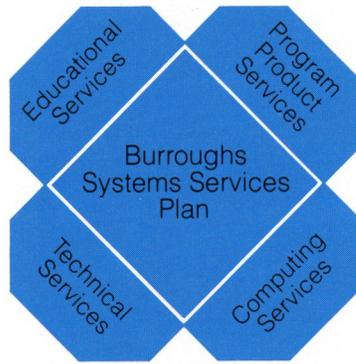

Plan for Success...
With Burroughs
Systems Services





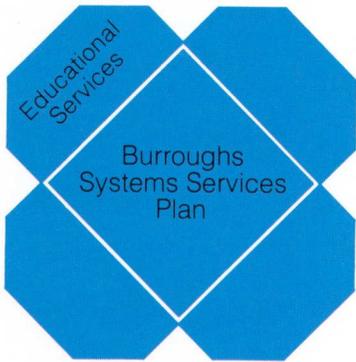
Your company's need for a computer is clear: With your help, it has reached a level of success that demands a smooth running computerized operation for continued growth. A level of success that deserves Burroughs.

In selecting a Burroughs system, you've chosen the finest combination of hardware and software available in the industry. Now what you want is a computer installation that meets your expectations of success . . . from day of delivery through each new information management challenge you face in the future. Burroughs Systems Services Plan will make it happen.

Burroughs Systems Services Plan is a defined structure for helping us to help you. We're committed to helping you choose and install the best possible system for your organization . . . to helping you maintain that system at its optimum productivity . . . and to informing you of new products that will help your system work even more profitably. We're committed to customer satisfaction, and Burroughs Systems Services Plan is our means of achieving it.

Encompassing educational, program product, computing and technical services, Burroughs Systems Services Plan provides a perfect complement to Burroughs worldwide Field Engineering Customer Service Support organization. It allows you and your Burroughs representative to map out a schedule of systems services best suited to your present and ongoing needs. From pre-installation planning through customer training and program product maintenance, it permits you to select and budget for the exact amount of systems services required.

Thanks to Burroughs Systems Services Plan, you'll find no hidden costs in owning a Burroughs system — and you'll get the best return on your data processing investment.



By listening to our users we've learned that self-sufficiency is important to them. As a result, Burroughs Educational Services are designed to develop confident, independent users from the earliest stages of system installation.

Beginning with the placement of your order, Burroughs customer training programs cover all the aspects of hardware and software you and your staff will need to begin producing results immediately. For maximum benefit, your personnel will attend scheduled courses at one of our many

Customer Education Centers throughout the world to gain "hands-on" experience with the same type of products you have ordered. They can also follow formatted self-instruction programs at your own location.

But that's just the beginning. Burroughs customer education courses range from fundamental concepts to highly detailed and technical material for more experienced users. We'll help you evaluate your specific training requirements on an ongoing basis to provide for the continual development of your personnel in an era of rapid technological change.

The result? A staff that has acquired a solid background in computer knowledge and experience in a relatively short time. A self-sufficient staff that allows you to focus your attention on new applications and overall operations. Burroughs Educational Services can make the difference.





Our program products are performance proven by organizations just like yours . . . in health care, manufacturing, utilities, wholesaling, finance, education, and government. These ready-to-use application program products will help you get immediate solutions to your specific problems. And Burroughs Program Product Services make sure you continue to get the most out of that application power. They include:

Installation Planning Service — helps you prepare for the proper introduction of each program product, with the assistance of Burroughs systems specialists in planning program product conversion, installation, systems programming, operations, and implementation.

Telephone Support Service — provides prompt response to questions regarding program products.

On-Site Diagnostic Service — provides the assistance of Burroughs systems specialists in determining, at your own location, the nature of problems which cannot be resolved by phone.

Update Service — advises you of the latest enhancements to our program products.

Documentation Service — keeps all manuals required by your site current and informs you of new manuals as they become available, ensuring the most effective use of your system.

As you can see, Burroughs Program Product Services fill a variety of needs, but their goal is the same: to keep systems running smoothly . . . and customer satisfaction high.





Burroughs equipment can be made available for your use whenever it's required, even prior to delivery of any of the products you have ordered. Machine time necessary to further your experience, create master files, finalize software development, prepare for implementation of program products, or ease conversions of existing programs can be arranged for you at one of our Customer Support Centers or Data Centers.

