job offers to key Autotax employees in production, software development, and sales. "We're very excited about the chance to have these tax-experienced personnel join forces with us in expanding our existing services," he said.

Warren Mecker, chairman of the

board of RIA, said that services of the leading tax processors were carefully evaluated before Tymshare was selected to take over the Autotax business. "Tymshare combines premium services and support with excellent operational reliability. We are confident that Autotax clients will find their needs met efficiently and well under Tymshare management of the Autotax business."

Plans Under Way for Second Acquisition In Hospital-Health Care Service Industry

Tymshare and Medical Information, Inc., a Dallas-based computer service firm specializing in shared services and on-site information systems for hospitals, on May 15 reached an understanding for the acquisition of MII by Tymshare.

Completion of the acquisition is subject to final contract approval by Medical Information directors and agreement by the stockholders of the privately held Dallas hospital data processing service company.

The business of MII, now in its 11th year of operation, is similar to that of Tymshare's Medical Systems organization, which was launched two years ago with the acquisition by Tymshare of Medical Data Systems, Inc. of Mahwah, N.J. Both offer accounting and financial reporting systems for hospitals, with Tymshare's services also extending into newer automatic patient control systems. Tymshare's present hospital clientele is primarily concentrated in the northeast, while MII serves more than 50 hospitals in other parts of the country.

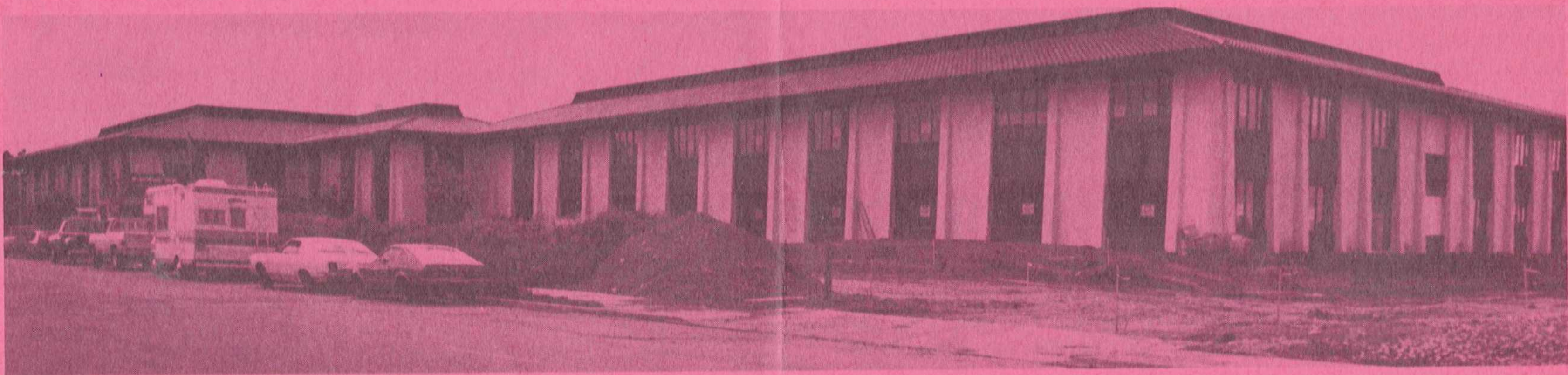
Don P. Kolker, MII president, said that Tymshare "would bring considerably greater financial, technical, and marketing resources to further expand our products and services and to extend our market area beyond its present regional base." Tymshare expects the larger customer base and excellent MII service reputation to accelerate the company's plan to become one of the major computer service suppliers to the health care institutional market nationwide.

New Düsseldorf Office Expands T-T Business

Dr. Werner Retzlaff, managing director of Taylorix-Tymshare GmbH, our West German affiliate, has announced the expansion of T-T service with the opening of a new branch office in Meerbusch, near Düsseldorf, West Germany. This second location will supplement the business of the Frankfurt branch, formed with the commencement of T-T operations in mid-1976.

Named to the position of Düsseldorf branch managers are Josef Klinker and Rolf Seyen, with Sigurd Clauberg, Albert Handelman, Winfried Laverick, Monika Loschelda, and Heinz-Alfred Schiffer rounding out the staff. (Seyen, incidentally, was elected vice president of Tymshare's first quarter Basic Product School, the first employee of an affiliate organization to receive such an honor.)

Düsseldorf branch offices are located at 127 Moerserstrasse, Meerbusch, in a modern business and conference center. Retzlaff reported that several large U.S. and West German multinational companies based near Düsseldorf are active prospects for Tymshare's remote computing services.



Expanded Tymshare Corporate Headquarters Nears Completion

A considerably larger Tymshare corporate headquarters facility on Valley Green Dr. nears readiness for June occupancy by some 400 Cupertino employees. In the new, 60,000-sq-ft addition (foreground) will be offices for the headquarters staffs of subsidiary Tymnet, Inc. and Tymshare's Tech-

nical Services Group, as well as a spacious, tiered-floor classroom for employee training. Lynn McKeel, facilities planning coordinator, reports that an open house is being planned to give the families and friends of Tymshare employees the chance to see our now-120,000-sq-ft facility.



REVIEWING OUR MILLIONTH TAX RETURN are members of the Industry Services Eastern Region sales team whose contributions helped put us "over the top" for the 1977 tax production year. From left to right: Jerry Jason, Detroit data center manager and manager of sales; Tom Mangan, Eastern Region sales manager; Jim Armstrong, who recently transferred from Market-

ing Services Division to sell Dynatax throughout Northern Ohio; Mike Tarjeft, new Unitax sales representative for the Indiana area; Jim Hodges, Detroit's top Unitax salesman, who might have sold our actual millionth tax return; Del Sandberg, high-ranking Dynatax salesman; and James Davino, another Detroit Unitax sales representative.

Tymshare Processes Millionth Tax Return During 1977 Season

(Continued from front page)



DETROIT'S PRODUCTION TEAM oversaw the intricate, well-tuned process by which Tymshare's millionth tax return was computer-prepared, printed, and delivered "signature ready" to the client in plenty of time for the April 15 filing deadline. From left to right: Bob

Lipp, Detroit Dynatax production manager; Marv Atlas, Unitax production manager; Joanne Pehote, Unitax assembly supervisor; Barbara West, Unitax data entry supervisor; and Debbie Blacknell, Unitax input review (audit) supervisor.

freight. At Detroit, it was assembled, checked, and delivered "signature ready" to the tax practitioner on Wednesday afternoon.

