

## INTERCOMMUNICATION

TO: R. L. Gray  
J. L. Tully

FROM (NAME & EXT): F. W. Platt, 5032

RECEIVED

LOCATION & DATE: McLean, VA - 10/7/81

OCT 14 1981

DEPARTMENT & M.S.: FSO Marketing

cc: J. W. Corini  
J. G. Kewer

SUBJECT: Pertec Acquisition

J. M. ELLIOTT

As a supplement to the aborted meeting of 5 October, please be aware of the following information:

- o It will be many weeks until the Novation Agreement is accepted by the Government. Univac has an agreement with Pertec to be their official subcontractor in performance of Pertec Government contracts during this interim.
- o The following people should be contacted for information involving their area of responsibility:

Contractual - Regional Contracts & Pricing Mgrs.  
Acceptance of Orders - Regional Contracts Mgrs.  
Delivery/Availability - Joe Triglia, X5806  
Maintenance (Washington) - Dick Petzold, X5644  
Maintenance (Field) - Local Branch Customer Eng.  
Software Support - Ed Tschann, X5046  
Marketing Policy - Ed Glaze, X5027  
Frank Platt, X5032

- o GSA Schedule Contracts  
Installed Base (Pertec)

RENEWALS - Current users cannot renew a GSA schedule contract on existing Pertec equipment at this time. An interim agreement is in effect with GSA for a period of 90 days. Under this interim agreement, Sperry Univac will continue to maintain and support the equipment. When the Novation Agreement is accepted by GSA, Univac will be awarded a contract for the installed base only.

M-  
cc: BR. MGRS:  
(UNIQUE PACKAGE)  


Department of Veterans Affairs  
General Services Bldg.  
1225 Ferry Street, SE  
Salem, OR 97310

Federal Milk Market Administrator  
Suite 200  
800 West Roosevelt Road  
Glen Ellyn, IL 60137

U. S. Department of Interior  
Bureau of Land Management (820)  
18th and C Streets, NW  
Washington, DC 20240

Department of Commerce - NOAA  
206 World Weather Building  
Washington, DC 20233  
Attn: Mr. McCaffrey

Federal Aviation Administration  
800 Independence Avenue, SW  
Washington, DC 20591  
Attn: Robert Link (426-3343)

Dept. of Health & Human Services  
Room 6017, Arcade Plaza  
Seattle, WA 98101

Federal Power Commission  
825 N. Capitol Street, NE  
Washington, DC 20426  
Attn: William Welland (275-4933)

Department of Energy  
Data Processing Services  
Room CA-007  
Germantown, MD 20545

Federal Power Commission  
825 N. Capitol Street, NE  
Washington, DC 20426  
Attn: William Welland (275-4933)

National Railroad (AMTRAK)  
400 N. Capitol Street  
Washington, DC 20024  
Attn: Rob Callins (383-2067)

Federal Aviation Administration  
800 Independence Avenue, SW  
Washington, DC 20591  
Attn: Robert Link (426-3343)

Department of Commerce - Maritime  
15th and Constitution Avenue, NW  
Washington, DC 20230  
Attn: Dan Bauer

U. S. Information Agency  
Room 904  
1750 Pennsylvania Avenue, NW  
Washington , DC

MONTHLY LEASE BILLING BASE

\$2,100,000

INSTALLATIONS -

ACCOUNTS 800

SYSTEMS 1600

INSTALLED BASE AT SALES VALUE

\$86,000,000

	<u>TOTAL</u>	<u>LEASED</u>	<u>PURCHASED</u>
XL-40	684	606	78
CMC	620	358	262
1800	330	275	55
XL-20	25	25	-

	<u>XL-40</u>	<u>CMC</u>	<u>1800</u>	<u>XL-20</u>
LOS ANGELES	129	99	31	3
PHOENIX	15	11	5	1
SAN FRANCISCO	63	57	37	1
SEATTLE	27	19	5	1
DENVER	14	4	3	2
PORTLAND	14	9	4	1
DALLAS	22	28	18	1
HOUSTON	26	27	5	-
ATLANTA	42	57	37	2
CLEVELAND	21	9	8	1
DETROIT	19	24	12	1
MINNEAPOLIS	18	21	16	1
CHICAGO	63	36	20	4
MILWAUKEE	37	5	1	-

