To. Peter L.
From. Mohini
Re: IBM Status
Date: 31/10/95

Status report prepared for: Susan Saabye - IBM Denmark

IBM COMP database - TPM Profiles

21/09/95

YNPS

- Additional TPM companies to be profiled:

  Three of the following are to be selected for addition to the original list of 15 profiles. Should you find that you do not wish to select three from this list, please call/fax so that we can re-evaluate possibilties, nb. geographical coverage of service in brackets.

  1. Circle - (Germany)
  2. Euroserv - (European consortia, member TPM in most countries)
  3. ICG - ditto
  4. Datapoint - (most countries in Europe)
  5. Thijssen Field Service - (Netherlands)
  6. DEC Multivendor Customer Services - (Europe-wide)

Schedule for profile updates:

- To be updated once before December 1995and again in the period January through March '96:

  1. ICL Sorbus
  2. Getronics
  3. Thomainfor
  4. Olivetti
  5. Granada

  - MS updates completed 31/10/95
  - Given to Paul C. for checking 31/10.
  - Plan to send to IBM by w/ending: 10/11 (by E-Mail).

- To be updated once before March '96:

  1. Blue Chip
  2. Comma Data Service
  3. COS Customer Enginerring
  4. Econocom Services
  5. ECS
  6. HDS Services
  7. ITM France
  8. LTA
  9. Memorex Telex
  10. Nexor Perinet

- The three additional TPMs once identified, to be completed by March '96

  ICG, Datapoint & DEC.

Project Work Statement

Prepared by (print): PETER LINES	Date: 15.06.95
Project Title: COMPANY PROFILES	Project Code: YNR5
Client Name*: IBM DENMARK	Project Manager: PETER LINES
Project Source: ☐ Program ☐ Multi-Client ☑ Custom ☐ Other	
Project Type: ☐ Report ☐ Presentation ☑ Other TPM PROFILES	
Initiation Date: 15.06.95	Begin Production:
Midpoint Review:	Shipping Date:
First Draft Due:	

Resources Required: 20 DAYS

Level of Effort (number of days): Consultant R/A ✓

Source—Internal/External (specify): INTERNAL R/A.

Contract Value: ~~$~~ £ ~~¥~~ 14,500	Reimbursable Expenses: ☐ No ☑ Yes
Expense Budget: $ £ ¥	
To Cover: Travel:	Telephone:
Report Preparation:	Other:

Project Description:

- UPDATE 5 EXISTING PROFILES (GETRONICS / GCS / OLISERVICE / ICL SORBUS / THOMAINFOR) IN 2ND HALF OF 1995 + AGAIN IN FIRST HALF OF 1996.
- UPDATE 10 EXISTING PROFILES (BLUE CHIP / COMMA / COS / ECONOCOM / ECS / HDS / ITM / LTA / MEMOREX TELEX / NEXOR) ONCE BETWEEN NOW + END OF MAY 1996.
- PREPARE 3 NEW PROFILES – TARGET FIRMS TO BE AGREED.

* Attach list for Multi-Clients **For Custom and Multi-Client Projects

ACCOUNTING USE ONLY: Entered on current project list ☐

ANNUAL PLANNING SCHEDULE—1995

YNP5

INPUT®

* Month Ends ** Working Days/( ) UK

end fyl.

Activity / Prog/Proj Code	Project Leader	ESDs	JAN 1/27 19	FEB 2/24 19(20)	MAR 3/31 25	APR 4/28 20 (18)	MAY 5/26 20(19)	JUN 6/30 24	JUL 7/28 19(20)	AUG 8/25 20	SEPT 9/29 24	OCT 10/27 20	NOV 11/24 18(20)	DEC 12/29 23(22)	TOTAL 251
UPDATES OF 5 EXISTING PROFILES EVERY 6 MONTHS Q≈ 5 HRS/PROFILE/UPDATE		7							½		1	1½	1		
UPDATES OF 10 EXISTING PROFILES - ONCE/YEAR Q≈ 5 HRS/UPDATE		7									1	1	1	½	
3 NEW PROFILES		6							1	1	1	1	1	1	
TOTAL		20													

JAN-MAY 1996

+3½

+3½

PLG 300/01 9/94 (R)