Once your equipment has been delivered, you can consider our Computing Services your system's insurance policy. Here's why: At times you may experience an increased

workload which temporarily exceeds your processing capabilities. You may need extra resources to handle a scheduled overload condition, an emergency requirement, or a deadline that comes up while you're waiting for additional hardware capability to be installed.

When your computer system cannot handle all of your processing needs, it is possible to contract for additional computer time at a Burroughs Data Center or Support Center. In these instances, Burroughs Computing Services offer the extra measure it takes to make the "impossible" job a reality.



There are still other occasions when your job requirements may exhaust your current resources — resources in specialized skills as opposed to computer time. That's when you need Burroughs Technical Services.

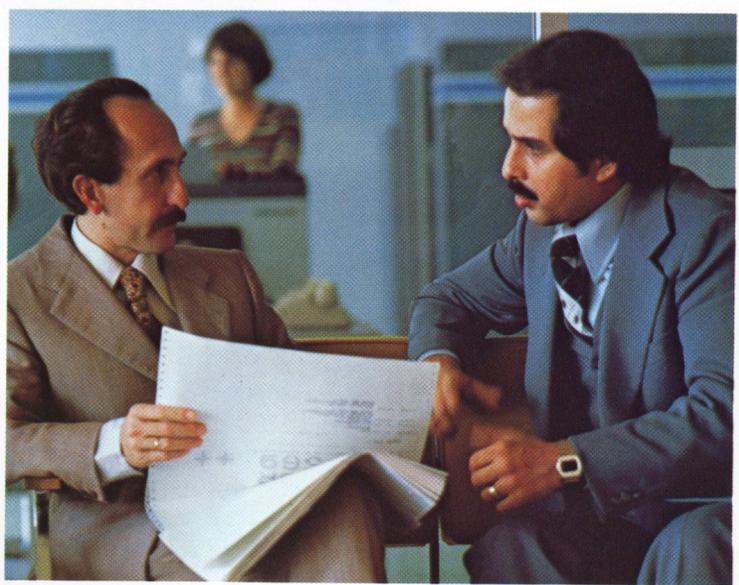
Burroughs can work with you to assist in the following areas:

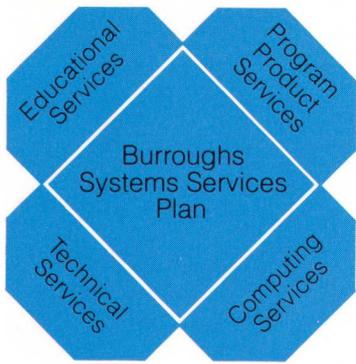
- Design Consultation — Burroughs systems specialists will study your application problem and recommend a solution. (Customers requiring a comprehensive systems analysis or design effort in order to implement complex databases, networks or applications will find this service especially helpful.)
- Systems Conversion — we will convert any portion or all of your application

programs and data files to operate on a Burroughs computer system.

- System Performance Analysis — Burroughs will measure the performance of any portion or all of your data processing system, present the documented results of the measurements, and make specific recommendations for improvement.
- Technical Seminars — we will announce and conduct technical seminars on such topics as systems design and programming techniques, and data processing subjects of general interest to our users.

These contractual services offer you added opportunities to call on Burroughs technical expertise at many different stages of your operation.





Your need for a computer is clear. To Burroughs, your other needs are equally apparent.

Experience has shown us how to plan for your immediate requirements, with the guidance and training you need to start your system producing desired results right away. We know how to plan for your long-term goals, too, with a structured program of continuous support that parallels your expanding needs and the growth of your company. Support that does not disappear once your equipment has been delivered.

Just as Burroughs worked with you in the early planning stages — when our team of systems specialists and marketing representatives designed the best configuration for your needs — we will continue to work with you throughout the life of your installation. Under Burroughs Systems Services Plan, we'll periodically review your current and future systems support requirements in regularly scheduled Customer Meetings. We will continue to plan for your success . . . because it means our success as well.

We put the best of over 90 years' experience in information management into the system you have ordered . . . and we want you to get the best out of it. Burroughs Systems Services Plan will make it happen.

Let us show you how to plan for success . . . with Burroughs Systems Services.

Burroughs Systems Services are available through our more than 1,000 offices throughout the world. Contact your local Burroughs representative.

Burroughs