ANALYSIS OF THIRD-PARTY MAINTENANCE

CONTENTS

1ST SERVICE TECH
2 FLEMING
IRVINE, CA 92718
(714) 581-0333

Percent growth 1986: 20%
Years active in TPM: 13

THE COMPANY

Service Locations:	2	Total Service Employees:	10
Repair Depots:	2	Total Service Management:	3
Parts Depots:	2	Field Engineers:	5
		Field Support Specialists:	2

Geographic Coverage: CALIFORNIA

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

PRINTRONIX, C.ITOH, DATAPRODUCTS, QMS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
___ Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	90%	Contract Based Service	80%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	20%

Prime time hourly per call rate is $ 75.

3M/EQUIPMENT SERVICE SUPPORT

3M CENTER
ST. PAUL, MN 55144
(612) 731-6586

1985 TPM Revenues: $ 20.0 million
Percent growth 1986: 98%
Years active in TPM: 3

THE COMPANY

Service Locations: 250
Repair Depots: 250
Parts Depots: 250

Total Service Employees: 1500

Field Engineers: 1000
Field Support Specialists: 500

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

DEC, DATAPRODUCTS, LEAR SIEGLER, AT&T, HEWLETT-PACKARD, IBM, COMPAQ, TALLGRASS, MOUNTAIN, IOMEGA, DCA, QUADRAM, NEC, ZENITH, HAYES, RACAL-VADIC, TEXAS INSTRUMENTS, EPSON, DIABLO, QUME, OKIDATA, TOSHIBA, TELEVIDEO, AST, HERCULES, ANADEK, RIXON AND OTHERS

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
x Software Maintenance
___ Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
___ Programming/Consulting
x Refurbishment
x Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	80%
Depot Repair	2%
Remote Support Services	18%

BUSINESS BASE

Contract Based Service	85%
Flat Fee Per Incident	0%
Hourly/Per Call	15%

ACT DUMONT
4 WEIGLEY
IRVINE, CA 92714
(714) 770-6575

1985 TPM Revenues: $ 2.5 million
Percent growth 1986: 35%
Years active in TPM: 5

THE COMPANY

Service Locations: 3
Repair Depots: 3

Total Service Employees: 80
Total Service Management: 8
Field Engineers: 64
Field Support Specialists: 8

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

ALL MAJOR BRANDS OF DISK DRIVES.

SERVICES PROVIDED

___ Manufacturer Warranty
___ Preventive Maintenance
x Engineering Changes
___ Software Maintenance
___ Equipment Sale/Lease
___ Installation/Relocation
x Remedial Maintenance
___ Conversion Upgrade
___ Programming/Consulting
x Refurbishment
___ Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	99%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%

ADVANCED TECHNOLOGY SVCES, INC
2000 WASHINGTON STREET
EAST PEORIA, IL 61611
(309) 698-5700

Years active in TPM: 1

THE COMPANY

Service Locations:	2	Total Service Employees:	55
Repair Depots:	2		
Parts Depots:	1	Field Engineers:	40

Geographic Coverage: CENTRAL ILLINOIS, INDIANA, IOWA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, DEC, COMPAQ, EPSON

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	47%	Contract Based Service	60%
Depot Repair	48%	Flat Fee Per Incident	30%
Remote Support Services	5%	Hourly/Per Call	10%

Prime time hourly per call rate is $ 65.

AFI/DATATROL
BRENT DRIVE
HUDSON, MA 02154
(617) 568-1411

Years active in TPM: 17

THE COMPANY

Service Locations: 60
Repair Depots: 60

Total Service Employees: 200

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

DATATROL, DEC, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
___ Preventive Maintenance	___ Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

AMERICAN COMPUTER ENGINEERS
11175 FLINTKOTE AVENUE
SAN DIEGO, CA 92121
(619) 587-9002

1985 TPM Revenues: $ 1.0 million
Percent growth 1986: 10%
Years active in TPM: 8

THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	5
Parts Depots:	1	Field Engineers:	3
		Field Support Specialists:	6

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

DEC, CIPHER, IBM, KAYPRO, ADDS, AMDEK, C.ITOH, CENTRONICS, CDC, DIABLO, EPSON, ESPRIT, FUJITSU, HP, IBM, KENNEDY, LEAR SIEGLER, MANNESMANN TALLY, MEMOREX, MICOM, MOTOROLA, NEC, OKIDATA, PERKIN ELMER, PERTEC, PRIAM, TANDON, WYSE, XEROX, MANY MORE

SERVICES PROVIDED

___ Manufacturer Warranty	_x_ Installation/Relocation	_x_ Refurbishment
_x_ Preventive Maintenance	_x_ Remedial Maintenance	_x_ Training
___ Engineering Changes	_x_ Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
_x_ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	40%	Contract Based Service	50%
Depot Repair	35%	Flat Fee Per Incident	10%
Remote Support Services	25%	Hourly/Per Call	40%

Prime time hourly per call rate is $ 45.

AMERICAN COMPUTER HARDWARE CO.
2205 SOUTH WRIGHT AVENUE
SANTA ANA, CA 92705
(714) 549-2688

Percent growth 1986: 30%
Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	12
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	8
		Field Support Specialists:	12

Geographic Coverage: NATIONWIDE DEPOT; SOUTHERN CALIFORNIA ON-SITE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

DATAPRODUCTS, DEC, STAR, C.ITOH

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	25%	Contract Based Service	20%
Depot Repair	75%	Flat Fee Per Incident	15%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is $ 60.

AMERICAN DIGITAL COMPANY
12720 HILLCROFT
HOUSTON, TX 77085
(713) 729-5800

1985 TPM Revenues: $ 1.0 million
Percent growth 1986: 30%
Years active in TPM: 5

THE COMPANY

Service Locations:	1	Total Service Employees:	4
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	4
		Field Support Specialists:	3

Geographic Coverage: NATIONWIDE DEPOT; HOUSTON ON-SITE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DEC AND DEC COMPATIBLES

SERVICES PROVIDED

___ Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	55%	Contract Based Service	50%
Depot Repair	30%	Flat Fee Per Incident	25%
Remote Support Services	15%	Hourly/Per Call	25%

Prime time hourly per call rate is $ 80.

APPLIED MAGNETICS
150 BINFIELD STREET
ELKHORN, NE 68022
(402) 289-2400

1985 TPM Revenues: $ 6.8 million
Percent growth 1986: 20%
Years active in TPM: 9

THE COMPANY

Service Locations: 2
Repair Depots: 2
Parts Depots: 2

Total Service Employees: 60

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

IBM, HP, DEC, DG, MEMOREX

SERVICES PROVIDED

x Manufacturer Warranty
___ Preventive Maintenance
___ Engineering Changes
___ Software Maintenance
___ Equipment Sale/Lease
___ Installation/Relocation
x Remedial Maintenance
___ Conversion Upgrade
___ Programming/Consulting
x Refurbishment
___ Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	99%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%

ARGOS, INCORPORATED
1485 W. SHAW
FRESNO, CA 93711
(209) 221-7211

Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	2
		Field Engineers:	2
		Field Support Specialists:	3

Geographic Coverage: NORTHERN CA, CENTRAL VALLEY

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

KAYPRO, NEC, OKIDATA, CORDATA, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	___ Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
___ Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	70%	Contract Based Service	20%
Depot Repair	27%	Flat Fee Per Incident	0%
Remote Support Services	3%	Hourly/Per Call	90%

ASJ SUPPORT SERVICES
3950 DOW ROAD
MELBOURNE, FL 32935
(305) 242 2002

1985 TPM Revenues: $ 7.5 million
Percent growth 1986: 40%
Years active in TPM: 7

THE COMPANY

Service Locations: 16
Repair Depots: 2

Total Service Employees: 55
Total Service Management: 4
Field Engineers: 40
Field Support Specialists: 10

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Peripherals

BRANDS SERVICED

DEC, DG, CDC, CALMA, CENTRONICS, CIPHER, APOLLO, VERSTEC, CALCOMP

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
___ Software Maintenance
x Equipment Sale/Lease

x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting

x Refurbishment
x Training
x Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	100%
Depot Repair	0%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	80%
Flat Fee Per Incident	15%
Hourly/Per Call	5%

Prime time hourly per call rate is $ 75.

AVNET COMPUTER TECHNOLOGIES
10000 WEST 76TH STREET
MINNEAPOLIS, MN 55344
(612) 944-1114

1985 TPM Revenues: $ 3.0 million
Percent growth 1986: 20%
Years active in TPM: 17

THE COMPANY

Service Locations: 25
Repair Depots: 25
Parts Depots: 1

Total Service Employees: 61
Total Service Management: 4
Field Engineers: 46
Field Support Specialists: 7

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, AT&T, TEXAS INSTRUMENTS, WYSE, ADDS, DEC, TELEVIDEO, DIABLO, OKIDATA, FUJITSU, ESPRIT

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
___ Software Maintenance
x Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
___ Programming/Consulting
x Refurbishment
x Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	70%
Depot Repair	30%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	60%
Flat Fee Per Incident	5%
Hourly/Per Call	35%

Prime time hourly per call rate is $ 70.

BAUM CONTROL SYSTEMS, INC.
DBA THE COMPUTING CENTER
410 E. UPLAND ROAD
ITHICA, NY 14850
(607) 257-3524

1985 TPM Revenues: $ 2.0 million
Percent growth 1986: 10%
Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	3
Repair Depots:	1	Total Service Management:	1
Parts Depots:	1	Field Engineers:	2
		Field Support Specialists:	2

Geographic Coverage: CENTRAL NEW YORK

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

ZENITH, HP, DMC, OKIDATA, LEADING EDGE

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	___ Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	50%	Contract Based Service	60%
Depot Repair	40%	Flat Fee Per Incident	10%
Remote Support Services	10%	Hourly/Per Call	30%

Prime time hourly per call rate is $ 55.