Department: _____

Program/Activity: IBM DANMARK CUSTOM

Date: 15.06.95

Activity: ESDs: SAL ☐ MKT ☐ RES ☐ OTH ☐

Currency: _____

Orders: New ☐ Renew ☐ Cust ☐ Oth ☐

Expense ☐ _____

PROJECT SCHEDULE (Q3-1995)

*Corporate Week **Ending Date †Working Days; ( ) UK

INPUT*

Activity	Name	Act. Days	Factor	ESDs	JULY 27* 7/7** 4 (5)†	28 7/14 5	29 7/21 5	30 7/28 5	AUGUST 31 8/4 5	32 8/11 5	33 8/18 5	34 8/25 5	SEPTEMBER 35 9/1 5 (4)	36 9/8 4 (5)	37 9/15 5	38 9/22 5	39 9/29 5
UPDATE EXISTING				7	▼			5hr					5hr				
PROFILES (2 x YEAR) 5									0.7					0.7			
(5hr/profile/update cycle)							#1 ICL SORBUS					#2 GETRONICS					
UPDATE EXISTING PROFILES				7						▽				5hr			
(1 x YR) 10													#6 BLUE CHIP				
3 NEW PROFILES																	
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs																	
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

PLG 300/03 9/94 R)

Dept/Proj. Code: YNPS Activity/Project Name: ~~MS~~ Prepared by: PETER LINES

Proj. Manager: PETER LINES Date: 25.06.95 Page ____ of ____

~~PERSONAL~~ SCHEDULE (Q1-1996)

PROJECT

INPUT®

*Corporate Week **Ending Date †Working Days; ( ) UK

Activity / Project				JANUARY				FEBRUARY				MARCH				
				1* 1/6** 4†	2 1/13 5	3 1/20 5	4 1/27 5	5 2/3 5	6 2/10 5	7 2/17 5	8 2/24 4 (5)	9 3/3 5	10 3/10 5	11 3/17 5	12 3/24 5	13 3/31 5
UPDATE EXISTING PROFILES 5 (2XYEAR)					5hrs				5hrs			5hrs			5hrs	
				#1				#2			#3				#4	
UPDATE EXISTING PROFILES 10 (1XYR)						5hrs			5hrs			5hrs				
				#10 ECS				#11 HDS				#12 ITM				

PLG 300/04 9/94 (R)

Name of Individual: _____ Dept./Program: _____ Date: _____

PROJECT SCHEDULE (Q2-1995)

*Corporate Week **Ending Date †Working Days; ( ) UK

INPUT®

Activity	Name	Act. Days	Factor	ESD	APRIL					MAY				JUNE				
						14* 4/7** 5†	15 4/14 5 (4)	16 4/21 5 (4)	17 4/28 5	18 5/5 5(4)	19 5/12 5	20 5/19 5	21 5/26 5	22 6/2 4	23 6/9 5	24 6/16 5	25 6/23 5	26 6/30 5
UPDATE EXISTING PROFILES (2 X YEAR)		5					#5	5 hrs										
UPDATE EXISTING PROFILES (1 X YR)		10			#13 LTA			#14 MEM-TEL			#15 NEXOR							
TOTAL PLAN SR.																		
TOTAL PLAN RA																		
TOTAL PLAN ESDs																		
TOTAL SPENT SR.																		
TOTAL SPENT RA																		

PLG 300/03 9/94 (R)

Dept/Proj. Code: _____ Activity/Project Name: _____ Prepared by: _____

Proj. Manager: _____ Date: _____

Page ____ of ____

YNP5

	1995	1996	
	FIRST UPDATE	SECOND UPDATE	NEW
#1			
2			
3			
4			
5			
6	1995/96		
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			

ANNUAL PLANNING SCHEDULE—1995

YNP5

INPUT®

* Month Ends ** Working Days/( ) UK

Activity / Prog/Proj Code	Project Leader	ESDs	JAN 1/27 19	FEB 2/24 19(20)	MAR 3/31 25	APR 4/28 20 (18)	MAY 5/26 20(19)	JUN 6/30 24	JUL 7/28 19(20)	AUG 8/25 20	SEPT 9/29 24	OCT 10/27 20	NOV 11/24 18(20)	DEC 12/29 23(22)	TOTAL 251	JAN-MAY 1996
UPDATES OF 5 EXISTING PROFILES																
EVERY 6 MONTHS @ 5 SHRS/ PROFILE/UPDATE		7							1/2		1	1	1			+3 1/2
UPDATES OF 10 EXISTING PROFILES																
- ONCE/YEAR @ 5 SHRS/UPDATE		7								1	1	1	1/2			+3 1/2
3 NEW PROFILES		6							1	1	1	1	1	1		
TOTAL		20														

