



WHAT'S NEWS?



Tymshare, Inc. Employees' Newsletter

May 1973



Tom O'Rourke

Scene From The Top

With this issue of *What's News*, a new feature will be inaugurated — the "Success Profile."

We hope to congratulate those staff and field personnel who have made outstanding contributions to the growth and success of the Company. In this issue, Tymshare congratulates Art Gaffin in Palo Alto and Jim Szamecki of Detroit. More about their successes appear elsewhere in *What's News*.

What's News Success Profiles will be based upon recommendations from division managers. The persons named can function at any level. They must have demonstrated outstanding and extraordinary performance toward the Company's success.

A special award will be presented to the winners.

Top Salesmen Receive Honors

Two salesmen in two different parts of the country have earned a Success Profile for their outstanding performance.

In one case, the salesman did such an exemplary job, the customer gave him a citation. In the other instance, the customer gave one of our competitors the door.

This issue's achievers are Art Gaffin of the Palo Alto district and Jim Szamecki in Detroit.

Gaffin is assigned to the Lockheed Missiles and Space account, where we have a resident TYMSAT. Lockheed has been a client for more than six years. As a result of Art's work, though, a new contract has been negotiated which provides the best possible benefits for us and for Lockheed.

Art worked on the Lockheed account from on-site desk. He was in the firm's computer center and learned the ways in which we could be more helpful.

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21 Key New Employees Join Tymshare To Handle Important Invisible Tasks

Since late March, 21 people have been hired to perform a vital function that gets more invisible as it gets better.

These 21 new employees are members of the Computer Maintenance crew, and according to Warren Prince, vice president of Data Services, we expect to achieve important cost savings.

Ernie Porcelli, manager of product support and field maintenance, said the first members of the team were hired in late March in Cupertino. Others started in Houston in early April and in New Jersey in mid-April. On April 1, these new employees began maintaining our Xerox 940 computers.

John Swarbrick, Manager of 940 Maintenance, was responsible for recruiting the team members, most of whom came from Xerox. During the first part of the year, John logged 30,000 air miles in the search for these experienced personnel. He even made the supreme sacrifice of visiting San Juan, Puerto Rico to interview one employee.

In addition to maintaining the Xerox 940's, the crew will also handle the communications gear (Tymbases) at the centers.

To date, according to Porcelli, they've done a "damn fine job. It's hard to find this combination of experienced and dedicated people. It takes an excep-

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RECEIVE AWARD – Assembled to receive the “Zero Defects” award from Lockheed are (l-r): Joe Dyer, Lockheed’s manager of systems programming and evaluation; Lockheed’s Jack Sherman, manager of commercial computer systems; Phil Chinn, our Palo Alto District manager; Keith Borgel, a Lockheed analyst; Art Gaffin, our salesman; President O’Rourke; Lockheed’s W.A. Hasler, director of information systems; Gary Myers, who at the time was our Western Regional Manager; and Terry Dager, our applications consultant on the project.

Gaffin, Szamecki in Tymshare Spotlight

Art did his job so well that in mid-February, W. A. Hasler, Jr., director of information processing at the aerospace company, awarded Tymshare its “Zero Defects” award. This marked the first time a computer or services supplier had ever been so honored.

Hasler cited the cost savings and responsiveness of Gaffin and the other members of the staff assisting Lockheed. He also noted that Lockheed has not experienced a single equipment failure in more than 28 months.

What’s In A Name?

With this issue, *What’s News* ceases publication. But take heart, we already know what will replace it.

As you can see, we’ve made some changes in the format of your newsletter, and consequently we think we ought to change its name as well.

So, we’re asking your help. We will, of course, make it worth your time and effort to help us.

The person who proposes the new name will receive dinner for two for up to \$50.00 at the restaurant of his (or her) choice. It’s not exactly an offer you can’t refuse, but then it does beat a poke in the eye with a sharp stick by a long shot.

So, get those thinking caps on and send your entries to the editor of the Tymshare newsletter. The winners (hopefully) will be announced in the next issue of

Meanwhile, in Detroit, Jim was busy himself adding to the growing customer list.

After joining Tymshare when the Graphic Controls agreement was completed, he recently signed a contract which provides an on-site TYMSAT to one of our customers. The success, however, did not come that easily.



Jim



Art

But Jim began work on that account two years ago when he was still with Graphic Controls. A competitor had, at one time, 90 percent of that client’s business, but now has none of it.

He worked closely with the customer and learned their needs. Only then did he propose use of the TYMSAT to cut phone costs and increase efficiency. Because he had done his homework very carefully and proved the benefits to the client, the proposal Jim made was accepted. Any less meticulous preparation and our competitor might still have his share of the business.