BENCHMARK COMPUTER SYSTEMS
200 1ST AVENUE WEST
SEATTLE, WA 98119
(206) 285-0380

1985 TPM Revenues: $ 2.0 million
Percent growth 1986: 10%
Years active in TPM: 14

THE COMPANY

Service Locations:	1	Total Service Employees:	14
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	8
		Field Support Specialists:	4

Geographic Coverage: WASHINGTON STATE, ALASKA

PRODUCTS SERVICED

- Mainframes
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, COMPAQ, TEXAS INSTRUMENTS, CADO

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	9%
Remote Support Services	1%

BUSINESS BASE

Contract Based Service	70%
Flat Fee Per Incident	0%
Hourly/Per Call	30%

Prime time hourly per call rate is $ 95.

BESCO
HIGHWAY 45 NORTH
COLUMBUS, MS 39701
(601) 328-6860

Years active in TPM: 29

THE COMPANY

Service Locations:	2	Total Service Employees:	30
Repair Depots:	2	Total Service Management:	2
Parts Depots:	2	Field Engineers:	28
		Field Support Specialists:	2

Geographic Coverage: SOUTH EASTERN U.S.

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Office products

BRANDS SERVICED

IBM, DG, APPLE, LEADING EDGE, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	75%	Contract Based Service	50%
Depot Repair	22%	Flat Fee Per Incident	5%
Remote Support Services	3%	Hourly/Per Call	45%

Prime time hourly per call rate is $ 75.

BUSINESS EQUIPMENT HOUSE, INC.
2934 W. MONTROSE AVENUE
CHICAGO, IL 60618
(312) 478-3800

1985 TPM Revenues: $ 3.0 million

Years active in TPM: 25

THE COMPANY

Service Locations:	3	Total Service Employees:	14
Repair Depots:	1	Total Service Management:	1
Parts Depots:	1	Field Engineers:	13

Geographic Coverage: GREATER CHICAGO AREA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

PRIME, BURROUGHS, NCR, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	Disaster Recovery
x Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	90%	Contract Based Service	75%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	25%

Prime time hourly per call rate is $ 55.

BYTEX CORPORATION
1003 W. 6TH STREET
AUSTIN, TX 78731
(512) 479-8800

1985 TPM Revenues: $ 3.0 million

Years active in TPM: 5

THE COMPANY

Service Locations:	3	Total Service Employees:	9
Repair Depots:	3	Total Service Management:	1
Parts Depots:	3	Field Engineers:	7
		Field Support Specialists:	1

Geographic Coverage: SOUTH TEXAS

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, COMPAQ, APPLE, EPSON, OKIDATA, FORTUNE, COMPUCORE, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	80%	Contract Based Service	60%
Depot Repair	15%	Flat Fee Per Incident	0%
Remote Support Services	5%	Hourly/Per Call	40%

Prime time hourly per call rate is $ 75.

C & L TERMINALS, INCORPORATED
1215 S.E. IVON
PORTLAND, OR 97202
(503) 231-0333

Percent growth 1986: 5%
Years active in TPM: 15

THE COMPANY

Service Locations:	5	Total Service Employees:	20
Repair Depots:	5	Total Service Management:	3
Parts Depots:	5	Field Engineers:	6
		Field Support Specialists:	5

Geographic Coverage: NORTHWESTERN U.S.

PRODUCTS SERVICED

- Peripherals
- Telecommunications

BRANDS SERVICED

DEC, PERKIN-ELMER, LEAR SIEGLER, QUME, TELETYPE, OKIDATA, ADDS, TELEVIDEO, TEXAS INSTRUMENTS, DIABLO, COMMODORE, C.ITOH, DATATEC, MULTIDATA

SERVICES PROVIDED

___ Manufacturer Warranty	___ Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	50%	Contract Based Service	50%
Depot Repair	50%	Flat Fee Per Incident	50%
Remote Support Services	0%	Hourly/Per Call	0%

Prime time hourly per call rate is $ 50.

CAMEX INDUSTRIES
456 CONSTITUTION AVENUE
CAMARILLO, CA 93010
(805) 987-8628

Years active in TPM: 5

THE COMPANY

Service Locations:	1	Total Service Employees:	19
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	3
		Field Support Specialists:	12

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

CDC

SERVICES PROVIDED

___ Manufacturer Warranty
___ Preventive Maintenance
___ Engineering Changes
___ Software Maintenance
_x_ Equipment Sale/Lease
___ Installation/Relocation
_x_ Remedial Maintenance
___ Conversion Upgrade
___ Programming/Consulting
_x_ Refurbishment
_x_ Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	5%	Contract Based Service	0%
Depot Repair	95%	Flat Fee Per Incident	75%
Remote Support Services	0%	Hourly/Per Call	25%

Prime time hourly per call rate is $ 50.

CIRCUIT TEST, INCORPORATED
12749 W. HILLSBOROUGH AVENUE
TAMPA, FL 33615
(813) 855-6685

Years active in TPM: 5

THE COMPANY

Service Locations: 1
Repair Depots: 1

Total Service Employees: 45
Total Service Management: 4

Field Support Specialists: 31

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

CDC, OTHERS

SERVICES PROVIDED

___ Manufacturer Warranty
___ Preventive Maintenance
x Engineering Changes
___ Software Maintenance
___ Equipment Sale/Lease
___ Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
___ Programming/Consulting
x Refurbishment
___ Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	99%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	100%
Flat Fee Per Incident	0%
Hourly/Per Call	0%

CIRVIS, INCORPORATED
P.O. BOX 1096
HUNTINGTON BEACH, CA 92647
(714) 891-2000

1985 TPM Revenues: $ 0.5 million

Years active in TPM: 13

THE COMPANY

Service Locations:	1	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	6

Geographic Coverage: SOUTHERN CALIFORNIA

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

ALTOS, APPLE, COLUMBIA, COMPAQ, CROMENCO, IBM, OSBORNE, SONY, ADDS, PLEXUS, ZENITH, KAYPRO, BEEHIVE, HAZELTINE, LEAR SEIGLER, ANACOM, PERKIN-ELMER, ANADEX, CENTRONICS, DIABLO, EPSON, OKIDATA, XEROX, CDC, PRINTRONIX, QUME, NEC, TOSHIBA, CENTURY, MORE

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	49%	Contract Based Service	70%
Depot Repair	2%	Flat Fee Per Incident	10%
Remote Support Services	49%	Hourly/Per Call	20%

Prime time hourly per call rate is $ 65.

CMG COMPUTER SERVICES
187 BILLERICA ROAD
CHELMSFORD, MA 01824
(617) 256-6698

Years active in TPM: 5

THE COMPANY

Service Locations:	1	Total Service Employees:	5
Repair Depots:	1	Total Service Management:	5
Parts Depots:	1	Field Engineers:	5
		Field Support Specialists:	5

Geographic Coverage: DEPOT NATIONWIDE; NEW ENGLAND ONSITE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
___ Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	30%	Contract Based Service	0%
Depot Repair	70%	Flat Fee Per Incident	70%
Remote Support Services	0%	Hourly/Per Call	30%

Prime time hourly per call rate is $ 65.

COGITO DATA SYSTEMS
90 WALL STREET
PRINCETON, NJ 08540
(609) 924-7200

1985 TPM Revenues: $ 6.0 million
Percent growth 1986: 10%
Years active in TPM: 17

THE COMPANY

Service Locations:	3	Total Service Employees:	150
Repair Depots:	1	Total Service Management:	15
Parts Depots:	1	Field Engineers:	90
		Field Support Specialists:	45

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

BURROUGHS, CONVERGENT TECHNOLOGIES

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
Engineering Changes	x Conversion Upgrade	Disaster Recovery
x Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	40%	Contract Based Service	80%
Depot Repair	60%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	20%

COMDISCO, INCORPORATED
6400 SHAFER COURT
ROSEMONT, IL 60018
(312) 698-3000

1985 TPM Revenues: $ 6.0 million

Years active in TPM: 17

THE COMPANY

Service Locations: 17
Repair Depots: 1

Total Service Employees: 45

Field Engineers: 28
Field Support Specialists: 9

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM

SERVICES PROVIDED

___ Manufacturer Warranty
___ Preventive Maintenance
_x_ Engineering Changes
___ Software Maintenance
_x_ Equipment Sale/Lease
_x_ Installation/Relocation
_x_ Remedial Maintenance
_x_ Conversion Upgrade
___ Programming/Consulting
_x_ Refurbishment
___ Training
_x_ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	99%
Depot Repair	0%
Remote Support Services	1%

BUSINESS BASE

Contract Based Service	70%
Flat Fee Per Incident	30%
Hourly/Per Call	0%

COMPUPAIR
6875 E. EVANS
SUITE 101
DENVER, CO 80274
(303) 692-8380

1985 TPM Revenues: $ 0.5 million
Percent growth 1986: 35%
Years active in TPM: 4

THE COMPANY

Service Locations:	1	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	5
		Field Support Specialists:	2

Geographic Coverage: COLORADO

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

ALTOS, COLUMBIA, COMPAQ, CONVERGENT TECHNOLOGIES, IBM, IMS, KAYPRO, PANASONIC, PLEXUS, TELEVIDEO, ADDS, LEAR SIEGLER, QUME, TELEVIDEO, CDC, MITSUBISHI, SHUGART, TANDON, TEAC, SEAGATE, NEC, GE, C.ITOH, PANASONIC, OKIDATA, TEXAS INSTRUMENTS, AND OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	40%	Contract Based Service	20%
Depot Repair	60%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	80%

Prime time hourly per call rate is $ 50.

COMPUTECH
2317 SOUTH DANVILLE
ABILENE, TX 79605
(915) 692-9141

1985 TPM Revenues: $ 1.2 million
Percent growth 1986: 10%
Years active in TPM: 10

THE COMPANY

Service Locations:	3	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	1
Parts Depots:	3	Field Engineers:	8
		Field Support Specialists:	1

Geographic Coverage: WEST TEXAS

PRODUCTS SERVICED

- Minicomputers
- Peripherals

BRANDS SERVICED

IBM, DECISION DATA, DATAPRODUCTS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
x Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	95%	Contract Based Service	90%
Depot Repair	5%	Flat Fee Per Incident	5%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is $120.