Were our hypothetical millionth return a Dynatax return, it most likely would have arrived at the data center by means of mail on April 11, perhaps from Kalamazoo, Mich. Typically the client would be a CPA firm, which would charge

Luongo Named KTL Consulting Manager



John Luongo

John Luongo, for the past year an applications consultant involved with startup activities at Kokusai Tymshare, Ltd., has been promoted to

the position of consulting manager for Tymshare at this Tokyo-based affiliate. The move follows former consulting manager Ron Bamberg's transfer to Tymnet, Inc. in May (see related article).

John's responsibility is to provide assistance to the management at Kokusai Tymshare for the continuing development of business operations.

John holds a B.A. in Japanese history from Lehman College, where he was president of his student government and elected to Phi Beta Kappa. He also attended Jochi Daigaku in Japan, studying Japanese and economics. After graduation, he was an academic computing consultant for Lehman before joining Tymshare's Paramus branch in 1975.

Kokusai Tymshare began offering computer services in Tokyo during April, after receiving approval from the Japanese government for telephone service between the United States and Japan. Last month, our affiliate held a traditional Japanese "open house," with several hundred guests celebrating the commencement of Kokusai Tymshare business.

the taxpayer about \$125 for the return. Off-season, this CPA firm would perform audits for some of America's largest corporations.

At the data center, the return would be logged in, reviewed, key-punched and key verified—an exacting procedure which takes about half an hour, then fed by means of a remote batch unit to one of our IBM 370/158 computers in Valley Forge, Pa. (Returns from our western data centers are processed on similar IBM 370 computers at our Palo Alto, Calif. computer center.) From Valley Forge, the tax return information is beamed back via TYMNET, then printed, assembled, reviewed, and mailed to the client. The CPA firm probably received it on April 13.

In both cases, the clients selected us and stay with Tymshare for the same excellent reasons. Our guaranteed speedy turnaround means that returns sent to us as late as April 11 can be back to the taxpayer in plenty of time for the April 15 filing deadline. Another plus is our local, personalized service, in this case throughout Michigan, northern Ohio, and Indiana. The client knows

our sales and customer support staff, who are available to answer questions all year long. And our services are offered at a price the client can afford and cost-justify. Tymshare also provides a wide variety of tax computation services, in addition to Dynatax and Unitax individual, to meet client needs. These include: Dynatax fiduciary, CTS individual, Unitax and Dynatax corporation, and Unitax partnership.

"Every year is a record year for Tymshare," said Tom O'Rourke, president, "but 1977 will always represent an important chapter in the annals of Tymshare, a year in which we have emerged at the forefront of the computerized tax production industry. And once again, our employees made it happen."

Vosatka, Porcelli: New Organizations

(Continued from front page)

Data Machines, where he served as president for five years, Univac, and Computer Usage. He is an electrical engineering graduate of the University of Illinois and attended Northwestern University School of Law and the U.S. Navy Electronics School.

Ernie's career has been marked by increasingly responsible technical and management positions with General Electric, Standard Computer, and NCR before joining Tymshare in 1972. He is an electrical engineering graduate of Oregon State University.

"George and Ernie are valuable assets to the Tymshare management team," said Tom O'Rourke, Tymshare president, "and I'm confident they'll make significant contributions to our future growth in their new positions."



President's Club Roster Complete: 158 to Camelback

We are pleased to announce the final roster of qualifiers for the Tymshare 1977 President's Club. (Names preceded by an asterisk denote the newest members, who are being announced in this publication for the first time.) These 158 men and women, the cream of

the crop from our marketing divisions, were scheduled to participate with Tymshare management at the prestigious President's Club awards conference on May 10 to 13 at the Camelback Inn, Scottsdale, Ariz. Coverage will appear next month in *it's about tym*.

Bob Albrecht	Bob Cony	*Rick Henderson	Melinda Lyle	Jim Omlid	Hugh Saracino
*Jerry Adams	*Paul Crowder	Karsten Hirsch	*Bob Lynch	Carlton O'Neal	Wendell Sawyer
Tim Artl	*Lyle Dahl	*Burt Hochberg	Frank Lynn	*Dick O'Neil	*Stan Scardino
Wayne Bader	Carl Davidson	*Bill Hood	Audrey MacLean	Wayne Overbagh	Henry Schmidt
*Tom Bates	Bud DePietto	*John Hoppe	Dave Mahrt	Frank Paino	*Craig Schollian
Jim Becker	Jim Dervin	Larry Huang	*Walt Malcolm	Bob Panucci	*Duke Smith
*Hal Beecher	John Doll	*Bill Huff	Mike Marrah	*Roger Penn	Peter Snell
Jim Bell	*Tony Donardo	David Huggard	Howard Marshall	Frank Pfeilmeier	Fred Spurlock
Ron Bernier	*Don Driscoll	*John Indrigo	Phillip Marson	Morris Phillips	*John Stahlhut
*Ron Braniff	Walt Eissmann	*Stu Jantzen	Ken Maxwell	Neil Plain	John Swarbrick
Dave Bray	Joe Feldman	*Jerry Jason	Pat McAleer	Ernie Porcelli	*Herb Teague
Otis Brinkley	*Tony Ficarra	*Norm Johnson	Jim McCready	Bob Potter	Rick Thau
Durant Brockett	*Jerry Fleisher	Marv Kantrowitz	Bob McGlynn	Bruce Powell	Mike Thoma
*Joe Brown	Ron Foronjy	Art Kelly	*Frank Megale	Warren Prince	*Lon Thomas
T. C. Browne	*Peter Foy	Jerry Kent	Jim Meley	Bill Pritz	John Traina
*Bill Buntin	*Justus Fugate	Larry Kowitt	*Jack Monteith	Phil Rafferty	Gary Turner
Chris Busch	Mark Funt	Chip Lafler	Bill Morton	*Jim Roberts	*Carl Vandenberg
Steve Cannon	*George Furtado	Dennis Laibson	Terry Moorhead	Richard Roberts	Bob Wallace
Rich Carlson	Joe Gahm	Larry Lam	Marv Morris	Bob Roda	Ed Waltz
Rick Carlson	Ray Galligan	*Dick Langford	Bill Mulert	Jim Ronayne	Don Wehe
Wayne Carpenter	Sharon Gleason	*Doug Larsen	Gary Myers	Bob Ruda	*Paul Weikert
Jerry Chervitz	Mike Goldman	Bob Larson	Mike Nason	Harry Ruda	Tom Welsh
Mike Clair	Ron Goldstein	*Lance Lazo	Larry Nebel	Terry Russey	Tom White
Bill Cleary	*Gary Gosnell	Joel Leichter	David Needham	Spencer Rutledge	Dick Yoder
Bill Combs	*Dick Greene	Norma Levy	Henry Neff	*Del Sandberg	*John Youstin
Norm Comite	Bob Harcharik	Roger L'Hommiedieu	Ken Norris		*Barry Zizman
	Nick Hatfield		Dave Olson		*Jere Zoole