	<u>XL-40</u>	<u>CMC</u>	<u>1800</u>	<u>XL-20</u>
NEW YORK	57	75	37	1
BOSTON	20	24	10	-
WASHINGTON (COMM'L)	32	26	19	1
PHILADELPHIA	46	45	45	4
WASHINGTON (FSD)	2	9	2	-
HONOLULU (FSD)	12	19	6	-
OTHER (FSD)	2	15	7	-

DATA SOURCE: OE77C as of 7/31/81

NOTES: INCLUDES THIRD PARTY OWNED EQUIPMENT:

LEASE: 468,000

MAINT.: 136,000

TOTAL 604,000

\*BRANCH REPRESENTS GEOGRAPHIC DISTRIBUTION PER PERTEC ORGANIZATION.

PERTEC  
RENTAL AND MAINTENANCE BASE  
BRANCH SUMMARY

*BRANCH	RENT AND MAINTENANCE			MAINT ONLY		TOTAL				FSO (Included in Total)				
	U	TOTAL	RENT	MAINT	U	S	U	TOTAL	RENT	MAINT	U	R&M	U	M
Los Angeles	183	\$ 379,415	\$ 298,290	\$ 81,125	82	\$ 38,684	265	\$ 418,099	\$ 298,290	\$ 119,809	3	\$ 7,344	1	\$ 588
Phoenix	18	46,184	36,570	9,614	14	6,634	32	52,818	36,570	16,248	-	-	-	-
Honolulu	25	44,440	34,096	10,344	12	5,116	37	49,556	34,096	15,460	26	44,440	12	5,116
San Francisco	119	284,662	222,624	62,038	42	21,578	161	306,240	222,624	83,616	3	8,502	3	1,742
Seattle	36	83,572	65,829	17,743	19	8,485	55	92,057	65,829	26,228	3	7,422	2	946
Denver	21	53,760	42,798	10,962	4	2,253	25	56,013	42,798	13,215	2	9,746	-	-
Portland	25	54,749	42,494	12,255	6	4,460	31	59,209	42,494	16,715	3	4,920	-	-
Midwest	2	6,346	5,055	1,291	-	-	2	6,346	5,055	1,291	-	-	-	-
Dallas	47	113,820	88,105	25,715	24	17,844	71	131,664	88,105	43,559	2	3,527	-	150
Houston	46	111,510	86,853	24,657	13	6,640	59	118,150	86,853	31,297	1	5,672	-	-
Atlanta	119	270,227	208,731	61,496	23	15,137	142	285,364	208,731	76,633	4	18,141	4	2,272
Cleveland	29	67,362	53,431	13,923	10	5,968	30	73,330	53,431	19,899	-	-	1	2,499
Detroit	35	78,070	60,999	17,071	21	13,246	57	91,316	60,999	30,317	-	-	1	369
Minneapolis	38	112,434	88,296	24,138	18	9,097	56	121,531	88,296	33,235	-	-	-	-
Cincinnati	1	4,258	3,364	894	-	-	1	4,258	3,364	894	-	-	-	-
St. Louis	-	284	224	60	-	-	-	284	224	60	-	-	-	-
Chicago	97	193,349	151,950	41,399	26	14,309	123	207,658	151,950	55,708	-	-	-	-
Milwaukee	42	89,747	71,943	17,804	1	450	43	90,197	71,943	18,254	-	-	-	-
New York	146	355,489	273,094	82,395	24	16,082	170	371,571	273,094	98,477	-	70	-	-
Boston	48	91,811	70,900	20,911	7	4,035	55	95,846	70,900	24,946	1	1,712	-	-
New Jersey	1	1,399	950	449	-	-	1	1,399	950	449	-	-	-	-
Washington D.C.	67	151,775	117,392	34,383	24	14,461	91	166,236	117,392	48,844	13	30,014	5	2,549
Philadelphia	118	300,689	234,358	66,331	24	14,154	142	315,843	234,358	81,485	2	1,934	2	1,186
Baltimore	1	1,015	820	195	1	425	2	1,440	820	620	-	-	-	-
<b>GRAND TOTAL</b>	<b>1264</b>	<b>\$2,896,367</b>	<b>\$2,259,166</b>	<b>\$637,201</b>	<b>395</b>	<b>\$220,058</b>	<b>1,659</b>	<b>\$3,116,425</b>	<b>\$2,259,166</b>	<b>\$857,259</b>	<b>63</b>	<b>\$143,504</b>	<b>31</b>	<b>\$17,417</b>