COMPUTER BOARD REPAIR DEPOT
177 IDEMA ROAD
MARKHAM, ONTARIO
CANADA L3R1A9,
(416) 475-7590

1985 TPM Revenues: $ 0.9 million
Percent growth 1986: 40%
Years active in TPM: 6

THE COMPANY

Service Locations: 1
Repair Depots: 1

Total Service Employees: 15
Total Service Management: 3

Field Support Specialists: 1

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

ALTOS, AMDEK, APPLE, AST, BROTHER, CENTRONICS, C.ITOH, 3COM, WYSE, COMPAQ, CORDATA, DATAPRODUCTS, DIABLO, DEC, CIPHER, EPSON, HAYES, IBM, OKIDATA, NEC, XEROX, TALLGRASS, MANNESMAN TALLY, PRINTRONIX, LEAR SIEGLER, QUADRAM, PERSYST, ZENITH, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
___ Software Maintenance
___ Equipment Sale/Lease
___ Installation/Relocation
___ Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting
x Refurbishment
___ Training
x Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	10%
Flat Fee Per Incident	80%
Hourly/Per Call	10%

Prime time hourly per call rate is $ 50.

COMPUTER ENTRY SYSTEMS/AOM
271 SCHILLING CIRCLE
HUNT VALLEY, MD 21031
(301) 683-5900

1985 TPM Revenues: $ 27.2 million
Percent growth 1986: 30%
Years active in TPM: 4

THE COMPANY

Service Locations: 22
Repair Depots: 4
Parts Depots: 22

Total Service Employees: 550
Total Service Management: 130
Field Engineers: 420

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

AMPEX, APPLE, CENTRONICS, CENTURY, CHARLES RIVER, DG, DATAPRODUCTS, DATA SOUTH, DEC, DIABLO, EPSON, FUJITSU, IBM, LEAR SIEGLER, QUME, TOSHIBA, SOBAR, TOSHIBA, TELEVIDEO, TALLY, PRINTRONIX, CDC, CALCOMP,COMPAQ, CIPHER, AND MORE

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
x Software Maintenance
___ Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting
x Refurbishment
x Training
x Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	75%
Depot Repair	23%
Remote Support Services	2%

BUSINESS BASE

Contract Based Service	98%
Flat Fee Per Incident	2%
Hourly/Per Call	0%

Prime time hourly per call rate is $ 90.

COMPUTER HARDWARE MAINTENANCE
528 STREET ROAD
SOUTHAMPTON, PA 18966
(215) 364-4444

Percent growth 1986: 30%
Years active in TPM: 14

THE COMPANY

Service Locations: 4
Repair Depots: 2

Total Service Employees: 40
Total Service Management: 6
Field Engineers: 34

Geographic Coverage: PHILADELPHIA (PA) AREA

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, AT&T, COMPAQ, ZENITH, EPSON

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
___ Software Maintenance
x Equipment Sale/Lease

x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
___ Programming/Consulting

x Refurbishment
x Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	80%
Depot Repair	20%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	95%
Flat Fee Per Incident	0%
Hourly/Per Call	5%

COMPUTER MAINTENANCE CORP.
405 MARRY HILL PARKWAY
E. RUTHERFORD, NJ 07073
(201) 896-0707

1985 TPM Revenues: $ 6.0 million

Years active in TPM: 8

THE COMPANY

Service Locations:	7	Total Service Employees:	135
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	30
		Field Support Specialists:	5

Geographic Coverage: NEW ENGLAND

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Office products

BRANDS SERVICED

IBM, DEC, APPLE, PERTEC, DG, CDC, COMPAQ

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	50%	Contract Based Service	75%
Depot Repair	50%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	25%

Prime time hourly per call rate is $ 80.

COMPUTER REPAIR CENTER
19 NORFOLK AVENUE
SOUTH EASTON, MA 02375
(617) 238-2090

1985 TPM Revenues: $ 3.5 million

Years active in TPM: 6

THE COMPANY

Service Locations:	8	Total Service Employees:	40
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	15
		Field Support Specialists:	10

Geographic Coverage: NATIONWIDE DEPOT; NEW ENGLAND ONSITE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	50%	Contract Based Service	50%
Depot Repair	50%	Flat Fee Per Incident	40%
Remote Support Services	0%	Hourly/Per Call	10%

Prime time hourly per call rate is $ 80.

COMPUTER SALES & SERVICE
621 DISTRIBUTOR ROW
SUITE B
HARAHAN, LA 70123
(504) 733-5116

Percent growth 1986: 50%
Years active in TPM: 8

THE COMPANY

Service Locations:	3	Total Service Employees:	20
Repair Depots:	1	Total Service Management:	4
Parts Depots:	3	Field Engineers:	5

Geographic Coverage: SOUTHEASTERN U.S.

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL, ZENITH, GENERAL AUTOMATION

SERVICES PROVIDED

___ Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	80%	Contract Based Service	95%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	10%	Hourly/Per Call	5%

COMPUTER TECHNOLOGY, INC.
1442 W. COLLINS AVENUE
UNIT B
ORANGE, CA 92667
(714) 538-2344

1985 TPM Revenues: $ 0.4 million
Percent growth 1986: 75%
Years active in TPM: 8

THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	1
Parts Depots:	1	Field Engineers:	2
		Field Support Specialists:	2

Geographic Coverage: GREATER LA AREA, ORANGE COUNTY

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL

SERVICES PROVIDED

___ Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	___ Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	60%	Contract Based Service	80%
Depot Repair	30%	Flat Fee Per Incident	10%
Remote Support Services	10%	Hourly/Per Call	10%

Prime time hourly per call rate is $ 50.

COMSEL
8453-N TYCO ROAD
VIENNA, VA 22180
(703) 734-3880

1985 TPM Revenues: $ 0.8 million
Percent growth 1986: 20%
Years active in TPM: 8

THE COMPANY

Service Locations:	1	Total Service Employees:	8
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	4
		Field Support Specialists:	3

Geographic Coverage: RICHMOND (VA) TO BALTIMORE (MD)

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

DEC, AT&T, CENTRONICS, ESPRIT, DCA, ANDERSON JACOBSEN, TELEVIDEO, WYSE, VISUAL, TEXAS INSTRUMENTS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	80%	Contract Based Service	80%
Depot Repair	15%	Flat Fee Per Incident	0%
Remote Support Services	5%	Hourly/Per Call	20%

Prime time hourly per call rate is $ 60.

CPX, INCORPORATED
21900 PLUMMER STREET
CHATSWORTH, CA 91311
(818) 709-4003

1985 TPM Revenues: $ 13.5 million
Percent growth 1986: 15%
Years active in TPM: 10

THE COMPANY

Service Locations:	8	Total Service Employees:	75
Repair Depots:	3	Total Service Management:	7
Parts Depots:	3	Field Engineers:	10
		Field Support Specialists:	58

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, CDC, DEC, DG, AMPEX, CENTURY DATA, FUJITSU, MEMOREX, STC, TELEX, ARCHIVE, CIPHER, KENNEDY, PERTEC, WANGCO, HONEYWELL, AT&T, COMPUTERVISION, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
___ Preventive Maintenance	___ Remedial Maintenance	x Training
x Engineering Changes	___ Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	0%	Contract Based Service	0%
Depot Repair	99%	Flat Fee Per Incident	100%
Remote Support Services	0%	Hourly/Per Call	0%

CRT SYSTEMS, INCORPORATED
480 ROLAND WAY
OAKLAND, CA 94621
(415) 430-8870

1985 TPM Revenues: $ 1.0 million
Percent growth 1986: 50%
Years active in TPM: 23

THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	6
		Field Support Specialists:	2

Geographic Coverage: NORTHERN CALIFORNIA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

BURROUGHS, STAR TECHNOLOGIES, POINT 4, PRINTRONIX, DATA SOUTH, ADDS,TEXAS INSTUMENTS, WYSE, TELEVIDEO, NEC, MAXTOR, CENTURY, PRIAM, IDP,ANADEX, DEC, DIABLO, C.ITOH, CENTRONICS, HAYES, MICOM, RACAL-VADIC, CIPHER, FUJITSU, CDC, MANY OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
___ Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	80%	Contract Based Service	85%
Depot Repair	20%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	15%

Prime time hourly per call rate is $ 76.

CUSTOM COMPUTER SPECIALIST INC
1775 EXPRESS DRIVE, NORTH
HAUPPAUGE, NY 11788
(516) 582-6699

Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	1
		Field Engineers:	3
		Field Support Specialists:	2

Geographic Coverage: EAST COAST

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

APPLE, CROMMENCO, HP, IBM, SEIKO, LEADING EDGE, NCR

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	___ Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	40%	Contract Based Service	30%
Depot Repair	60%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	70%

Prime time hourly per call rate is $ 75.

DATA ACCESS SYSTEMS, INC.
P.O. BOX 1230
BLACKWOOD, NJ 08012
(609) 228-0700

Years active in TPM: 17

THE COMPANY

Service Locations:	27	Total Service Employees:	94
Repair Depots:	14	Total Service Management:	9
		Field Engineers:	77
		Field Support Specialists:	8

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

AT&T, TEXAS INSTRUMENTS, DIABLO, IBM, C.ITOH, RIXON, DEC, EAGLE, WYSE, EPSON, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	80%	Contract Based Service	80%
Depot Repair	20%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	20%

Prime time hourly per call rate is $ 75.

DATA ENTRY, INCORPORATED
402 SOUTHLAKE BLVD.
SUITE 1000
ALTAMONTE SPRINGS, FL 32701
(305) 339-5062

1985 TPM Revenues: $ 1.0 million

Years active in TPM: 12

THE COMPANY

Service Locations:	6	Total Service Employees:	22
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	18
		Field Support Specialists:	2

Geographic Coverage: FLORIDA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL, DEC, GENERAL AUTOMATION, POINT 4, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
___ Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
x Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	95%	Contract Based Service	90%
Depot Repair	5%	Flat Fee Per Incident	5%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is $ 85.