Because of their efforts, Art Gaffin and Jim Szamecki have earned their Success Profiles and will be receiving special recognition plaques. Congratulations to both for outstanding contributions to our success.

Computer Maintenance Crew Keeps 940's, Network Running

tionally talented and competent person to keep those computers running. We're quite fortunate to have them with us."

Swarbrick had to set up the maintenance procedures from scratch. This included establishing PM scheduling, spare parts provisions, and inventory control procedures. In addition, training classes and recruitment trips had to be sandwiched in between the trip to San Juan.

But now that it's underway, he doesn't have a great deal of time to rest and enjoy it. "We do most of our work in the off hours," he stressed, adding that few of the maintenance personnel work a "normal" five-day work week. He said it wasn't unusual for one of them to answer a call at 3:00 a.m. about a problem.

In addition to Swarbrick who has a dual role, the site maintenance managers are: Hank Rempel in Houston, John Deschner in New Jersey, and Bill Richardson on Cupertino's third shift.

Prince, though, summed the situation up by saying that performance on the machines has already significantly improved. "These men know and understand their work, but equally important, they know they're doing something that's appreciated."

Earnings Soar!

For the first three months of the new year, our earnings soared 224 percent to \$421,333 and our gross revenues or sales reached \$5,383,237, a quarterly record figure. This compares to \$130,177 and \$3,585,556 for the first three months of 1972. The increase in revenues represented a 50 percent rise.

Per share earnings also showed strong increases with net income per share more than tripling the 1972 first quarter figure. The 1973 rate was 14 cents, compared to 4 cents last year.

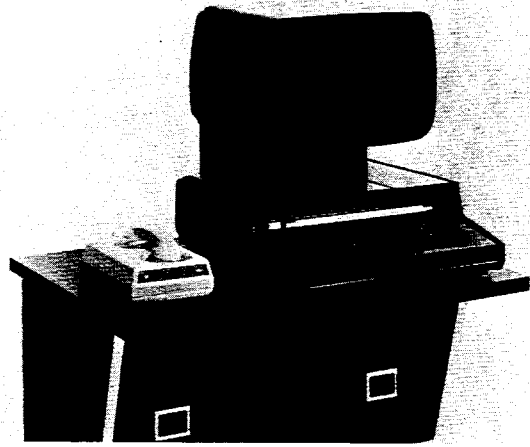
This is the 10th consecutive quarter we have posted a profit.

Editor's Message

In the next issue of your newsletter, we hope to announce the new name of this publication and the name of the person who submitted the winning entry.

We also hope to inaugurate several new features about happenings within the firm and maybe even a word or two from one of the officers.

If you have any suggestions on how we can improve your publication or want to submit items for publication, just jot them down and send them to me.



What Is It?

According to Jim Baker and Neil Sullivan in the Data Services Division, it could be one of the hottest products we've ever introduced.

What is it?

It's the new microfilm/microfiche service, MICROTYM, which is currently being test marketed to an increasing number of users.

Microfiche is one of the exciting new methods of storing and retrieving data to develop in the micrographics area. Microfiche differs from microfilm in that a fiche contains a limited number of frames and is a sheet. Microfilm is simply what the name implies, a roll of film which contains the information to be used.

According to Baker, some of our customers are among the leaders in their industries. One major news network uses MICROTYM to check news stories and make sure all background data is accurate before you see your evening television news program.

To support MICROTYM, we have entered into sales agreements with DSI of Somerville, New Jersey and Image Systems, Los Angeles. Both firms supply us their systems for sales through the network. The terminal shown above is manufactured by DSI.

Normally, the microfiche user looks up his information and then manually accesses the fiches he needs to see. With Tymshare, the user enters his desired data and TYMNET searches that user's index for the location of the material. The system then drives the terminal to the right location and displays the data on the screen.

Neil presented a paper on the use of networks and micrographics at a recent technical symposium and is currently writing articles for several magazines. He supplies the technical support on the project.