PLG 300/01 9/94 (R)

Department: _____

Program/Activity: IBM DANMARK CUSTOM

Date: 15.06.95

Activity: ESDs: SAL ☐ MKT ☐ RES ☐ OTH ☐

Currency: _____

Orders: New ☐ Renew ☐ Cust ☐ Oth ☐

Expense ☐ _____

27th March 1995

Anne Sommer
Competitive Information Services
CMSC, IBM Denmark A/S
Nymoellevej 85,
DK 2800 Lyngby
Denmark

Dear Anne,

I am now happy to propose to you a new activity for updating the vendor profiles of independent customer services firms during 1995.

Updates of existing profiles would be charged at a rate of £5,000 per 10 profiles, as in our previous agreement.

Additional new profiles would be charged at a rate of £1,500 per completed profile, again at the same rate as established last year.

Our experience has indicated that quarterly updates are probably a too frequent interval given the small size of many of the firms targeted and the infrequency of their formal releases of information, notably financial results.

Part of the process is to make a direct approach to the targeted companies but it is impractical to do this more than once a year in most cases without risking the co-operation so necessary to ensure future flows of data and information.

I would therefore like to suggest that we restrict quarterly updates to those firms, e.g. Granada, whose size is likely to justify this frequency of updating. Other profiles could be updated on an ad-hoc basis with a principal revision done on an annual basis.

INPUT would be happy to make further suggestions in due course for new profiles.

Anne, I look forward to being able to discuss this proposal with you further and to answer any questions that you might have.

Yours sincerely

Peter Lines.

Peter Lines
Managing Director,
Vice President
INPUT Europe

INPUT®

Cornwall House
55-77 High Street
Slough, Berks, SL1 1DZ
Tel: +44 (0)1753 530444
Fax: +44 (0)1753 577311

FAX TRANSMITTAL FORM

Date: 20.05.95

Confidential: Y/N

Name: ANNE SOMMER

Urgent: Y/N

Location: CMSC

Company: IBM DANMARK

Fax No: 0045 45 93 77 10

Page: 1 of 2

From: PETER LINES

File: Cron/Contract/Other

Re:

Anne,

Please find enclosed the signed acceptance of the order for competitive profiles.
Thankyou for your support and I look forward to working with you and Susan over the coming year.

Regards

Peter Lines.

ADM 11/94

Agreement regarding Delivery of Competitive Profiles for IBM's Competitive Online Marketing Perspectives data base (COMP)

between,

Competitive Marketing Support Center (CMSC)
IBM Danmark A/S
Nymoellevej 85
2800 Lyngby
Denmark
and
INPUT LTD.
Cornwall House
55-77 High Street
Slough, Berkshire SL1 1DZ
England
Agreement No. COMPINPUT0695
01JUN95

Table of Contents

Between,

INPUT LTD.
Cornwall House
55-77 High Street
Slough, Berkshire SL1 1DZ
England
in the following referred to as 'INPUT'

and

Competitive Marketing Support Center
IBM Danmark A/S
Nymoellevej 85
2800 Lyngby
Denmark
in the following referred to as 'CMSC'

is of 1 June, 1995 concluded the following Agreement regarding Updates of Competitive Profiles and Delivery of new Documents to CMSC for use on IBM's Competitive Online Marketing Perspectives data base (hereinafter COMP).

AGREEMENT REGARDING DELIVERY OF COMPETITIVE PROFILES

1.0 SCOPE OF WORK

1.1 Letter of Authorization

INPUT shall furnish Documents and Updates on various subjects to CMSC, as more fully set forth in Attachment A, B and C (which is attached and made a part of this Agreement), and in accordance with the terms and conditions of this Agreement and Letter(s) of Authorization by CMSC and accepted by INPUT. The parties agree that their respective subsidiaries may benefit from this Agreement by signing a Letter of Authorization. A standard form for such a Letter is included in Attachment D (which is attached and made a part of this Agreement). In the event of any conflict between the terms and conditions of this Agreement and those Letter(s) issued hereunder, the terms and conditions of those Letter(s) shall prevail.