DATA PRODUCTS MAINTENANCE
9460 TELSTAR AVENUE
UNIT 3
EL MONTE, CA 91731
(818) 350-4191

1985 TPM Revenues: $ 1.3 million
Percent growth 1986: 20%
Years active in TPM: 16

THE COMPANY

Service Locations:	4	Total Service Employees:	13
Repair Depots:	4	Total Service Management:	3
Parts Depots:	4	Field Engineers:	12
		Field Support Specialists:	3

Geographic Coverage: SOUTHERN CALIFORNIA

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

AT&T, IBM, COMPAQ, DEC, CDC, C.IOTH, CENTRONICS, TEXAS INSTRUMENTS, TELEX, OKIDATA, COMPAQ, WYSE, OTHER BRANDS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	40%	Contract Based Service	97%
Depot Repair	60%	Flat Fee Per Incident	0%
Remote Support Services	20%	Hourly/Per Call	3%

Prime time hourly per call rate is $ 65.

DATA TECH/RELIANCE INC.
1020 S. 344TH STREET
SUITE #212
FEDERAL WAY, WA 98003
(206) 952-2440

Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	21
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	5
		Field Support Specialists:	12

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

SEAGATE, SHUGART, TANDON, CDC, EPSON, MITSUBISHI, QUME, SANYO,TEAC, TEC, TOSHIBA, ALL MAJOR DISK MANUFACTURERS

SERVICES PROVIDED

x Manufacturer Warranty	___ Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	___ Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	0%	Contract Based Service	0%
Depot Repair	99%	Flat Fee Per Incident	100%
Remote Support Services	0%	Hourly/Per Call	0%

DATAGATE, INCORPORATED
1971 TEROB COURT
MILPITAS, CA 95035
(408) 946-6222

1985 TPM Revenues: $ 5.0 million

Years active in TPM: 8

THE COMPANY

Service Locations: 22
Repair Depots: 2
Parts Depots: 2

Total Service Employees: 100

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals
- Office products

BRANDS SERVICED

HEWLETT-PACKARD

SERVICES PROVIDED

___ Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
___ Software Maintenance
x Equipment Sale/Lease

x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
___ Programming/Consulting

x Refurbishment
x Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	80%
Depot Repair	20%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	98%
Flat Fee Per Incident	0%
Hourly/Per Call	2%

Prime time hourly per call rate is $ 85.

DATANON SERVICES
361 RANDY ROAD
CAROL STREAM, IL 60188
(312) 665-1919

Years active in TPM: 2

THE COMPANY

Service Locations:	5	Total Service Employees:	22
Repair Depots:	5	Total Service Management:	4
		Field Engineers:	15
		Field Support Specialists:	3

Geographic Coverage: NORTH CENTRAL U.S.

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM

SERVICES PROVIDED

___ Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	70%	Contract Based Service	90%
Depot Repair	30%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	10%

Prime time hourly per call rate is $130.

DELPHI DATA SYSTEMS CORP.
3425 MEADOW VIEW DRIVE
RIVERSIDE, CA 92503
(714) 689-7408

1985 TPM Revenues: $ 0.5 million
Percent growth 1986: 30%
Years active in TPM: 11

THE COMPANY

Service Locations:	1	Total Service Employees:	4
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	4
		Field Support Specialists:	4

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	35%	Contract Based Service	60%
Depot Repair	35%	Flat Fee Per Incident	20%
Remote Support Services	30%	Hourly/Per Call	20%

Prime time hourly per call rate is $ 80.

DELTA COMPUTEC
1580 EMERSON STREET
P.O. BOX 60679
ROCHESTER, NY 14606
(716) 458-2560

Years active in TPM: 9

THE COMPANY

Service Locations: 12
Repair Depots: 2

Total Service Employees: 50

Field Engineers: 35
Field Support Specialists: 4

Geographic Coverage: EAST COAST, TEXAS

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

DATA GENERAL

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
___ Software Maintenance
x Equipment Sale/Lease

x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting

x Refurbishment
___ Training
___ Disaster Recovery
x File Conversion

DELTA DATA SYSTEMS CORPORATION
2595 METROPOLITAN DRIVE
TREVOSE, PA 19047
(215) 322-5400

Years active in TPM: 6

THE COMPANY

Service Locations: 10
Repair Depots: 3

Total Service Employees: 65

Field Engineers: 65

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals
- Office products

BRANDS SERVICED

IBM, BEEHIVE, OKIDATA, DEC, BURROUGHS, C.ITOH, DATA SOUTH, QUME, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
x Software Maintenance
x Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting
x Refurbishment
x Training
__ Disaster Recovery
x File Conversion

SERVICE DELIVERY MODES

On-Site Service	95%
Depot Repair	5%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	99%
Flat Fee Per Incident	0%
Hourly/Per Call	1%

Prime time hourly per call rate is $ 85.

DISKTEC CORPORATION
1106 WISTERWOOD
HOUSTON, TX 77043
(713) 932-6583

Years active in TPM: 1

THE COMPANY

Service Locations:	1	Total Service Employees:	11
Repair Depots:	1	Total Service Management:	3
		Field Engineers:	2
		Field Support Specialists:	6

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

SEAGATE, MINISCRIBE, TANDON, RODINE, SHUGART, CDC, MITSUBISHI, TEAC,AND OTHERS

SERVICES PROVIDED

___ Manufacturer Warranty	___ Installation/Relocation	x Refurbishment
___ Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	___ Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		**BUSINESS BASE**	
On-Site Service	0%	Contract Based Service	0%
Depot Repair	100%	Flat Fee Per Incident	100%
Remote Support Services	0%	Hourly/Per Call	0%

DMA, INCORPORATED
611 DEVELOPMENT BLVD.
AMERY, WI 54001
(715) 268-8106

1985 TPM Revenues: $ 2.0 million
Percent growth 1986: 25%
Years active in TPM: 10

THE COMPANY

Service Locations:	1	Total Service Employees:	20
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	3
		Field Support Specialists:	13

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

AMPEX, CDC, DG, DEC, FUJI, GTE, HARRIS, HP, HAZELTINE, INTEL, LITTON, MOTOROLA, NCR, NIXDORF, TEXAS INSTRUMENTS, PERKIN ELMER, PERTEK, 3M,GE, LEAR SIEGLER, TELEVIDEO, VISUAL, SHUGART, POINT 4, OTHERS

SERVICES PROVIDED

___ Manufacturer Warranty	___ Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	0%	Contract Based Service	15%
Depot Repair	100%	Flat Fee Per Incident	85%
Remote Support Services	0%	Hourly/Per Call	0%

DYNALECTRON SERVICE NETWORK
1875 WHIPPLE ROAD
HAYWARD, CA 94544
(408) 489-6996

1985 TPM Revenues: $ 0.7 million

Years active in TPM: 40

THE COMPANY

Service Locations: 4
Repair Depots: 4

Total Service Management: 150

Field Support Specialists: 27

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DEC, AMPEX, CDC, DIABLO, MEMOREX, MITSUBISHI, TANDON, TEAC, DG, HP, BURROUGHS, DATARAM, HARRIS, HONEYWELL, INTEL, MONOLITHIC, MOSTEK, NCR, XEROX, MPI, COMPAQ, IBM, KENNEDY, WYSE, NEC, CENTURY, RODIME, QUANTUM, SEAGATE, TANDON, MINISCRIBE, AND MORE

SERVICES PROVIDED

x Manufacturer Warranty	___ Installation/Relocation	x Refurbishment
___ Preventive Maintenance	___ Remedial Maintenance	___ Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	0%	Contract Based Service	0%
Depot Repair	100%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	0%

E.F. INDUSTRIES
12624 DAPHNE AVENUE
HAWTHORNE, CA 90250
(213) 777-4070

1985 TPM Revenues: $ 12.5 million
Percent growth 1986: 25%
Years active in TPM: 16

THE COMPANY

Service Locations:	5	Total Service Employees:	20
Repair Depots:	5	Total Service Management:	1
Parts Depots:	5	Field Engineers:	8
		Field Support Specialists:	13

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, SDS, WYSE, ALTOS, GE, DIABLO, CMI, TALLY, SHUGART, DG, CIPHER, WANGCO, PERKIN ELMER, CENTURY, CDC, INFOSCRIBE, NEC, BROTHER, SDM, OLIVETTI, DATUM, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	40%	Contract Based Service	33%
Depot Repair	50%	Flat Fee Per Incident	33%
Remote Support Services	0%	Hourly/Per Call	33%

Prime time hourly per call rate is $ 85.

EATON CORPORATION
DATA SYSTEMS SERVICE DIVISION
5875 GREEN VALLEY
CULVER CITY, CA 90230
(703) 922-5500

1985 TPM Revenues: $ 28.0 million
Percent growth 1986: 8%
Years active in TPM: 27

THE COMPANY

Service Locations:	90	Total Service Employees:	400
Repair Depots:	11	Total Service Management:	40
Parts Depots:	11	Field Engineers:	360

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DEC, DATA GENERAL, PERKIN ELMER, IBM

SERVICES PROVIDED

___ Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	100%	Contract Based Service	100%
Depot Repair	0%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	0%

ELECTRONIC ENGINEERING COMPANY
6896 WEST SNOWVILLE ROAD
BREEKSVILLE, OH 44141
(216) 526-4350

Percent growth 1986: 25%
Years active in TPM: 12

THE COMPANY

Service Locations:	8	Total Service Employees:	175
Repair Depots:	8	Total Service Management:	25
Parts Depots:	8	Field Engineers:	105
		Field Support Specialists:	45

Geographic Coverage: OHIO, KENTUCKY

PRODUCTS SERVICED

- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

ROLM, ISOETEC, TELCORESEARCH, SUMONA FOUR, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	90%	Contract Based Service	85%
Depot Repair	5%	Flat Fee Per Incident	10%
Remote Support Services	5%	Hourly/Per Call	5%

Prime time hourly per call rate is $ 55.