Rude Team and Donahue Awarded by Tech

The project group under Mike Rude in Application Products Division has earned the Technical Services Team Achievement Award for development of the Western 29 Multi Access Travel System (MATS). Ray Donahue of Tymshare Com-

puter Maintenance has been named winner of the Individual Achievement Award for technical support and training for KL10 computer maintenance accounts.

Rude and colleagues David Delroy, Bill Frickle, Gary Gere, and

Frank Taylor designed, coded, and installed the sophisticated travel application on an extremely tight schedule. Among their accomplishments were: real-time communication with eight external airline reservation computers; creation of a simplified, complete system development of cost-effective general purpose routines; and creation of an extensive data facility which allows dynamic tracing and interactive communication.

During the one year that Donahue has been with Tymshare, he has provided the primary technical support and training for our KL10 accounts, providing the strength for Tymshare Computer Maintenance to service future KL10 systems with ease and efficiency.

LETTER TO THE EDITOR

Unsung Heroes: Systems Test, Production

During the last several months, considerable interest has been generated over downstream loading via the network. The software achievements by our Communications Support group represented a major breakthrough. So did the microcoding of prompts and the options of loading via cassette or downstream. That was accomplished through the brilliant efforts of Ken Chan, a Systems Test engineer.

Ken developed the microcode and burned in the prompts for our V72/V73 systems deployed in the field. And, if that wasn't enough, he came up with a modification for our V77-400 systems. Once the prompts have been burned and tested, we hope to deploy this to field personnel for upgrading present V72/V73s. The same is in store for all the V77-400s.

Another member of Systems Test, working with Larry Pizzella on a PC version of the Tymshare 201 interface card, showed remarkable expertise in getting all the bugs out of the design and the version functioning and on line in a TYMNET machine in a matter of a couple of days. This should cut the costs of manufacturing the wire-wrap version considerably.

Another group working closely with Systems Test is Production. This group, led by Des Mann, has shown tremendous effort in the early morning light in getting Tymshare's new minicomputer to become a reality while keeping up with the rest of us in fabricating, wire-wrapping, and stuffing boards so that we can meet customer orders. The efforts of Des and all the people in his department should not be overlooked.

I'm thankful that all the abovementioned people are on the same team. They are extra special to me.

—Skip Lewis, manager, Systems Test, Network Development Division

'Golden Circle' Summa Laude

(Continued from front page)

Morton, Doll, Combs, and Braniff were invited to participate in an awards conference on May 18-21 in Marbella, Spain, with members of the Tymshare Europe Club, the honorary society for quota beaters from our affiliate organizations abroad.

We'll provide coverage on this first assembly of the President's Golden Circle, as well as the Tymshare Europe Club, the President's Club, and the Tymshare ACES, in a future issue of *it's about tym*.



Million Dollar Award for Banking Systems

The staff of Tymshare Banking Systems shows Million Dollar Award received recently at the Seventh Annual International Computer Programs, Inc. (ICP) ceremony in Chicago. The award recognizes a level of sales based on broad market acceptance and increasing leadership of Tymshare Banking Systems' proprietary software products among banks ranging in size from \$35 million to \$300 million plus. Banks purchase the Tymshare programs for use with their own in-house computers to handle virtually all banking applications. Tymshare Banking Systems is based in Birmingham, Ala.

In addition to the award to Tymshare, Henry Carter, national sales manager, was awarded a plaque as a Super Salesman by virtue of his sales accomplishments and has earned membership in the ICP Society of Super Software Sellers.

Pictured above, front row (left to right): Bill King, Ken Netherton, Jim Glennon, and Martin Zorn. Top rows: Richard Baker, Bill Burns, Bob Cox, account manager Henry Neff, Technical Services manager Dick Bueoy, Henry Carter, Bill French, Gene Beck, Jim Whitaker, and Sue Shirley.

Malovany, Schmidt Earn SWA Honors

Congratulations to Marc Malovany of the Los Angeles branch and Hal Schmidt of San Diego, who have earned the Southwest area's most recent Consultant of the Quarter Awards.

Malovany, a two-year Tymshare veteran, was cited for efficiently developing a TYMBASIC program for apartment-to-condominium conversion analysis; MAGNUM OPUS modification; customer support and training in MAGNUM and BBL for a sizable financial consolidation system; and identifying a major new application which brought in \$2500 in ten billing days.

A leader in the MAGNUM sales contest, Schmidt was a major contributor to San Diego's exceptional growth during the first quarter. He assumed account support responsibilities for a large Navy application; helped install Tymshare's first MAGNUM OPUS II system; and increased billing from several important accounts through excellent training and customer support.



SELECTING PHOTOS for a new product sheet are (left to right): Mary Jane Baird, promotional writer; Kitty

Kao, technical writer; Don Hatch, graphics coordinator; and Ann Clementi, manager of Promotional Services.

TTS Marketing Division Brings In New Products, Services, Customers

In October 1977, Tymshare took over the operating assets of Western States Bankcard Association. As Tymshare Transaction Services, the new company has taken a forward look, an innovative approach to the service aspects of processing for the charge card industry.

At the forefront of this expansion has been the company's Marketing Division, which has more than doubled in size since the takeover and developed a sound, dynamic plan for the future.

In just six months, its accomplishments have been formidable. New services and products have been introduced. Already a loss prevention program, plastic card embossing and encoding, and statement printing and mailing have been offered to customers. New services in the final planning stages are credit card scoring and application processing, an on-line collection system, and generalized computer letters.