PRODUCT LINE SUMMARY

CMC - 3 & 5

- . DEC PDP 8
- . PROGRAMMABLE
- . CONSIDERED A "CAPPED" DEVICE
- . HIGH STABILITY
- . MINIMAL SUPPORT REQUIREMENTS

CMC 1800

- . DEC PDP 11
- . LARGE NUMBER OF WORK STATIONS
- . PROGRAMMABLE USING RPG AND COBOL

XL

- . 1900/10 LOOK-ALIKE
- . PROGRAMMABLE USING BASIC COBOL
- . XL 20 & 40

PRODUCT DISTRIBUTION BY OPERATION

(UNITS)

	<del>CADE</del> PDES	<del>1800</del> FDE	XL	TOTAL	CADE
N/E	141	49	91	281	130
M/E	101	69	93	263	129
S/O	126	71	111	308	264
C/O	137	75	244	456	406
W/O	250	101	332	683	376
HAWAII	25	12	16	53	-
TOTAL	780	377	887	2044	1305*

\*ADD OPERATIONS ONLY.

SOFTWARE LEVELS SUPPORTED

HARDWARE

CMC 3/5

CMC 6

SOFTWARE VERSION

5 F/G 02-35

5 K01-20

6 K01-20

SHOULD REQUIRE MINIMAL SUPPORT

1800 Mod I

Mod II

1802-D

1803-B

CATEGORY I SUPPORT

XL 20/40

1.6D

CATEGORY I SUPPORT

LANGUAGES

RPG II

COBOL

S/A AUTHORIZATION PER OPERATION

	<u>PERTEC BASE</u>	<u>CADE SUPPORT</u>	<u>TOTAL</u>
N/E	6	9	15
M/E - 2 TO FSO	6*	4	10
S/O	7	9	16
C/O	9	15	24
W/O	16	24	40
TOTAL	44	61 (existing)	105

\*INCLUDES FSO

4 PRE-SALES S/A'S TO BE ASSIGNED. TO DETERMINE REQUIRES

5 AUTHORIZED INSTRUCTORS FOR WEC.

TRAINING

- INTERNAL TRAINING UNDER A. BRIGGS AND WEC WITH EMPHASIS ON 1800 PRODUCT.
  - . FIRST COURSE SCHEDULED 8/31
  - . SECOND COURSE SCHEDULED 9/8
  - . WEEK OF 9/14
    - CHICAGO
    - LOS ANGELES
  - . WEEK OF 9/21
    - SAN FRANCISCO
    - DALLAS/ATLANTA
- WEC TO PLAN AND RESPOND TO CUSTOMER TRAINING REQUEST FROM 10/5/81.
- JANUARY 1, WEC TO HAVE DATA ENTRY TRAINING SCHEDULE AND BE RESPONSIBLE FOR ALL CUSTOMER TRAINING - UNIVAC AND PERTEC BASE.

SUPPORT PHILOSOPHY

- UNIVAC HAS ACQUIRED PERTEC CONTRACTUAL COMMITMENTS. THEREFORE, PREVAILING CONTRACT WILL DETERMINE SUPPORT GUIDELINES.
- NOTE: IF IT IS NOT IN THE CONTRACT, THEN UNIVAC POLICY WILL BE USED FOR SUPPORT GUIDELINES.
- EDUCATION AND SYSTEM ANALYST EFFORT WILL BE CHARGEABLE ITEMS IF NOT STATED OTHERWISE IN THE CONTRACT.
- BASIC SUPPORT SERVICES GUIDELINES WILL APPLY - E.G.
  - . TELEPHONE RESPONSE
  - . SUR PROCESSING
- EXTENDED SUPPORT SERVICES
  - . SYSTEM ANALYST TIME ON-SITE IS CHARGEABLE
  - . ON-SITE TRAINING IS CHARGEABLE AT SYSTEM SERVICES RATES.
- IT IS A UNBUNDLED DATA ENTRY WORLD.