ELECTRONIC SERVICE SPECIALISTS
NORTH 92 WEST 14612,
ANTHONY AVENUE
MENOMANCE FALLS, WI 53051
(414) 255-4634

Years active in TPM: 9

THE COMPANY

Service Locations:	1	Total Service Employees:	52
Repair Depots:	1	Total Service Management:	3
		Field Engineers:	20
		Field Support Specialists:	29

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, DEC

SERVICES PROVIDED

___ Manufacturer Warranty
___ Preventive Maintenance
x Engineering Changes
___ Software Maintenance
x Equipment Sale/Lease
___ Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
___ Programming/Consulting
x Refurbishment
___ Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	99%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	95%
Hourly/Per Call	5%

Prime time hourly per call rate is $ 50.

FISHER SCIENTIFIC COMPANY
145 DELTA DRIVE
PITTSBURGH, PA 15238
(412) 963-1669

Percent growth 1986: 5%
Years active in TPM: 60

THE COMPANY

Service Locations:	43	Total Service Employees:	175
Repair Depots:	16	Total Service Management:	20
Parts Depots:	1	Field Engineers:	116
		Field Support Specialists:	39

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, COMMODORE, FRANKLIN, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	70%	Contract Based Service	66%
Depot Repair	30%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	33%

Prime time hourly per call rate is $ 80.

GEIGER & KROGH, INCORPORATED
4910 IRIS STREET
WHEATRIDGE, CO 80033
(303) 431-4236

1985 TPM Revenues: $ 0.8 million
Percent growth 1986: 10%
Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	7

Geographic Coverage: COLORADO

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

MAJOR BRANDS

SERVICES PROVIDED

___ Manufacturer Warranty	___ Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
x Software Maintenance	x Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	1%	Contract Based Service	85%
Depot Repair	99%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	15%

Prime time hourly per call rate is $ 25.

GENERAL DIAGNOSTICS, INC.
1308 MAHALO PLACE
COMPTON, CA 90220
(213) 639-5080

1985 TPM Revenues: $ 3.8 million

Years active in TPM: 5

THE COMPANY

Service Locations: 4
Repair Depots: 4
Parts Depots: 4

Total Service Employees: 85
Total Service Management: 4

Field Support Specialists: 61

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

AMDEK, ADDS, ANADEX, CENTRONICS, CENTURY, CIE, CIPHER, DIABLO, DG, CDC, DATAPRINTER, DATA SOUTH, DEC, EPSON, ESPRIT, HAZELTINE, IBM, JUKI, MITSUBISHI, NEC, OKIDATA, PERKIN ELMER, PERTEC, POINT 4, PRINTRONIX, QUME, SHUGART, TANDON, ZENITH, MORE

SERVICES PROVIDED

x Manufacturer Warranty
___ Preventive Maintenance
x Engineering Changes
___ Software Maintenance
___ Equipment Sale/Lease
___ Installation/Relocation
___ Remedial Maintenance
x Conversion Upgrade
___ Programming/Consulting
x Refurbishment
x Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	20%
Flat Fee Per Incident	70%
Hourly/Per Call	10%

GREYHOUND CAPITAL CORPORATION
2426 SOUTH 7TH STREET
PHOENIX, AZ 85034
(800) 528-0357

Percent growth 1986: 40%
Years active in TPM: 4

THE COMPANY

Service Locations:	15	Total Service Employees:	29
Repair Depots:	15	Total Service Management:	4
Parts Depots:	15	Field Engineers:	22
		Field Support Specialists:	3

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, AMDEK, TANDY, DG, AT&T, DEC, BURROUGHS, HONEYWELL, XEROX, NEC, DATAMAXX, OKIDATA, HAYES, EPSON, HP

SERVICES PROVIDED

___ Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	98%	Contract Based Service	99%
Depot Repair	2%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	1%

Prime time hourly per call rate is $125.

H & M DISK DRIVE SERVICES
1101 E. PACIFICO AVENUE
ANAHEIM, CA 92805
(714) 385-1146

1985 TPM Revenues: $ 0.8 million
Percent growth 1986: 40%
Years active in TPM: 6

THE COMPANY

Service Locations:	1	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	1
		Field Support Specialists:	6

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

ALL DISK DRIVE MANUFACTURERS

SERVICES PROVIDED

x Manufacturer Warranty	___ Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	___ Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	0%	Contract Based Service	0%
Depot Repair	99%	Flat Fee Per Incident	50%
Remote Support Services	0%	Hourly/Per Call	50%

Prime time hourly per call rate is $ 25.

HALTRONICS CORPORATION
9741 CANOGA AVENUE
CHATSWORTH, CA 91311
(818) 341-9303

1985 TPM Revenues: $ 4.5 million
Percent growth 1986: 25%
Years active in TPM: 10

THE COMPANY

Service Locations: 1
Repair Depots: 1

Total Service Employees: 37
Total Service Management: 7
Field Engineers: 30

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

NCR, HONEYWELL, IBM, SPERRY-UNIVAC, PERTEC

SERVICES PROVIDED

___ Manufacturer Warranty
___ Preventive Maintenance
_x_ Engineering Changes
___ Software Maintenance
___ Equipment Sale/Lease
___ Installation/Relocation
___ Remedial Maintenance
___ Conversion Upgrade
___ Programming/Consulting
_x_ Refurbishment
___ Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	65%
Flat Fee Per Incident	35%
Hourly/Per Call	0%

HANSON DATA SYSTEMS
60 BRIGHAM STREET
MARLBORO, MA 01752
(617) 481-3901

1985 TPM Revenues: $ 4.5 million
Percent growth 1986: 40%
Years active in TPM: 5

THE COMPANY

Service Locations:	6	Total Service Employees:	40
Repair Depots:	1	Total Service Management:	2
Parts Depots:	8	Field Engineers:	17
		Field Support Specialists:	1

Geographic Coverage: NEW YORK CITY, NEW ENGLAND

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

DG AND COMPATIBLES, FUJITSU, CDC, LOGIC, KENNEDY, CIPHER, WANGCO, DATAPRODUCTS, C.ITOH, ADM, ESPRIT, TELEVIDEO, IBM

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	75%	Contract Based Service	90%
Depot Repair	25%	Flat Fee Per Incident	5%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is $ 85.

INACOMP COMPUTER CENTERS, INC.
1824 WEST MAPLE
TROY, MI 48084
(313) 649-0910

Percent growth 1986: 20%
Years active in TPM: 10

THE COMPANY

Service Locations:	70	Total Service Employees:	150
Repair Depots:	70	Total Service Management:	15
Parts Depots:	70	Field Engineers:	115
		Field Support Specialists:	20

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, APPLE, COMPAQ, AT&T

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	50%
Depot Repair	40%
Remote Support Services	10%

BUSINESS BASE

Contract Based Service	20%
Flat Fee Per Incident	0%
Hourly/Per Call	80%

Prime time hourly per call rate is $ 75.

INTEGRATED AUTOMATION
1745 TULLIE CIRCLE, N.E.
ATLANTA, GA 30329
(404) 325-8100

1985 TPM Revenues: $ 10.0 million

Years active in TPM: 10

THE COMPANY

Service Locations: 3
Repair Depots: 3

Total Service Employees: 225
Total Service Management: 225
Field Engineers: 4

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, APPLE, TANDY, MOST MAJOR BRANDS

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
___ Software Maintenance
x Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting
x Refurbishment
x Training
___ Disaster Recovery
x File Conversion

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	90%
Flat Fee Per Incident	0%
Hourly/Per Call	10%

Prime time hourly per call rate is $ 72.

INTEGRATED SYSTEMS GROUP, INC.
920 EAST BROADWAY
GLENDALE, CA 91205
(818) 502-1414

1985 TPM Revenues: $ 10.0 million

Years active in TPM: 17

THE COMPANY

Service Locations: 5
Repair Depots: 5

Total Service Management: 5
Field Engineers: 28
Field Support Specialists: 3

Geographic Coverage: CALIFORNIA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

ALPHA MICRO, APPLIED DIGITAL, CONVERGENT TECHNOLOGIES, CDC, STAR, AND OTHERS

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
x Software Maintenance
x Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting
x Refurbishment
x Training
x Disaster Recovery
x File Conversion

SERVICE DELIVERY MODES

On-Site Service	85%
Depot Repair	15%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	80%
Flat Fee Per Incident	2%
Hourly/Per Call	18%

Prime time hourly per call rate is $ 80.

LOGICAL SOLUTIONS COMPANY, INC
BOX 308
EAST HOLDEN, ME 04429
(207) 989-3863

1985 TPM Revenues: $ 10.0 million
Percent growth 1986: 30%
Years active in TPM: 8

THE COMPANY

Service Locations:	6	Total Service Employees:	31
Repair Depots:	2	Total Service Management:	3
Parts Depots:	1	Field Engineers:	25
		Field Support Specialists:	3

Geographic Coverage: NEW ENGLAND

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

DATA GENERAL, ALTOS, NOVA, HAZELTINE, PRINTRONIX, DIABLO, ONYX

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	90%	Contract Based Service	90%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	10%

Prime time hourly per call rate is $ 60.

M/A-COM INFORMATION SYSTEMS
5515 SECURITY LANE
SUITE 1100
ROCKVILLE, MD 20852
(301) 984-3636

Years active in TPM: 20

THE COMPANY

Service Locations:	70	Total Service Employees:	270
Repair Depots:	8	Total Service Management:	20
Parts Depots:	8	Field Engineers:	220
		Field Support Specialists:	30

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

ANDERSON JACOBSON, GDC, HAYES, PENRIL, DEC, DATA SOUTH, OKIDATA, OLIVETTI, TEXAS INSTRUMENTS, CONVERGENT, LEAR SEIGLER, VISUAL, AST, IBM, AT&T TECMAR, AMDEK, COMPAQ, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
x Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	90%	Contract Based Service	85%
Depot Repair	2%	Flat Fee Per Incident	0%
Remote Support Services	8%	Hourly/Per Call	15%

Prime time hourly per call rate is $ 70.