The division has been successful in bringing back former WSBA cus-

Ann Clementi, who headed advertising and promotion at WSBA, manages Promotional Services. New product development is the bailiwick of Grodahl, Al Arce, Bill Stenquist, and members of the bank consulting team. Also helping in that effort are specialists from other TTS divisions.

Sales

The Sales department is made up of two main sections: the sales staff and the bank consulting team.

The sales people actively pursue new business in banking, savings and loans, credit unions, retail, and other financial institutions. Since the department was instituted in October, account managers Joe Clark, Steve Vernon, and Tom Welsh have signed more than 20 new customers. Many more are expected to choose TTS within the next few weeks.

The bank consulting team works directly with major customers in developing new systems, products, and services which will better serve their needs. Consultants Hank Wolfe, Bev Derounian, and Carole Oppenlander also work hand in hand with the sales staff in pursuing large accounts that require specialized systems and in new product development.

Customer Services

The Customer Services department is the direct liaison between all customers and every TTS department. On an average day, representatives answer more than 1500 phone calls and numerous written requests. Questions can range from the very simple, which can be handled immediately, to system problems that affect all customers and require intensive work on the part of TTS.

The department works closely with new customers in setting up their charge card departments. They conduct a five-day user orientation class and sponsor special seminars as the needs arise.

Customer service representatives need first-hand knowledge of user operations as well as in-depth understanding of the TTS system. Two representatives, Joe Madley and Dan Prejean, come from a banking background. Jeannette Parker, Joan Lane, John Cancilla, and Don Drake all worked in various TTS departments before joining the team.



DAVE HANSON, director of Customer Services, joined TTS in December 1977 after ten years of banking experience with Idaho First National Bank. He served there as manager of Bankcard Services Division.

Promotional Services

The Promotional Services department is responsible for all printed materials that are generated by TTS to the customer base. These range from the very promotional pieces which hype new services to the highly technical materials which detail procedures for charge card processing.

The department recently produced a 12-page capabilities brochure which the sales team uses to attract new customers. This full-color brochure gives a complete overview of all TTS services.

A monthly newsletter, *TransAction News*, keeps customers up to date on what's happening at TTS and in the industry. New product sheets, statement stuffers, press releases, convention materials, user guides, and other material are all produced by the staff of three: Mary Jane Baird, promotional writer; Kitty Kao, technical writer; and Don Hatch, graphics coordinator.

Technical documentation includes bulletins and the very important *User Procedures Manual*, which provides everything a customer needs for processing, from tape layouts to report descriptions.

Backing up the Marketing Division is the secretarial staff. Rosalind Pearce is secretary for George Grodahl; Tina Chavez handles the Sales department; and Amy Llantino works for Customer Services.

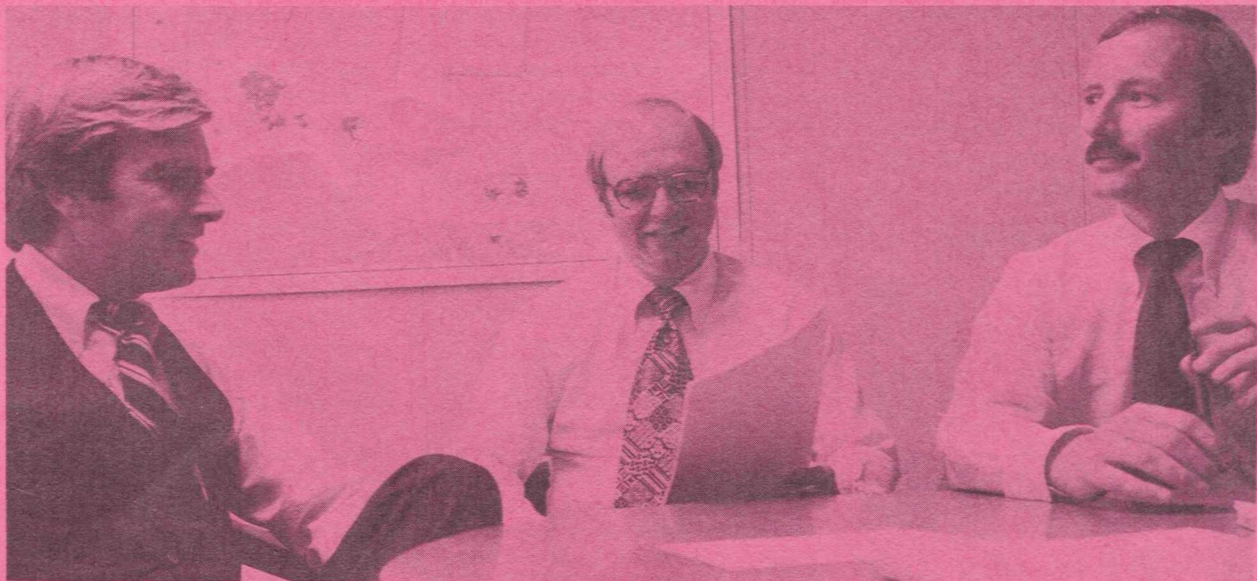
Together, each department in the Marketing Division is helping make 1978 a banner year for the new Tymshare Transaction Services.



GEORGE GRODAHL, vice president of Marketing, joined TTS after serving as manager of Market Research and Planning for Tymshare's International and Corporate Operations Division. The Marketing Division has been completely reorganized since TTS took over.

tomers who had gone to other processors and in obtaining many new customers in the credit union, savings and loan, and banking industries.

The division is led by vice president George Grodahl, who played an instrumental role in the acquisition of WSBA. Peter Snell, a veteran of Tymshare, leads the sales effort. Dave Hanson, who joined TTS from Idaho First National Bank, is in charge of Customer Services. And



PETER SNELL (left), director of Sales, discusses strategy with Tom Welsh (center), senior account manager, and Hank Wolfe, senior systems specialist. Peter and

Tom came to Transaction Services from Tymshare; Hank had six years experience in systems and marketing with Western States Bankcard Association.

Personnel Appointments

Administrative Services

ALBERT LLOYD-KOLKIN—New real estate administrator, reporting to Al Eisenstat, vice president of Administrative Services Division and corporate counsel. Negotiates and administers Tymshare property leases nationwide. Founder and first president of NCSS Users Association. Contributing author for college text on linear programming and simulation. M.B.A., management science, University of Maryland. Hobbies: stained-glass window-making, bridge, backpacking.