1.2 Technical Coordinator

CMSC shall appoint a Technical Coordinator, who shall be responsible for issuing Letter(s) of Authorization for CMSC under this Agreement. Such Coordinator and/or his/her successors shall be responsible for maintaining liaison with INPUT and for determining for CMSC the adequacy, acceptability and fitness of the services performed by INPUT under such Letter(s) of Authorization.

Mrs. Anne Sommer tlf. No. + 45 93 45 45 ext. 3520

shall be the initial Technical Coordinator and solely responsible for the Letter(s) of Authorization. She shall be responsible for determining the adequacy, quality, and accuracy of service for CMSC. Matters pertaining to this Agreement shall be directed to Mrs. Sommer and/or her successors.

2.0 ACCEPTANCE

Services and deliverable items provided by INPUT under this Agreement shall be subject to final review and acceptance by CMSC based upon this Agreement, and the attached specifications and proposal, and final payment shall not be due before such acceptance. Any deficiencies found during such review shall be corrected by INPUT and subject to repeat review before acceptance of the work. Any claims which CMSC may have pursuant to this Agreement shall survive inspection, acceptance and payment in full.

3.0 PAYMENT

3.1 CMSC shall pay INPUT for Documents and Updates under this Agreement and Attachments as described by the Delivery and Payment Schedule (see Attachment C, which is attached and made a part of this Agreement).

3.2 INPUT must submit itemized invoices to CMSC for the services furnished. CMSC shall make payment to INPUT within thirty (30) days after receipt of invoices. All invoices shall be addressed to CMSC, IBM Danmark A/S and forwarded to Mrs. Susan Saabye. Each invoice shall identify:

- INPUT's professional fee
- A statement of the project
- Agreement No. COMPINPUT0695

4.0 CONFIDENTIAL INFORMATION

4.1 Both INPUT and CMSC agree that if any CONFIDENTIAL INFORMATION in the future is to be disclosed to the other party, such disclosure shall be under the terms of the IBM Agreement for Exchange of Confidential information incorporated herein by reference.

"Confidential Information" means both the deliverables including drafts and associated materials, and information that CMSC identifies as confidential and discloses to INPUT. It does not include information that rightly becomes public, or that INPUT otherwise knows or receives without obligation of confidence. For a period of three (3) years from the date of disclosure of Confidential Information under this Agreement, INPUT shall hold all such Confidential Information in trust and confidence for CMSC and not use any Confidential Information other than for the benefit of CMSC. INPUT may not copy any Confidential Information except as explicitly approved by CMSC in writing. INPUT may disclose Confidential Information only to those persons whose services INPUT use in INPUT's performance of this Agreement and who agree in writing to be bound to the same extent as INPUT is, except that they shall not disclose Confidential Information to anyone. If any medium containing any Confidential Information is lost, INPUT shall promptly notify CMSC. Upon completion or termination of INPUT's services, INPUT shall deliver to CMSC all media containing any Confidential Information.

4.2 In providing INPUT's services under this Agreement, INPUT understands that CMSC does not wish to receive from INPUT any information which may be considered confidential and/or proprietary to INPUT and/or any third party. INPUT represents and warrants that any information disclosed by INPUT To CMSC, including, but not limited to, INPUT's proposal dated 27 March, 1995, and any further proposals from INPUT to CMSC is not confidential and/or proprietary to INPUT and/or any third party.

5.0 RIGHTS IN DATA

5.1 All of the deliverable items specified in Article 1 of this Agreement and any Appendices plus Letters of Authorizations attached hereto prepared for, or submitted to CMSC by INPUT under this Agreement, shall belong exclusively to CMSC and shall be deemed to be works made for hire. To the extent that any of the deliverable items may not, by operation of law, be works made for hire, INPUT hereby assign to CMSC the ownership of copyright in the deliverable items and CMSC shall have the right to obtain and hold in its own name copyrights, registrations and similar protection which may be available in the deliverable items. INPUT agrees to give CMSC or its designees all assistance reasonably required to perfect such rights, including without limitation all releases governing the use of the name or likenesses of any third party(s).