MAGNETIC RECOVERY TECHNOLOGIES
25431 RYE CANYON ROAD
VALENCIA, CA 91355
(805) 257-2262

1985 TPM Revenues: $ 10.0 million
Percent growth 1986: 10%
Years active in TPM: 12

THE COMPANY

Service Locations: 1
Repair Depots: 1

Total Service Employees: 45
Total Service Management: 6

Field Support Specialists: 39

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

ALL MANUFACTURES OF MAGNETIC TAPE HEADS

SERVICES PROVIDED

___ Manufacturer Warranty
___ Preventive Maintenance
x Engineering Changes
___ Software Maintenance
___ Equipment Sale/Lease
___ Installation/Relocation
x Remedial Maintenance
___ Conversion Upgrade
___ Programming/Consulting
x Refurbishment
___ Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%

MAGRETECH
7300 HOLLISTER AVENUE
GOLETA, CA 93117
(805) 685-4551

1985 TPM Revenues: $ 2.5 million
Percent growth 1986: 7%
Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	36
Repair Depots:	1	Total Service Management:	6
Parts Depots:	1	Field Engineers:	28
		Field Support Specialists:	2

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

CDC, DEC, MITSUBISHI, MPI, QUME, SHUGART, TANDON, TEAC, OTHERS

SERVICES PROVIDED

___ Manufacturer Warranty	___ Installation/Relocation	x Refurbishment
___ Preventive Maintenance	x Remedial Maintenance	___ Training
___ Engineering Changes	___ Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	0%	Contract Based Service	0%
Depot Repair	100%	Flat Fee Per Incident	100%
Remote Support Services	0%	Hourly/Per Call	0%

MICROAGE COMPUTERS
8620 WOLFF CT.
WESTMINSTER, CO 80030
(303) 427-2121

1985 TPM Revenues: $ 10.0 million
Percent growth 1986: 68%
Years active in TPM: 12

THE COMPANY

Service Locations: 1
Repair Depots: 1

Total Service Employees: 5

Field Engineers: 5

Geographic Coverage: COLORADO, SOUTHERN WYOMING, WESTERN NEBRASKA

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, AT&T, COMPAQ, EPSON, TOSHIBA, OKIDATA, NEC, AND MORE

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
_ Engineering Changes
x Software Maintenance
x Equipment Sale/Lease

x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
_ Programming/Consulting

x Refurbishment
x Training
_ Disaster Recovery
_ File Conversion

SERVICE DELIVERY MODES

On-Site Service	95%
Depot Repair	5%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	50%
Flat Fee Per Incident	15%
Hourly/Per Call	35%

MOORE BUSINESS SYSTEMS
2204 I-35 WEST
P.O. BOX 3761
DENTON, TX 76201
(817) 566-1411

1985 TPM Revenues: $ 10.0 million
Percent growth 1986: 58%
Years active in TPM: 2

THE COMPANY

Service Locations: 130
Repair Depots: 20
Parts Depots: 130

Total Service Employees: 275
Total Service Management: 28
Field Engineers: 240
Field Support Specialists: 6

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

IBM, TEXAS INSTRUMENTS, ANADEX, APPLE, COMPAQ, HP, AT&T, ONYX, ALTOS, HAZELTINE, COBRA, OKIDATA, EPSON, TELEVIDEO

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
___ Software Maintenance
___ Equipment Sale/Lease

x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
___ Programming/Consulting

x Refurbishment
x Training
x Disaster Recovery
x File Conversion

SERVICE DELIVERY MODES

On-Site Service	60%
Depot Repair	40%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	50%
Flat Fee Per Incident	0%
Hourly/Per Call	50%

Prime time hourly per call rate is $ 74.

MOSLER, INCORPORATED
1561 GRAND BLVD.
HAMILTON, OH 45012
(513) 870-1046

Years active in TPM: 3

THE COMPANY

Service Locations:	85	Total Service Employees:	1100
Repair Depots:	85	Total Service Management:	150
Parts Depots:	85	Field Engineers:	1100
		Field Support Specialists:	35

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

IBM, COMPAQ, EPSON, TOSHIBA, COMSAT, AND OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	99%
Depot Repair	1%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	75%
Flat Fee Per Incident	0%
Hourly/Per Call	25%

Prime time hourly per call rate is $ 64.

NATIONAL ADVANCED SYSTEMS
800 EAST MIDDLEFIELD ROAD
P.O. BOX 7300
MOUNTAIN VIEW, CA 94042
(415) 962-6100

1985 TPM Revenues:	$ 10.0 million
Percent growth 1986:	40%
Years active in TPM:	8

THE COMPANY

Service Locations:	30	Total Service Employees:	450
Repair Depots:	2	Total Service Management:	126
		Field Engineers:	260
		Field Support Specialists:	64

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals
- Office products

BRANDS SERVICED

IBM, MAGNUSON, CDC, STC, TELEX, LENCOM, DEC, SEQUENT, HITACHI, SENTINEL, AND MORE

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	___ Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
x Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	85%	Contract Based Service	80%
Depot Repair	15%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	20%

Prime time hourly per call rate is $140.

NCR CORPORATION
9391 WASHINGTON CHURCH ROAD
MIAMISBURG, OH 45342
(513) 439-8600

1985 TPM Revenues: $ 12.0 million

Years active in TPM: 3

THE COMPANY

Service Locations: 400
Repair Depots: 400
Parts Depots: 327

Total Service Employees: 9163
Total Service Management: 655
Field Engineers: 6345
Field Support Specialists: 917

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

ADDS, AMDEK, AST, C.ITOH, CENTRONICS, COMPAQ, CONVERGENT, DATASOUTH, DATAPRODUCTS, DIABLO, EPSON, GENICOM, HAYES, HERCULES, HP, IBM, ICOT, NCR, NEC, OKIDATA, PRINTRONIX, ANADEX, QUADRAM, QMS, SYSGEN, TECMAR, TI, WYSE, ZENITH, MANY MORE

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
___ Software Maintenance
x Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting
x Refurbishment
x Training
x Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	98%
Depot Repair	0%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	93%
Flat Fee Per Incident	0%
Hourly/Per Call	7%

Prime time hourly per call rate is $ 82.

NEW YORK REPAIR DEPOT
50 W. 23RD STREET
NEW YORK, NY 10018
(212) 741-3800

Percent growth 1986: 25%
Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	22
Repair Depots:	1	Total Service Management:	5
Parts Depots:	1	Field Engineers:	8
		Field Support Specialists:	9

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, DEC, ROCKWELL COLLINS

SERVICES PROVIDED

___ Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	x File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	25%	Contract Based Service	15%
Depot Repair	70%	Flat Fee Per Incident	70%
Remote Support Services	5%	Hourly/Per Call	15%

Prime time hourly per call rate is $ 75.

NT'NL COMPUTER COMMUNICATIONS
260 WEST AVENUE
P.O. BOX 602
STAMFORD, CT 06904
(203) 357-0004

1985 TPM Revenues: $ 10.0 million
Percent growth 1986: 15%
Years active in TPM: 12

THE COMPANY

Service Locations:	7	Total Service Employees:	30
Repair Depots:	2		
Parts Depots:	2	Field Engineers:	25

Geographic Coverage: NORTHEASTERN U.S.

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

DEC, RACAL VADIC, DIABLO, OKIDATA, EPSON, TELEVIDEO, TELTYPE, TEXAS INSTRUMENTS, DIGITAL ENGINEERING, IBM, C.ITOH, HP, DATAPRODUCTS, MICOM, CTI, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	___ Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	90%	Contract Based Service	0%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	0%

Prime time hourly per call rate is $ 55.

NT'NL UNLIMITED BUSINESS SYS.
1967 WESTCHESTER AVENUE
BRONX, NY 10462
(212) 597-1160

1985 TPM Revenues: $ 3.5 million
Percent growth 1986: 20%
Years active in TPM: 15

THE COMPANY

Service Locations:	8	Total Service Employees:	65
Repair Depots:	8	Total Service Management:	6
Parts Depots:	8	Field Engineers:	56
		Field Support Specialists:	3

Geographic Coverage: NEW YORK, NEW JERSEY, CONNECTICUT, PHILDELPHIA (PA) AREA

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, KAYPRO, PANASONIC, APPLE, COMMODORE, EPSON, OKIDATA, NEC, C.ITOH

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	70%	Contract Based Service	60%
Depot Repair	5%	Flat Fee Per Incident	20%
Remote Support Services	25%	Hourly/Per Call	20%

Prime time hourly per call rate is $ 55.

PACIFIC COMPUTER CORPORATION
279 SINCLAIR FRONTAGE ROAD
MILPITAS, CA 95035
(408) 263-3033

1985 TPM Revenues: $ 5.5 million
Percent growth 1986: 35%
Years active in TPM: 2

THE COMPANY

Service Locations:	15	Total Service Employees:	23
Repair Depots:	5	Total Service Management:	1
Parts Depots:	5	Field Engineers:	23

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Peripherals

BRANDS SERVICED

IBM, STC, CDC, AMDAHL, MEMOREX

SERVICES PROVIDED

___ Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
x Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	95%	Contract Based Service	95%
Depot Repair	5%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is $115.