Finance

JIM FONDA—From project leader, Capacity Management, Computing Systems, R&D Division, to manager, Financial Analysis. On vice president Ed Field's immediate staff. Responsible for design and implementation of financial analysis systems for Tymshare. Ten-year Old Tymmer. Recipient of Technical Services November Individual Achievement Award for developing Capacity Management Information System (CMIS) and February award for line-of-business reporting system. B.A., electrical engineering, Rice; will receive M.B.A. from Stanford in June.

MICHELE KEEFHAVER—From clerk to supervisor, Service Accounting. With staff of four, responsible for timely billing of all service customers, including those with special billing contracts. Generates monthly revenue reports from which employee commissions are calculated. Four-year Tymshare. Berkeley background. Interests: antique collection and restoration. Presently renovating 75-year-old house in San Jose.

GLENDIA ROBERTS—From clerk to supervisor, Product Billing. With four-person team, handles billing for equipment leases and sales, computer maintenance, office supplies, documentation. Background at DeAnza College. With Tymshare three years. Loves to read.

BRUCE SHEPHERD—From computer operator, Western Computer Operations, to associate programmer-analyst, Accounting and Information Systems. Develops and maintains Tymshare's finance and accounting systems in manager Bill Mozet's Business and Financial Software department. Onetime department-store sales supervisor. Data processing background, DeAnza College. Hobbies: golf, tennis, camping.

Industry Services: Tax Processing

JIM ARMSTRONG—From marketing specialist, Accounting Profession Marketing, Marketing Services, to Dynatax sales representative, Northern Ohio, Industry Services. Beginning fifth successful year with company. Began Tymshare career as Los Angeles Downtown consultant; later moved to Marketing Services as application specialist, Banking Industry Marketing, and programmer, Applications Support. B.S., management sciences, Case, and M.B.A., University of Southern California.

KURT FASZHOLZ—From tax sales representative, St. Louis data center, to tax sales representative, Wichita data center. With Tymshare since early 1977. Formerly employed with Southeast Missouri State University. B.S., accounting, Southeast Missouri State.

Industry Services: Tymshare Medical Systems

MICHAEL MORRIS—Account manager, reporting to district manager Don Driscoll. In charge of installation and account management of medical systems installed in hospitals. Handles newly created TMS role. Former management consultant, Chicago Hospital Council. M.A., economics, Washington State. Member HEMA. National Guardsman. Hobbies: sports, gardening, travel, pets.

JOHN SORACE—From driver to packaging clerk. Reports to supervisor Louis Hillen. Responsible for timely, accurate systems integration; also operates decolater, burster, and other equipment. Former pressman in California. Holds graphics arts certificate. Present business administration major, Rockland. Viet Nam veteran.

MICHAEL WARRICK—From computer operator, Operations, to systems analyst, Field Services. Reports to area manager Ken Emmons. Tymshare one year. Former manager and accountant, A&P Phillips Co. B.S. and B.A., accounting, Widener College. Sports, especially football, fan. Newlywed.

Information Services: Eastern Region

MIKE ORR—From applications consultant, Potomac branch, to technical specialist, Mid-Atlantic area. With Tymshare a year and a half. 1977 ACES qualifier. Former data base administrator with BUPERS. Member ACPA. Enjoys bowling, volleyball, skiing. Interests: motorcycles and sports cars.

Information Services: Systems Marketing and Professional Services

IDA COLE—From systems consultant to project leader, CAPS West. On manager Becky McNown's Systems Development staff. Responsible for development of detailed design and program specifications and coordination of implementation. Four and a half years experience with Bank of America as marketing consultant and senior systems analyst. B.S., mathematics, University of Massachusetts. Stained-glass maker.

(Continued on back page)

Bamberg Becomes Tymnet Manager



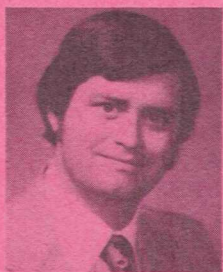
Ron Bamberg

Ron Bamberg, who has held key technical and management roles with Tymshare since 1970, has assumed the position of manager, Corporate

Marketing, for Tymnet, Inc., filling the post which was recently vacated by Bob Field. On Tymnet president Bill Combs' immediate staff, Bamberg will be responsible for Tymnet network and message switching service development, including market research, product pricing, advertising, and sales promotion.

Ron's most recent position was as manager of International Business Planning for Tymshare's International and Corporate Operations Division, where he also served as consulting manager for Japanese affiliate Kokusai Tymshare during its formation, organization, and startup activities. He holds a B.B.A. in management, with honors, and an M.B.A. from North Texas State University.

Garrison to Direct Special Marketing



John Garrison

A veteran of Tymshare for ten years, John Garrison has been named director of Special Marketing for our Technical Services Group. Re-

porting directly to Technical Services group vice president Laszlo Rakoczi, Garrison will be in charge of marketing our office automation services to selected large companies.

Garrison has held a variety of sales management positions with Tymshare's Information Services Division since 1970 and most recently served as the division's Western Region manager. He is a four-time member of the Tymshare President's Club. Garrison holds a B.A. in mathematics from the University of Tennessee.