New Faces

Corporate

Dagmar Blohm – *Billing Clerk*
Virginia Drake – *Accounts Receivable*
Valerie Sumners – *Mail Clerk*
Elgia Thackston – *Accounts Payable*

Marketing Division Headquarters

Jean Crudup – *Corporate Receptionist*
David Farrer – *Technical Writer*
Michael King – *COBOL Support*
William Skane – *Technical Writer*
Lucille Tustin – *Secretary, Marketing Support*

Central Region

Bill Cleary – *Applications Consultant, Chicago*
Frank Delmont – *Branch Manager, Minneapolis*
Rich Lynn – *Applications Consultant, Chicago*
William Pritz – *Applications Consultant, Chicago*
Franklin Taylor – *Regional Technical Manager, Central Region*
Gregory Zurn – *Applications Consultant, Minneapolis*

Northwestern Region

Richard Rehman – *Sales Representative, San Jose District*
Diana Richmond – *Secretary, Palo Alto District*

Northeastern Region

June Council – *Secretary, Philadelphia*
James K. Hackett – *Sales Representative, Washington, D.C.*
Joseph Mascio – *Technical Consultant*
Joseph Olcese – *Applications Consultant, Philadelphia*
Margaret Olert – *Secretary, Baltimore*
Richard Seel – *District Manager, Philadelphia*
Barbara Skoczylas – *Applications Consultant, Philadelphia*
Richard Urner – *Computer Operator, Philadelphia*
Ed West – *Sales Representative, Philadelphia*
Leonard Worthy – *Computer Operator, Philadelphia*

Southwestern Region

Carol Dowdin – *Secretary, Orange County*
Charles F. Niedle – *Applications Consultant, Orange County*

Southern Region

Steve Bairstow – *Applications Consultant, Gulf Coast*
Beverly Brinson – *Secretary, Dallas*
Jere Moorman – *Sales Representative, Houston*
Michael Resnick – *Branch Manager, Dallas*
Bill Selph – *Applications Consultant, Dallas*

Eastern Region

Robert Apgar – *TASC Consultant*
Don Bennett – *Sales Representative, Boston*
Bill Cunningham – *Applications Consultant, Metropolitan*
John Haines – *Applications Consultant, New Jersey*

Sheldon Kralstein – *Applications Consultant, New Jersey*

Paul Tava – *Sales Representative, New York District*
Robert Trenck – *Applications Consultant, Metropolitan*

John Valentino – *Sales Representative, New York*
Ted Webber – *Applications Consultant, New Jersey*
Robert Weiss – *Applications Consultant, New York*

Technical Division

Vincent Busam – *Programmer*
Arthur Caisse – *Programmer*
Sam Cohen – *Programmer*
William Frantz – *Programmer*
John Kopf – *Programmer*
Roy Levy – *Project Engineer*
David McQuoid – *Programmer*
Dave Ortiz – *Programmer*
Richard Ouellette – *Programmer*
Edward Pollack – *Programmer*
Carl Poulsen – *Programmer*
Ron Saltgaver – *Programmer*
John Slimick – *Programmer*

Data Services Division

Rita Austin – *Assembler*
Robert Barbour – *Computer Operator*
Vic Blouin – *940 Maintenance, Cupertino*
Jack Brady – *Sales, Valley Computer*
Susan Burke – *Assembler*
Charles Burton – *Production*
Percy Calkins – *Project Engineer, Valley Computer*
Eugene Casti – *Computer Operator*
C. Wayne Crabbs – *Computer Operator*
Robert Delley – *Computer Operator, Houston*
John Deshner – *940 Maintenance, New Jersey*
Mike Forde – *940 Maintenance, Houston*
Herman Frisch – *940 Maintenance, Cupertino*
William Georgia – *940 Maintenance, Cupertino*
Dee V. Halbrook – *Product Support, Houston*
Lance Heyes – *940 Maintenance, Cupertino*
Raymond P. Jones – *940 Maintenance, Cupertino*
Bruce Kennard – *940 Maintenance, Cupertino*
Jim Kilcullen – *Product Support, New Jersey*
Iburn Knox – *Computer Operator, Houston*
Frank Marshall – *Computer Operator, Cupertino*
James Miller – *940 Maintenance, New Jersey*
John O'Connell – *Product Support, Western Region*
Tom Oveson – *Teletype Repair*
Henry Rempel – *940 Maintenance, Houston*
Bill Richardson – *940 Maintenance, Cupertino*
Leonard Rickan – *Computer Operator, Cupertino*
James Schiess – *Computer Operator, New Jersey*
Nancy Schmidt – *Secretary*
Doris Shirer – *Secretary*
Andrew Shwiff – *Computer Operator, Houston*
David Smith – *940 Maintenance, Cupertino*
Michael Smith – *940 Maintenance, Houston*
Jerry Warren – *940 Maintenance, Houston*
John Wolfe – *940 Maintenance, Cupertino*
Les Williams – *940 Maintenance, Cupertino*
Marc Zammit – *Computer Operator, Cupertino*