PERIPHERAL SERVICE PRODUCTS
2235 FARADAY AVENUE
SUITE N
CARLSBAD, CA 92008
(619) 438-8381

1985 TPM Revenues: $ 1.2 million
Percent growth 1986: 50%
Years active in TPM: 3

THE COMPANY

Service Locations: 1
Repair Depots: 1
Parts Depots: 1

Total Service Employees: 6
Total Service Management: 2

Field Support Specialists: 4

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

DATA GENERAL, CDC, DEC, TANDON, CENTURY, MPI, QUME, OTHERS

SERVICES PROVIDED

___ Manufacturer Warranty
___ Preventive Maintenance
___ Engineering Changes
___ Software Maintenance
_x_ Equipment Sale/Lease

___ Installation/Relocation
_x_ Remedial Maintenance
___ Conversion Upgrade
___ Programming/Consulting

_x_ Refurbishment
___ Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%

PERIPHERALS
1363 LOGAN AVENUE
COSTA MESA, CA 92626
(714) 540-4925

1985 TPM Revenues: $ 1.0 million

Years active in TPM: 7

THE COMPANY

Service Locations:	1	Total Service Employees:	16
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	3
		Field Support Specialists:	10

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

MOST MAJOR MANUFACTURERS OF WINCHESTER DRIVES AND REMOVABLE DISK PACKS

SERVICES PROVIDED

___ Manufacturer Warranty	___ Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	___ Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%

PRECISION METHODS
8825 TELEGRAPH ROAD
LORTON, VA 22079
(703) 339-7050

Percent growth 1986: 20%
Years active in TPM: 15

THE COMPANY

Service Locations:	9	Total Service Employees:	80
Repair Depots:	3	Total Service Management:	4
Parts Depots:	3	Field Engineers:	40
		Field Support Specialists:	36

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

MOST MAJOR BRANDS

SERVICES PROVIDED

x Manufacturer Warranty	___ Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
___ Engineering Changes	___ Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	33%	Contract Based Service	25%
Depot Repair	67%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	75%

Prime time hourly per call rate is $ 60.

PREMIER COMPUTER CORPORATION
8300 NORMAN CENTER DRIVE
SUITE 1270
MINNEAPOLIS, MN 55437
(800) 432-3475

Years active in TPM: 2

THE COMPANY

Service Locations: 1
Repair Depots: 1

Total Service Employees: 250

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

CDC, TANDON, IBM COMPATIBLE DRIVES

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
___ Software Maintenance
x Equipment Sale/Lease
___ Installation/Relocation
x Remedial Maintenance
___ Conversion Upgrade
___ Programming/Consulting
x Refurbishment
___ Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	99%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	15%
Flat Fee Per Incident	85%
Hourly/Per Call	0%

PRITRONIX, INCORPORATED
2629 NORTH STEMMONS
SUITE #200
DALLAS, TX 75207
(214) 630-3366

Years active in TPM: 4

THE COMPANY

Service Locations:	6	Total Service Employees:	46
Repair Depots:	6	Total Service Management:	3
Parts Depots:	6	Field Engineers:	40
		Field Support Specialists:	3

Geographic Coverage: TEXAS, COLORADO, WASHINGTON D.C.

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, COMPAQ, HP, AND OTHER MAJOR MICROCOMPUTER MANUFACTURERS

SERVICES PROVIDED

___ Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	___ Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
___ Software Maintenance	x Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	85%	Contract Based Service	0%
Depot Repair	15%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	0%

Prime time hourly per call rate is $ 65.

PROTEK COMPUTER SERVICES
11670 SEABOARD CIRCLE
STANTON, CA 90680
(714) 898-9012

1985 TPM Revenues: $ 1.9 million

Years active in TPM: 4

THE COMPANY

Service Locations:	2	Total Service Employees:	18
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	9
		Field Support Specialists:	6

Geographic Coverage: SOUTHERN CALIFORNIA, AND SAN FRANCISCO BAY AREA

PRODUCTS SERVICED

- Minicomputers
- Peripherals

BRANDS SERVICED

SPERRY, CIPHER, KENNEDY, VARIAN, EMULEX, FUJITSU, SPECTRA LOGIC

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
x Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	46%
Depot Repair	46%
Remote Support Services	8%

BUSINESS BASE

Contract Based Service	40%
Flat Fee Per Incident	15%
Hourly/Per Call	45%

Prime time hourly per call rate is $ 60.

R & M ASSOCIATES
52 PARK AVENUE
PARK RIDGE, NJ 07656
(201) 391-0446

Years active in TPM: 16

THE COMPANY

Service Locations:	3	Total Service Employees:	25
Repair Depots:	1	Total Service Management:	10
Parts Depots:	2	Field Engineers:	20
		Field Support Specialists:	5

Geographic Coverage: NEW YORK, NEW JERSEY, CONNECTICUT, AND PENNSYLVANIA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

DEC, DG, NOVA, PRINTRONIX, IMAGEN, EMULEX, TEXAS INSTRUMENTS, CIPHER, CENTRONICS, FUJITSU, HAZELTINE, KENNEDY, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	x Disaster Recovery
x Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	80%	Contract Based Service	66%
Depot Repair	20%	Flat Fee Per Incident	34%
Remote Support Services	0%	Hourly/Per Call	0%

Prime time hourly per call rate is $ 85.

RADIAN CORPORATION
UNITED PRODUCTS DIVISION
8501 MO-PAC BLVD.
AUSTIN, TX 78766
(512) 454-4797

Percent growth 1986: 30%
Years active in TPM: 14

THE COMPANY

Service Locations: 22
Repair Depots: 1

Total Service Employees: 50

Field Engineers: 35
Field Support Specialists: 15

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

TEXAS INSTRUMENTS, IBM, FUJITSU, CENTURY, CDC, CIPHER, PERTEC, NEC, SPECTRA LOGIC, EMULEX, ZETACO, PRINTRONIX, DATPRINTER, DATAPRODUCTS,OKIDATA, EPSON, DEC AND MORE

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
x Software Maintenance
___ Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting
x Refurbishment
x Training
x Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	90%
Flat Fee Per Incident	0%
Hourly/Per Call	10%

Prime time hourly per call rate is $ 72.

REYNOLDS & REYNOLDS
115 SOUTH LUDLOW
P.O. BOX 2608
DAYTON, OH 45401
(513) 449-4008

Years active in TPM: 16

THE COMPANY

Service Locations: 82
Repair Depots: 1

Total Service Employees: 225

Field Engineers: 225

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, NCR, ONYX, BTI, TEXAS INSTRUMENTS, TELEVIDEO, C.ITOH, EPSON

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
x Software Maintenance
x Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting
x Refurbishment
x Training
x Disaster Recovery
x File Conversion

SERVICE DELIVERY MODES

On-Site Service	99%
Depot Repair	1%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	99%
Flat Fee Per Incident	0%
Hourly/Per Call	1%

Prime time hourly per call rate is $ 70.

RICOH CORPORATION
5 DIDERICH PLACE
WEST CALDWELL, NJ 07006
(201) 882-2087

Years active in TPM: 5

THE COMPANY

Service Locations: 80
Repair Depots: 6

Total Service Employees: 335
Total Service Management: 70
Field Engineers: 225
Field Support Specialists: 40

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals
- Office products
- Telecommunications

BRANDS SERVICED

RICOH, CBT, AMDEK, HAMILTON, CPT, NBI, TANDY

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
___ Software Maintenance
x Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
___ Conversion Upgrade
___ Programming/Consulting
x Refurbishment
x Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	95%
Flat Fee Per Incident	0%
Hourly/Per Call	5%

Prime time hourly per call rate is $ 80.

SCOPUS CORPORATION
333 AIKEN STREET
P.O. BOX 1437
LOWELL, MA 01853
(800) 225-0893

1985 TPM Revenues: $ 10.0 million
Percent growth 1986: 10%
Years active in TPM: 16

THE COMPANY

Service Locations: 20
Repair Depots: 20
Parts Depots: 20

Total Service Employees: 150

Field Engineers: 100
Field Support Specialists: 50

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

IBM, DEC, OTHER MAJOR BRANDS

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
___ Engineering Changes
___ Software Maintenance
___ Equipment Sale/Lease

x Installation/Relocation
x Remedial Maintenance
___ Conversion Upgrade
___ Programming/Consulting

x Refurbishment
x Training
x Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	99%
Depot Repair	1%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	99%
Hourly/Per Call	1%

Prime time hourly per call rate is $100.

SENTINEL COMPUTER SERVICES
1010 JORIE BLVD.
SUITE #360
OAK BROOK, IL 60521
(312) 920-9070

1985 TPM Revenues: $ 7.0 million
Percent growth 1986: 85%
Years active in TPM: 4

THE COMPANY

Service Locations:	3	Total Service Employees:	130
Repair Depots:	2	Total Service Management:	20
Parts Depots:	3	Field Engineers:	80
		Field Support Specialists:	30

Geographic Coverage: CENTRAL U.S.

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, DEC, WANG, CDC, FUJITSU, EMULEX, OTHERS

SERVICES PROVIDED

___ Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
x Software Maintenance	x Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	98%	Contract Based Service	80%
Depot Repair	2%	Flat Fee Per Incident	5%
Remote Support Services	0%	Hourly/Per Call	15%

SERVICELAND, INCORPORATED
2630 TOWNSGATE ROAD
WESTLAKE VILLAGE, CA 91361
(805) 495-8045

Years active in TPM: 4

THE COMPANY

Service Locations:	9	Total Service Employees:	78
Repair Depots:	10	Total Service Management:	4
Parts Depots:	9	Field Engineers:	65
		Field Support Specialists:	13

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

ADDS, ALLOY, APPLE, AST, BROTHER, CANON, C.ITOH, CENTRONICS, COMPAQ,CDC, DATAPRODUCTS, DATASOUTH, DCA, DAVONG, DIABLO, HAYES, SHUGART, WYSE, HP, IBM, KAYPRO, IOMEGA, JUKI, INFOSCRIBE, NEC, OKIDATA, QUME, OLIVETTI, TANDON, STAR, XEBEC AND MORE

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		**BUSINESS BASE**	
On-Site Service	70%	Contract Based Service	70%
Depot Repair	30%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	30%

Prime time hourly per call rate is $ 65.