Welcome to Tymshare

CARLOS ABRIAM—Utility clerk, Tymshare Transaction Services
MARIAN ACQUINAS—Clerk-typist, Tymshare Medical Systems
SARAH AUBEL—Applications consultant, Orange County branch
DAVID BABCOCK—Programmer-analyst, Tymshare Medical Systems
MICHAEL BAKER—Computer operator, Birmingham data center
HOLLY BARTON—Data entry operator, Denver data center
DENNIS BERNARD—Sales representative, New York Financial branch
WILLIAM BEYERS—Internal retrieval clerk, Tymshare Transaction Services
DAVID BLAUCH—Computer maintenance engineer, Equipment Support Division
HARRIET BLIZZARD—Accountant, Finance Division
ED BODEN—Retrieval request clerk, Tymshare Transaction Services
JEROME BONNEY—Programmer-analyst, Anaheim data center
PAUL BUCKLEY—Tax sales representative, Springfield data center
DAVID CALASCIBETTA—Applications consultant, Chicago Loop branch
MARK CARRIG—Computer operator, Computer Operations Division
GAIL CASE—Data recording operator, Wichita data center
CORNELJO CATIGAN—Record retention clerk, Tymshare Transaction Services
MARY ANN CATO—Clerk-typist, Tymshare Transaction Services
AI YAN CHEN—Data balance utility clerk, Tymshare Transaction Services
JEANINE CLARK—Reproduction typist, Marketing Services Division
REEDEENA CLEAVER—Retrieval request clerk, Tymshare Transaction Services
SUSAN COLE—Data entry operator, Detroit data center
PHILIP DAVIS—Computer operator, Computer Operations Division
WILLIAM DAVIS—Computer maintenance engineer, Equipment Support Division
CYNTHIA DE JESUS—Utility clerk, Tymshare Transaction Services
OLIVIA DE LEON—Data balance utility clerk, Tymshare Transaction Services
ROBERT DE LILLO—Computer operator, Tymshare Medical Systems
JOSEPH DELL'OSA—Computer operator, Computer Operations Division
ROSEMARIE DI GIACOMO—Data entry operator, Salem data center
MARTHA DI PAOLO—Field support analyst, Tymshare Medical Systems
BRENDA DIXON—Data entry operator, Benton Harbor data center
LEO DONNELLY—Settlement-interbank clerk, Tymshare Transaction Services
JANICE DUGAN—Receptionist-typist, Application Products Division
BELINDA ECKER—Data entry operator, Denver data center
JIM ELGAMIEL—Electronics technician, Network Development Division
SHIRLEY ANN ELLIOTT—Data entry operator, Jacksonville data center
JERRY LEE EPPERSON—Balancing-breakdown clerk, Birmingham data center
CHARLES EVENSON—Sales representative, Phoenix Unitax
DAVID FINNERAN—Driver, Tymshare Medical Systems
KATHERINE FISH—Internal retrieval clerk, Tymshare Transaction Services
STANLEY FOX—Computer maintenance engineer, Equipment Support Division
NEIL FULLAGAR—Retrieval request clerk, Tymshare Transaction Services
TERRY GANT—Computer operator, Computer Operations Division
RENEE GILBERT—Assembly-dispatch clerk, Denver data center
MICHAEL GILMORE—Computer operator, Computer Operations Division
PHYLLIS GIVEN—Applications consultant, Manhattan branch
BILL GORDON—Senior technical writer, Tymshare Transaction Services
DORY GREEN—Computer operator, Computer Operations Division
TERRY GRIFFIN—Applications consultant, Petro branch
DIETER GURBATOW—Driver, Tymshare Medical Systems
STEPHEN HARALD—Senior accountant, Tymshare Transaction Services
JOSEPH HART—Forms dispatcher, Melville data center
DOUGLAS HAYES—Draftsperson, Network Development Division
BARRY HAZER—Computer maintenance engineer, Equipment Support Division
LENNIE HENDERSON—Retrieval request clerk, Tymshare Transaction Services
THEODORE HILL—Computer operator, Computer Operations Division
VI HOLTZ—Security clerk, Tymshare Transaction Services
SUSAN HOPP—Applications consultant, Tymnet, Inc.
RANDALL HORTON—Secretary, Systems Division, Technical Services Group
KATHLEEN HOWARD—Applications consultant, San Francisco branch
TANYA HUGGINS—Data recording operator, Wichita data center
ALLYSON JAENSON—Retrieval request clerk, Tymshare Transaction Services
MICHAEL JARRETT—Inventory clerk, Marketing Services Division

TANYA HUGGINS—Data recording operator, Wichita data center
ALLYSON JAENSON—Retrieval request clerk, Tymshare Transaction Services
MICHAEL JARRETT—Inventory clerk, Marketing Services Division
KENNETH KAATZ—Dispatch coordinator, Benton Harbor data center
JOHN KEISEL—Sales representative, Utility Industry Marketing
DOLORES KELLY—Data entry operator, Tymshare Transaction Services
JOHN KEMMER—Utility clerk, Tymshare Transaction Services
MICHELLE KLEIN—Tax assistant, Finance Division
LEE KYLE—Data recording operator, Wichita data center
JANE LANDIS—Data entry operator, Benton Harbor data center
WILLIAM LEVERT—Computer operator, Birmingham data center
GERALD LEWIS—Retrieval request clerk, Tymshare Transaction Services
JEFFREY LEZAK—Sales representative, Chicago, Industry Services Division
KEVIN McHUGH—Packaging clerk, Tymshare Medical Systems
BARBARA McINTYRE—Accounts payable clerk, Finance Division
STANLEY McLEROY—Applications consultant, Mid-Atlantic area
WILLIAM MENNIG—Shipping and receiving clerk, Valcomp
PRISCILLA MERNIER—Data entry operator, Denver data center
THOMAS ROURKE—Retrieval request clerk, Tymshare Transaction Services
NORMAN SMOTHERS—Systems analyst-programmer, Tymnet, Inc.
DARRELL STEELE—Delivery person, Wichita data center
DARYL STOCKHAMER—Retrieval request clerk, Tymshare Transaction Services
JAMES STRONACH—Printer operator, Finance Division
CRAIG STUTZMAN—Communications consultant, Tymnet, Inc.
MAUREEN THURAU—Data recording operator, Denver data center
SANDRA TODD—Accounts receivable clerk, Finance Division

Tymshare's International Affiliates

*By Alden Heintz, Vice President
International and Corporate Operations Division*

Our affiliates overseas have combined annual revenues of over \$56 million, a combined total of over 800 employees, and operations in 15 cities in 7 countries. Collectively, this represents a sizable set of business operations when compared, for instance, with Tymshare's U.S. business operations.

Many questions are asked by employees and customers about the nature of Tymshare's international activities. I'd like to spend some time with you now in answering some commonly asked questions.

Why is Tymshare involved in international activity?

Our corporate goals for being a major computer service organization with a leadership role in the industry actually lead us directly into the international field. Many of our best U.S. customers are multinational firms wanting to use a common computer service at both their overseas and U.S. operations. We either support them overseas or run the risk of losing their U.S.-based business.

Also, the marketplace is receptive for our technology in many overseas markets. Many of the innovations that we have introduced for the U.S. market can also be utilized with relatively little additional effort in overseas markets.

