

UPDATE

News and Information
for GEISCO Employees

January 18, 1982

Expanded Employee Referral Program to run through 1982

"I just happen to have a lot of smart friends," said Harvey Lindenbaum, senior systems specialist and project leader, communications, Engineering Department, about the two successful referrals he has made through the Employee Referral Program. Harvey is \$1,000 richer for his efforts but, he notes, "Quite frankly, the most satisfaction I got was helping the people I knew."

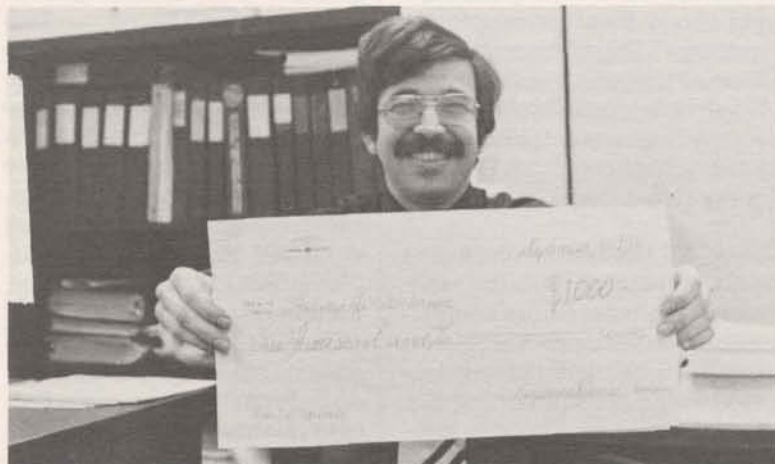
Jay Walsh, employee relations manager, southern region, National Sales Department, was a big winner too: "We filled 21.5 percent of our openings through the program for a total of 10 new hires. And they have come from throughout the southern region — from Dallas

to Greensboro. It has been a great help to us," he went on.

The Employee Referral Program, which has been extended through 1982, began last May and has so far resulted in the hiring of 30 new GEISCO employees. For each one hired through the program, the referring employee has received \$500 after tax.

"This year," said Tom McKinnon, manager, human resources, source development and programs, "not only have we extended the program through '82, but we will pay the bonus for all exempt employees hired and we have increased eligibility for awards to non-hiring employee rela-

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With a little help from his friends Harvey Lindenbaum is \$1,000 to the good.

GE buys out Honeywell's interest in GEISCO

On January 4, 1982, General Electric Company exercised its option to purchase those shares of GEISCO stock owned by Honeywell. This buyout makes GEISCO a wholly-owned subsidiary of GE. Honeywell's 15.9 percent interest was purchased for an amount in excess of \$70 million.

GEISCO was formed in 1979 as a joint venture that combined those Honeywell organizations with the computing services business of GE. Previously, Honeywell had been an independent distributor of GE's computing services in Europe and Australia. Honeywell had received its minority interest in GEISCO at its formation in consideration for the

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Interaction IV: future plans, past accomplishments

"We are in a terrific position for 1982. This year we will accomplish the most ambitious program of technology improvements ever undertaken by GEISCO in one year," GEISCO President Gregory J. Liemandt said during the recent taping of Interaction IV.

The planned technology improvements, the almost total refurbishing of our "factory floor," is one of the principal subjects of the newest edition of Interaction.

Taped at the end of 1981, Interaction IV features a clip from the New York Security Analysts meeting held last October and a segment taped at the Rockville Supercenter with Bob Hench, vice president and general manager, Engineering Department, and Tom Little, vice president and general manager, Systems Operations Department.

Bob and Tom outlined four major upgrades planned for the Rockville Supercenter in 1982—a switch from Honeywell disks to IBM plug compatible devices, upgrade of Level 66 processors to DPS870 processors, a major network upgrade which will allow entry into the VAN market, and a

swapout of IBM 3033s with IBM 3081s to assure high availability of MARK 3000 TM Service.

"These programs are the single, biggest step that we've ever taken," Bob said. "When we're finished, we really will have taken a giant step forward in the technology and position ourselves for the dramatic changes that will take place in the rest of this decade."

The participants in the question and answer session with Greg Liemandt, who was joined by Bob Hench and Tom Little, were: Lin Bower, Marketing Department; Charles Carter, Systems Operations Department; Ronnie Genser, National Sales Department (Atlanta); Bob Jessup, Engineering Department; Tom Kent, Programs Management Department; John Roeder, Marketing Department; and Mark Sillcox, National Sales Department (New York City).

Some of the issues discussed by the panel and participants were: plans for future acquisitions, career opportunities in acquisitions and the integration of those acquisitions into the GEISCO family, the possibility of an engineering development center in the U.K.,

how the recession has affected GEISCO, and our most outstanding accomplishments in 1981.

Class of '81

"It was a very intensive, very thorough class," said Kevin Gardiner, one of the new associate field service representatives who graduated from the MARKLINK® Terminal maintenance class last month.

Tom Little, vice president and general manager, Systems Operations Department, was on hand in Dallas to present eight students with diplomas and offer congratulations. This special group of field service reps is the first to finish GEISCO's new in-house MARKLINK Terminal maintenance training class. They are: Garry Ferris, San Francisco; Emmet Hinger, Los Angeles; Frank Wiczowski, Houston; Kevin Gardiner, Tampa; Garry Shiffett, Rockville; Randall Hunsicker, Charlotte; Tom Snyder, Chicago, and Brian Hutchinson, Calgary, Canada.

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"This event marks two significant changes in our maintenance program," said Tom Taylor, manager, network and field service, Systems Operations Department. "The first change is how these individuals were recruited. In the past we have hired experienced field service personnel. This formed the basic structure which we are now building on. This new group of associate field service representatives were recruited from a highly regarded technical school. They will form our second tier, the senior field service reps of the future," Tom explained.