SERVITECH, INCORPORATED
1409 CENTRE CIRCLE DRIVE
DOWNERS GROVE, IL 60515
(312) 620-8750

1985 TPM Revenues: $ 1.4 million

Years active in TPM: 14

THE COMPANY

Service Locations:	1	Total Service Employees:	34
Repair Depots:	1	Total Service Management:	5
Parts Depots:	1	Field Engineers:	15
		Field Support Specialists:	14

Geographic Coverage: CHICAGO

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

ALPHA MICRO, DG, DCC, DEC, NIXDORF, POINT 4, ROYAL, STAR, ADDS, TI, AMPEX, C.ITOH, ESPRIT, HAZELTINE, LEAR SIEGLER, QUME, TELEVIDEO, WYSE, CENTRONICS, IBM, OKIDATA, DIABLO, GENICOM, DATAPRODUCTS, DATASOUTH, PRINTRONIX, CDC, PERTEC AND MANY MO

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	___ Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
___ Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
___ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	75%	Contract Based Service	75%
Depot Repair	25%	Flat Fee Per Incident	25%
Remote Support Services	0%	Hourly/Per Call	0%

Prime time hourly per call rate is $ 78.

SHIELDS BUSINESS MACHINES
410 NORTH 8TH STREET
PHILADELPHIA, PA 19123
(215) 922-6161

1985 TPM Revenues: $ 5.9 million
Percent growth 1986: 20%
Years active in TPM: 15

THE COMPANY

Service Locations:	4	Total Service Employees:	67
Repair Depots:	4	Total Service Management:	8
Parts Depots:	4	Field Engineers:	55
		Field Support Specialists:	4

Geographic Coverage: PHILADELPHIA (PA), WASHINGTON DC, HOUSTON (TX), AND ORLANDO (FL)

PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products

BRANDS SERVICED

IBM, NCR, BURROUGHS, BELL & HOWELL, 3M, SHARP

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	___ Training
___ Engineering Changes	___ Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	90%	Contract Based Service	92%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	8%

Prime time hourly per call rate is $100.

SIRIUS COMPUTER
14600 GOLDEN WEST STREET
SUITE A-101
WESTMINSTER, CA 92683
(714) 895-2229

Years active in TPM: 6

THE COMPANY

Service Locations:	1	Total Service Employees:	20
Repair Depots:	1	Total Service Management:	2
		Field Engineers:	15
		Field Support Specialists:	2

Geographic Coverage: SOUTHERN CALIFORNIA

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

DATA GENERAL, WANG, KENNEDY, PRINTRONIX, DATAPRODUCTS, AND OTHERS

SERVICES PROVIDED

___ Manufacturer Warranty	_x_ Installation/Relocation	_x_ Refurbishment
_x_ Preventive Maintenance	_x_ Remedial Maintenance	___ Training
___ Engineering Changes	_x_ Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	___ Programming/Consulting	___ File Conversion
_x_ Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	90%	Contract Based Service	85%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	15%

Prime time hourly per call rate is $ 75.

SYSTEMS INDUSTRIES
1855 BARBER LANE
MILPITAS, CA 95035
(408) 942-1212

1985 TPM Revenues: $ 20.0 million
Percent growth 1986: 10%
Years active in TPM: 17

THE COMPANY

Service Locations: 70
Repair Depots: 1

Total Service Employees: 209
Total Service Management: 17
Field Engineers: 180
Field Support Specialists: 12

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

FUJITSU, CDC, TELEX, OTHERS

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
x Software Maintenance
___ Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
___ Programming/Consulting
x Refurbishment
x Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	100%
Flat Fee Per Incident	0%
Hourly/Per Call	0%

Prime time hourly per call rate is $115.

TELOS CORPORATION
3420 OCEAN PARK BLVD.
SANTA MONICA, CA 90405
(213) 450-2424

1985 TPM Revenues: $ 8.0 million
Percent growth 1986: 25%
Years active in TPM: 11

THE COMPANY

Service Locations: 46
Repair Depots: 1
Parts Depots: 46

Total Service Employees: 130
Total Service Management: 7
Field Engineers: 118
Field Support Specialists: 5

Geographic Coverage: WESTERN AND CENTRAL U.S.

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, NAS, DEC, HP, OTHERS

SERVICES PROVIDED

___ Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
___ Software Maintenance
___ Equipment Sale/Lease

x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting

x Refurbishment
x Training
x Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	95%
Depot Repair	5%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	95%
Flat Fee Per Incident	0%
Hourly/Per Call	5%

TERMINALS UNLIMITED, INC.
360 S. WASHINGTON STREET
FALLS CHURCH, VA 22046
(703) 237-8666

Percent growth 1986: 10%
Years active in TPM: 5

THE COMPANY

Service Locations:	10	Total Service Employees:	22
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	18

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, QUME, TANDON, MULTI TECH, CORDATA, STAR MICRONICS, DATASOUTH, AND OTHERS

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	___ Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
x Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES		BUSINESS BASE	
On-Site Service	70%	Contract Based Service	90%
Depot Repair	30%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	10%

Prime time hourly per call rate is $ 80.

TRANS DATACORP
1717 OLD COUNTY ROAD
BELMONT, CA 94002
(415) 591-5705

1985 TPM Revenues: $ 5.0 million

Years active in TPM: 11

THE COMPANY

Service Locations: 1
Repair Depots: 1

Total Service Employees: 90

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

CDC, CENTURY DATA, AMPEX, DATA GENERAL, DIABLO, ISS

SERVICES PROVIDED

___ Manufacturer Warranty
___ Preventive Maintenance
___ Engineering Changes
___ Software Maintenance
___ Equipment Sale/Lease
___ Installation/Relocation
x Remedial Maintenance
___ Conversion Upgrade
___ Programming/Consulting
x Refurbishment
___ Training
___ Disaster Recovery
___ File Conversion

SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%

TRW MEDICAL ELECTRONICS DIV.
3555 WOODHEAD DRIVE
NORTH BROOK, IL 60062
(312) 564-5510

1985 TPM Revenues: $ 20.0 million
Percent growth 1986: 25%
Years active in TPM: 15

THE COMPANY

Service Locations: 12
Repair Depots: 12
Parts Depots: 12

Total Service Employees: 270
Total Service Management: 25
Field Engineers: 150
Field Support Specialists: 95

Geographic Coverage: NATIONWIDE

PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

BRANDS SERVICED

IBM, DATA GENERAL, PERKIN ELMER

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
x Software Maintenance
x Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting
x Refurbishment
x Training
x Disaster Recovery
x File Conversion

SERVICE DELIVERY MODES

On-Site Service	75%
Depot Repair	25%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	85%
Flat Fee Per Incident	0%
Hourly/Per Call	15%

Prime time hourly per call rate is $ 85.

UNITED COMPUTER SYSTEMS, INC.
10564 PROGRESS WAY
CYPRESS, CA 90630
(714) 220-2931

1985 TPM Revenues: $ 1.0 million
Percent growth 1986: 2%
Years active in TPM: 2

THE COMPANY

Service Locations: 1
Repair Depots: 1
Parts Depots: 1

Total Service Employees: 15
Total Service Management: 4

Field Support Specialists: 11

Geographic Coverage: CALIFORNIA

PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Telecommunications

BRANDS SERVICED

PERKIN ELMER, IBM, DUCOM, AT&T

SERVICES PROVIDED

x Manufacturer Warranty
x Preventive Maintenance
x Engineering Changes
x Software Maintenance
x Equipment Sale/Lease
x Installation/Relocation
x Remedial Maintenance
x Conversion Upgrade
x Programming/Consulting
x Refurbishment
x Training
x Disaster Recovery
x File Conversion

SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	10%
Flat Fee Per Incident	0%
Hourly/Per Call	90%

URS CORPORATION
ONE POPE STREET
WAKEFIELD, MT 01880
(617) 438-4300

1985 TPM Revenues: $ 10.0 million
Percent growth 1986: 30%
Years active in TPM: 17

THE COMPANY

Service Locations: 1
Repair Depots: 1

Total Service Employees: 30
Total Service Management: 7
Field Engineers: 20
Field Support Specialists: 3

Geographic Coverage: NEW ENGLAND

PRODUCTS SERVICED

- Microcomputers
- Peripherals

BRANDS SERVICED

IBM

SERVICES PROVIDED

___ Manufacturer Warranty
_x_ Preventive Maintenance
_x_ Engineering Changes
___ Software Maintenance
_x_ Equipment Sale/Lease

_x_ Installation/Relocation
___ Remedial Maintenance
_x_ Conversion Upgrade
___ Programming/Consulting

_x_ Refurbishment
___ Training
_x_ Disaster Recovery
_x_ File Conversion

SERVICE DELIVERY MODES

On-Site Service	100%
Depot Repair	0%
Remote Support Services	0%

BUSINESS BASE

Contract Based Service	95%
Flat Fee Per Incident	0%
Hourly/Per Call	5%

Prime time hourly per call rate is $ 70.

W.A. BROWN INSTRUMENTS, INC.
P.O. BOX 513
ORLANDO, FL 32802
(305) 425-5505

1985 TPM Revenues: $ 1.5 million
Percent growth 1986: 68%
Years active in TPM: 15

THE COMPANY

Service Locations:	8	Total Service Employees:	22
Repair Depots:	1	Total Service Management:	1
Parts Depots:	8	Field Engineers:	12
		Field Support Specialists:	9

Geographic Coverage: SOUTH EASTERN U.S.

PRODUCTS SERVICED

- Peripherals

BRANDS SERVICED

NEC, VISUAL, ESPRIT, INTERMEC, HAZELTINE, CIE, IMAGEN, GENICOM

SERVICES PROVIDED

x Manufacturer Warranty	x Installation/Relocation	x Refurbishment
x Preventive Maintenance	x Remedial Maintenance	x Training
___ Engineering Changes	x Conversion Upgrade	___ Disaster Recovery
___ Software Maintenance	x Programming/Consulting	___ File Conversion
x Equipment Sale/Lease		

SERVICE DELIVERY MODES

On-Site Service	75%
Depot Repair	10%
Remote Support Services	15%

BUSINESS BASE

Contract Based Service	75%
Flat Fee Per Incident	10%
Hourly/Per Call	15%

Prime time hourly per call rate is $ 85.