Moreover, with our network technology, it is practical to utilize common computer resources to provide service in Europe, the United States, and Japan since prime shift time in these areas just fills the 24 hours of the day. This allows us and our affiliates to achieve better computer utilization and economy of scale than any one of us could accomplish alone. It gives us an advantage over competitors who may not have as efficient or effective a network distribution system to draw upon.

So our international activities are closely interrelated to our domestic plans and activities.

Why does Tymshare have partners overseas? Why not go it alone?

We believe that having the right local partner in each of the key countries is a major factor for our long-term success in those countries. We try to assess our own strengths and weaknesses realistically. We do a pretty good job with technology developments, with marketing our services, understanding the market-

place in the United States, and with overall managing of our U.S. operations.

We do not have equal competence for understanding and knowledge about the French, German, Japanese, or many other marketplaces. So we seek a local partner who does know that country and is well known in that country, who has deep experience with the marketing of services in that marketplace, and, of course, who is financially sound.

Our partners to date represent some of the most respected and successful organizations in the world. Credit Lyonnais, the second largest bank in France. Unilever, Ltd., one of the oldest, strongest, and most successful multinational companies, with joint headquarters in the United Kingdom and the Netherlands. Taylorix GmbH, with more than 50 years of successful experience, the largest independent firm in West Germany providing accounting services. Marubeni, the third largest trading company in Japan, with a long and successful history of business activities involving most countries around the world.

We believe that having these organizations as partners greatly enhances our potential for long-term success in our overseas operations.

What are our overseas business operations like compared with those in the United States?

Aside from the obvious language, historical, and cultural differences, there are an amazing number of similarities and, of course, a few noticeable differences between each of our overseas affiliates and our business operations here in the United States.

The similarities include well-motivated, enthusiastic employees who enjoy what they are doing and who perform their work with a sense of vitality and management personnel in each country who are top rank in experience and performance as measured by the standards of any country. Gerard Bauvin at SLIGOS,

Jacques Blouet at CEGI-Tymshare, Peter Jones at Tymshare U.K., Werner Retzlaff at Taylorix-Tymshare, and Tomotake Asama at Kokusai Tymshare as the top managers at our affiliates are each outstanding professional managers in their respective countries. Of course, working for each of these men are teams of managers and employees which include some of the brightest and most capable performers that we have met anywhere in the world.

Other similarities include products and services: the same full range of our Information Services products and services are sold and supported by our affiliates' personnel at C-T, T.U.K., and T-T. At the present time, Japan only allows our TYM-COM-X to be offered there by KTL. SLIGOS services are more similar to what our Industry Services Division offers here in the United States.

SLIGOS has developed a broad range of software packages and computer services including credit card processing and professional consulting services. The same wide variety of customers in each country is using the same Tymshare software tools and services for the same kinds of applications, for example, inventory control, order entry, cash management, budgeting, and forecasting.

How do Tymshare employees get selected for overseas assignments?

It is important to note that there are two kinds of overseas assignments. First there is the occasional one- or two-year assignment for a few U.S. employees that typically has occurred in connection with the startup of a new affiliate. This involves a fairly major selection process that cannot be fully described here.

Second, and the more frequent situation, involves an employee with a particular expertise who is needed for involvement with one or more affiliates to contribute toward a particular project or problem area. This typically requires the person, either as a member of a task force or alone, to spend from one to four weeks overseas working with our affiliates' personnel. Obviously the reverse also occurs, with affiliate personnel coming to the United States.

During the past nine years, we have called on personnel from virtually every area of the company for short overseas assignments. All areas of field marketing, Marketing Services, computer operations, maintenance, network, technical, accounting, finance, legal, and other areas have provided people to assist with our international requirements.

The key criteria for selection have been the availability and the recognized expertise of the Tymshare employees at the time the international requirement develops. Where there is a choice of several persons, breadth of knowledge, ability to communicate effectively, and ability to represent our company well in the particular situation are usually the determining factors.

The trend is for an increase in these kinds of assignments. It is a sobering thought to observe that, although a great many things are documented, the real essence of our business resides largely in the minds and experiences of our personnel in every area of the company. Therefore, effective exchanges of ideas with our affiliates require that their people and ours meet and spend time together in discussions. Although the English language is the most internationally used language, its use puts the burden of working in a foreign tongue completely on our affiliates' personnel. So it is an advantage for Tymshare people to be able to speak or at least understand French, German, or Japanese to facilitate these discussions.

30 Hone Premier Product Skills at Basic Product School



BASIC PRODUCT SCHOOL, First Quarter 1978—From left to right: Kevin McKeon, sales representative, Minneapolis branch; Joe Polovoy, applications consultant, Philadelphia; Rolf Seyen, Düsseldorf branch manager for Taylorix-Tymshare; Mike Vinciguerra, New York Financial consultant; Heinz-Alfred Schiffer, Düsseldorf sales; David Alff, Houston sales; Kathy Walker, Chicago Loop consultant; Ed Rush, technical writer, Marketing Services Division; Vicki Thomas, State and Local Government consultant; Shirley Macemon, Stamford consultant; Frank Netzel, project leader for CAPS Midwest; Tom Brown, Los Angeles consultant; Dan Bulos, Bay Area consultant; Mark Ursino, Seattle consultant; Jay Valentine, Stamford sales;

Mike Ward, Detroit consultant; Roland Italiano, Dynatax sales; Sirjohn Papageorge, Stamford sales; Bruce Rawlings, Chicago O'Hare consultant; Pete Schenk, Los Angeles consultant; Lloyd Harold, Gulf Coast consultant; Charles Blomquist, consultant for the New York Financial branch; Paul Lacey, CAPS Midwest programmer; John Gibson, New York marketing representative for Utility Industry Marketing; Jim Savacool, Government Marketing manager for the central United States; Steve Heller, Boston consultant; Marilyn Clauder, Marketing Services technical writer; Sy Garban, Los Angeles sales; David Kershaw, TYMCOM-X Software Product Support specialist; and Jim Nowak, applications consultant for Upstate New York.

At the three-week intensive Basic

Class officers were: Sy Garban

Shirley Macemon—FOCUS, Mark

At the three-week intensive Basic Product School, held in Palo Alto, Calif. during the first quarter 1978, 30 new employees from our marketing organizations worldwide concentrated their efforts on developing technical and sales expertise regarding Tymshare's premier products.