CUSTOMER SUPPORT SERVICES

## - CENTRAL SUPPORT GROUP CONTACTS

SPERRY NET #

- . ARNIE SILVERMAN 335-4790
- . SUE MESSENGER 335-4353
- . HELEN JAMES  
1800 TECH. SPC.
- . BOB McMAHON  
XL TECH. SPC.

## - PLAN TO ESTABLISH GROUP IN IRVINE IN NEAR FUTURE.

## - SUR PROCESSING

- . USE OF STANDARD FORM
- . MAIL TO:  
SUR COORDINATOR  
322 N. 2200 WEST  
SALT LAKE CITY, UTAH 84116

## - CSS MAILING ADDRESS

CSS  
MAIL STATION PLS-1  
322 N. 2200 WEST  
SALT LAKE CITY, UTAH 84116

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CUSTOMER SUPPORT SERVICES (CONTINUED)

- SOFTWARE ORDER PROCEDURE
  - . TODAY - CONTACT CSS - SALT LAKE
  - . FUTURE - PROCEDURE AND NOTIFICATION VIA MARKETING NEWSLETTER
  
- DOCUMENTATION
  - . TODAY - CONTACT CSS - SALT LAKE FOR IMMEDIATE NEEDS
  - . FUTURE - INDEX AND PROCEDURE FOR CIDC AS SOURCE
  
- CONFIGURATORS FOR HARDWARE AND SOFTWARE
  - . UNIVAC PRICE BULLETINS RELEASED
  - . PERTEC SALES MANUAL
  - . SYSTEM REFERENCE MANUAL - RESOURCE ALLOCATION SECTION

S/A TIME REPORTING

- USE OF TIME AND EFFORT SYSTEM AND CAR FORM.
- UNIVAC CUSTOMER NUMBERS WILL BE ASSIGNED.
- SYSTEMS CODES HAVE BEEN ASSIGNED
  - . CMC = SYSTEM CODE 33
  - . 1800 = SYSTEM CODE 34
  - . XL 20/40 = SYSTEM CODE 35
- LOCATION ORGANIZATION NUMBER IS TO BE USED.
- USE OF STANDARD EFFORT CODES.
- POINT OF CONTACT IF QUESTIONS
  - . ROBERT KEENEY 423-5032
  - . WILLIAM YANAN 423-2440

Q & A

- A CONTRACT QUESTION  
EVERY OPERATION WILL HAVE PREVAILING CONTRACT  
TO RESEARCH.
- UNBUNDLING QUESTIONS  
IF IT IS NOT IN THE EXISTING CUSTOMER CONTRACT,  
UNIVAC POLICY WILL BE USED.
- CUSTOMER SATISFACTION PROBLEM  
SOFTWARE - CONTACT ARNIE SILVERMAN  
MARKETING - CONTACT DONALD McDONALD
- ANTICIPATED FLOW OF QUESTIONS  
CUSTOMER TO BRANCH TO OPERATION TO NEXT  
APPROPRIATE GROUP.

CSS SUMMARY

- BE ATTENTIVE TO THE PEOPLE BROUGHT ON-BOARD TO SERVICE THE PERTEC CUSTOMER BASE. PERSONNEL WILL CONDUCT ORIENTATION SESSIONS.
- PAY ATTENTION TO THE CUSTOMER BASE THAT HAS BEEN ACQUIRED.
- BE FAMILIAR WITH THE PRODUCTS.
- ACQUIRE A HIGH "MAGNITUDE OF UNDERSTANDING" TO REALIZE THE BENEFITS OF THIS ACQUISITION TO UNIVAC.