"The second change is in our training program. In the past, we've always sent the trainees to an outside vendor for electronics maintenance training. When they were finished there, we (GEISCO) had to provide additional training to familiarize them with our own machines," Tom said.

That's no longer the case. The students received hands-on training on MARKLINK Terminals as well as customer interface training during the four week course in Dallas. "They're completely ready to handle customer problems on the MARKLINK Terminals—from hardware, to operating soft-

ware, to communications protocol," Tom said.

"We have a commitment to offer total maintenance service on all our products. Right now we have approximately 50 field service reps in varying degrees of becoming fully trained. Some are MARKLINK experts, some are data communication experts," Tom said. "Our goal is to be full service, meaning all the reps will be able to work on any maintenance problem, by mid-'82."

Tom explained that this goal will be accomplished by this new intensive training program. The net result will be better customer service and quicker response. Average response time to customer problems has already improved 20 percent. Average response time from notification of the problem to implementation of the solution is currently only six hours. "GEISCO's customers don't have to play the shell game. If they have a hardware, software, or communication problem, it should be fixed on the spot," Tom said.

The next in-house class will be on data communications later this month, and another MARKLINK Terminal training class is scheduled for February. Students will be chosen from current field service representatives and technical schools around the country.

HONEYWELL

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contribution of its European and Australian computing services marketing & distribution organizations to GEISCO.

When Lawrence A. Bossidy, executive vice president, Services and Materials Sector, announced that GE would exercise its option at the Security Analysts Meeting in late October 1981, he said that the decision was based on GE's evaluation of the high growth and profitability potential of this computing services business.

"We believe that dynamic businesses like these with demonstrated profit and growth potential will become GE's core business of the future," he said in the announcement.

Milestones

Congratulations to the following headquarters employees celebrating service anniversaries in January.

Richard Mankowski	30
Edward Seibert	15
Charles L. Bodine	5
Ignacio Huerta	5
Jerry P. Collins	5
Mary Ellen King	5
John W. Strauch	5
Fletcher E. Honemond	5

The check is in the mail

Maybe you'll use it for college expenses. Or possibly to create an IRA, take a great vacation, or maybe even buy a new house.

That's what Phyllis Bryant, project manager, data terminals program, Programs Management Department, is doing with her Savings and Security Program "payout" currently being sent to S&SP participants.

"The payout couldn't come at a more opportune time," Phyllis said. "Moving into a new home is a very expensive proposition and this extra perk will certainly help out." Phyllis is one of many GEISCO employees receiving payouts from the 1978 S&SP holding period.

"If you had savings in the 1978 holding period, then you may already have received some of the Savings Bonds or securities due you," said Leon Golinski, manager, personnel accounting. General Electric stock and cash, U.S. Savings Bonds, and Statements of Accounts showing ownership of S&SP Mutual Fund units are in the mail. (Because of mailing restrictions on the number of bonds which can be mailed in a single envelope, U.S. Savings Bonds may come in more than one envelope.

Leon reminds S&SP partici-

pants that, since the Holding Period Interest Fund began only in 1980, there will be no securities mailed as a result of that investment until 1984.

He also pointed out that the Tax Information Statement on this payout would be on the way to participants about the end of January. "It's last year's distribution—the one in January 1981—that should be reported on the federal income tax returns most people will be filing soon. Therefore, participants who received a payout in January 1981 should dig out the Tax Information Statement they received at that time. However, for those who may have misplaced the 1981 state-

ment, this year's Tax Information Statement will include information on both 1981 and 1982 distribution."

With the payout disbursement coinciding with employees eligibility to establish Individual Retirement Accounts (IRA), employees may want to consider putting some or all of their payout into an IRA.

If you have moved within the last 12 months and haven't received your payout by the end of January, it could be that Employee Savings Operation in Schenectady has not been notified of your new address. If this is the case, simply send a letter stating your name, social security number, and your old and new address to—Employee Savings Operation, 1 River Road, Schenectady, NY, 12345.



The house that S&SP built: Phyllis Bryant surveys the plans for her new house.

It takes a lot of CMMDs to make an AHRR

"The annual updating of every employee's CMMD (Corporate Management Manpower Development) provides each of us with the opportunity to review our experience as well as list our goals, strengths, and plans for growth and development," said Dan Johnson, manager, employee relations, Programs Management, Business Development, and Legal Operation Departments.

Dan, who is the 1982 project leader for the Annual Human Resource Review (AHRR), went on to explain, "The fact that the entire General Electric

Company goes through this process is a measure of its importance." He noted that filling out or updating CMMDs is just the beginning of a lengthy process that ultimately reaches the corporate level.

"After each employee completes his CMMD-2 (the internal resume) and CMMD-3 (Qualification and Development Summary)," Dan continued, "the manager completes the reverse side of the CMMD-3. Then employee and manager meet to discuss the comments each has made on the form."

This discussion provides the forum for realistic evaluation of the employee's expectations and ambitions and can be especially helpful to the employee in determining what needs to be done to accomplish his career goals. This process is repeated through each management level at GEISCO, then on to Sector, and finally to Corporate.

The most recent CMMDs are available from Ski Aller in the Mail Room at the Maryland Center.



Joe Scandone, manager, human resources systems, works out the details of the upcoming AHRR with Dan Johnson (right).

Cost Centers change

Due to the recent reorganization many cost center numbers have changed.

"It's extremely important that correct cost center numbers are indicated on invoices we receive. We don't want to charge a New York office for an expense incurred in Tampa," said Roger Marcus, manager, accounts payable, accounting operations, Finance Operation.

Many field locations now have new cost center numbers. A complete list of all cost centers is available on the AG25 catalog—run COSTLIST, instructions are provided.