The school was the first under the supervision of Mike Cohn, manager of Software Product Support for Information Services Division. Cohn reported that, while future schools are expected to incorporate a variety of enhancements recommended by field and headquarters marketing management, the present sessions followed the traditional Basic Product School format and curriculum.

Participants, who learned and practiced alongside instructors from Marketing Services and Information Services Divisions, honed their skills with MAGNUM, FOCUS, BBL, and EXPRESS. The agenda also included sessions on the TYMCOM-X and -370 services, impact marketing, PERS, industry-specific sales, and terminal equipment marketing. Students had the chance to take part in discussions with the company's officers and executives, including Tymshare president Tom O'Rourke.

In attendance were: David Alff, Charles Blomquist, Thomas Brown, Daniel Bulos, Marilyn Clauder, Sy Garban, John Gibson, Lloyd Harold, Steven Heller, Roland Italiano, Bernard Kemple, Paul Lacey, Albert Lloyd-Kolkin, Shirley Macemon, Kevin McKeon, Donald Mischke, Frank Netzel, James Nowak, Sirjohn Papageorge, Joseph Polovoy, Bruce Rawlings, Edmund Rush, Jim Savacool, Peter Schenk, Heinz-Alfred Schiffer, Rolf Seyen, Hank Strauss, Vicki Thomas, Mark Ursino, Jay Valentine, Michael Vinciguerra, Kathy Walker, and Michael Ward (see photo caption for locations).

Class officers were: Sy Garban, president; Rolf Seyen, vice president; and Kathy Walker, secretary-treasurer.

Upon class completion, awards were presented to participants, in technical and sales categories, for demonstrated excellence in premier product knowledge and application. In the technical category, winners were: Donald Mischke—MAGNUM,

Shirley Macemon—FOCUS, Mark Ursino—BBL, and Steven Heller—EXPRESS. Winners in the sales category were: Sirjohn Papageorge—MAGNUM, Bernard Kemple—FOCUS, Sy Garban—BBL, and David Alff—EXPRESS.

The next Basic Product School tentatively has been scheduled for early July in the new classroom facilities at corporate headquarters.

Appointments

(Continued from page 3)

DAVID KERSHAW—From senior applications consultant, State and Local Government branch, to product support specialist, TYMCOM-X Software Product Support. In manager Ken Holcomb's department. Tymshare Washington, D.C. technical professional since early 1976. Former dp manager for New Orleans paper company. B.S., mathematics, Tulane. Mid-Atlantic area Consultant of the Month, January 1977. Present member Eastern Region ACES. Interests: coin collecting, chess, classical music, cooking, piano, football.

JACK MELNICK—From technical specialist, Systems Marketing area, to senior software specialist, Software Product Support. Provides field marketing support for data communications software and PDP-11 minicomputer software. Eight-year Old Tymer. Charter member, Western Region Masters. ACES 1975, 1976, 1977. Active in ACM. B.S., engineering physics, and M.S., aeronautics, New York University. Interested in art and architecture.

Information Services: Western Region

CHERIE ANDRESEN—From applications consultant to sales representative, Los Angeles branch. Tymsharer a year and a half. Former instructor. Coleman College, and programmer-analyst, San Diego Federal Savings and Loan. B.A., English, Western Washington State, and M.A., learning disabilities, University of Washington. MAGNUM technical and BBL sales presentation winner, Basic Product School. A leader in recent MAGNUM contest. Hobbies: tennis, skiing.

BOB CLEMENTS—From senior applications consultant, Dallas branch, to technical specialist, Southern area. Involved with major government marketing opportunities. Eight-year Old Tymer. Former deputy court clerk. B.S., mathematics, computer science, University of Houston. Three-time Consultant of the Month. Charter member and first elected chairman, Central Region Masters. Little League coach; Cub Scout leader; CB emergency channel monitor.

DON LEWIS—From senior applications consultant to sales representative, Portland branch. Sales specialties: data base administration, personnel, finance. Tymsharer four years. Ten years previous experience in systems analysis and management. Author of four Tymshare Operation DollarSign papers. ACES 1975 and 1976. A leader in 1977 MAGNUM sales contest. In third year as secretary-treasurer of Exchange Club of Portland. Interests: boating, basketball, tennis, racquetball, antique cars.

CHUCK MILBOURNE—From technical specialist, Southwest area, to technical manager, Los Angeles branch. Staff includes operations analyst Pat Diaz-Granados and consultants Tom Brown, Kevin Gardner, Marc Malovany, Pete Schenk. Southern California Tymsharer two and a half years. Member ACES and Masters. Onetime research officer, Security Pacific National Bank. B.A., psychology, Northridge State. Pianist. Interests: Baroque music, jogging, computer technology.

BOB TATONE—From sales representative to senior sales representative, Portland branch. Reports to Ken Maxwell, Seattle-Portland branch manager. Coordinates large accounts; assists with branch management; guides colleagues in finding, qualifying, selling new business. With Tymshare-Portland since 1973. Twelve years prior dp experience with Reynolds Metals and St. Vincent's Hospital. Two-time President's Club member. B.S., mathematics, Portland State; post-graduate fellow in same, Oregon State. Member ACM. Tennis enthusiast.

Strategic Planning

PAULA FLATT—From research analyst, Business Analysis, International and Corporate Operations Division, to market analyst, Market Analysis, Strategic Planning. Reports to David Jung, director of Strategic Planning, on president Tom O'Rourke's immediate staff. Performs market research and analysis in support of corporate planning and activities of operating groups. With Tymshare two years. Former Sears division manager. B.A. and M.A., sociology, Santa Barbara. Enjoys skiing and traveling. June bride-to-be.

Crossword Solution

	L	O	O	P		C	U	F	F	
S	A	V	A	C	H		O	R	R	I
H	O	U	S	T	O	N	B	R	A	N
B	U	R	T		B	O	R	A		A
U	S	E		B	O	R	A		K	N
T	A	N	T	R	U	M		L	U	C
	C	I	A	S		A	O	N	E	
F	I	E	R	Y		P	R	O	G	R
R	O	D	A		H	A	R	K		E
E	T	A		B	A	L	E		S	P
D	A	V	E		A	R	M	S	T	R
	S	I	D	E	D		T	H	E	R
	S	U	Z	Y		S	E	A	T	