5.2 To the extent that any pre-existing materials are contained in the deliverable items, INPUT grants to CMSC an irrevocable, non-exclusive world-wide, royalty-free license to: (1) use, execute, reproduce, display, perform, distribute (internally or externally) sell copies of, and prepare derivative works based upon, such pre-existing materials and derivative works thereof, and (2) license, sublicense and authorize others to do any, some or all of the foregoing.

5.3 No license or right is granted to INPUT either expressly or by implication, estoppel or otherwise to publish, reproduce, prepare derivative works based upon, distribute copies of, publicly display, or perform any of such deliverables, except INPUT's pre-existing materials, either during or after the term of this Agreement.

6.0 WARRANTIES

6.1 INPUT represents and warrants that INPUT is under no obligation or restriction nor will INPUT assume any such obligation or restriction which would in any way interfere or be inconsistent with, or present a conflict of interest concerning, the services to be furnished by INPUT under this Agreement.

6.2 INPUT represents and warrants the originality of the deliverable items which INPUT will provide to CMSC under this Agreement and that no portion of the deliverable items, or their use or distribution, violates or is protected by any copyright or similar right of any third party.

7.0 INVENTIONS AND PATENT RIGHTS

7.1 "Invention" shall mean any invention, discovery or improvement, whether or not patentable, conceived or first actually reduced to practice, solely or jointly by INPUT and/or INPUT's employees with one or more employees of CMSC during the term of this Agreement and in the performance of services hereunder. INPUT shall promptly make a complete written disclosure to CMSC of each Invention, specifically pointing out the features or concepts which INPUT believes to be new or different.

7.2 INPUT hereby assigns to CMSC, its successors and assigns, every Invention, and the same shall become and remain CMSC's property whether or not patent applications are filed thereon. INPUT shall, upon CMSC's request and at CMSC's expense, cause patent applications to be filed thereon in countries selected by CMSC, through solicitors designated by CMSC, and forthwith assign all such applications to CMSC, its successors and assigns.

INPUT shall give CMSC and its solicitors all reasonable assistance in connection with the preparation and prosecution of any such patent applications, and shall cause to be executed all such assignments and other instruments and documents as CMSC may consider necessary or appropriate to carry out the intent of this Article.

No license or right is granted hereunder at any time to INPUT, whether expressly or by implication, estoppel, or otherwise, under any patents or patent applications arising out of any other invention of CMSC.

8.0 MAINTENANCE OF RECORDS

INPUT shall maintain complete and accurate accounting records, in a form in accordance with standard accounting practices, to substantiate INPUT's charges hereunder. Such records shall include payroll records, job cards, attendance cards, and job summaries. These records shall be maintained for one year beyond the term of this Agreement. CMSC shall be allowed access to such records for purposes of audit during normal business hours during the term of this Agreement and during the above-specified retention period.

9.0 INSPECTION

CMSC reserves the right to monitor INPUT's performance and compliance with the provisions of this Agreement through periodic inspections at INPUT's location. During any such inspection, CMSC does not wish to receive, and INPUT shall not disclose to CMSC, any of INPUT's or third parties' confidential and/or proprietary data.

10.0 DAMAGES

INPUT shall indemnify and defend CMSC against all claims, demands, actions, suits or causes of action arising from any negligent or willful act or omission by INPUT, INPUT's agents, subcontractors or employees, in performance of any of INPUT's obligations under this Agreement.

Neither party shall be entitled to indirect, incidental, consequential or punitive damages, including lost profits. This limitation shall not apply to any liability of INPUT's under the Article entitled Confidential Information and is not intended to limit INPUT's obligations under this Article.

In no event will CMSC be liable to INPUT, INPUT's successors, heirs or assigns for damages in excess of the full amount of unexecuted purchase order(s) issued hereunder, less any amounts already paid to INPUT by CMSC.

11.0 INPUT's EMPLOYEES NOT DEEMED CMSC's

Personnel supplied by INPUT shall be deemed INPUT's employees and shall not for any purpose be considered employees or agents of CMSC. INPUT assumes full responsibility for the

actions of such personnel while performing services pursuant to this Agreement, and shall be solely responsible for their supervision, daily direction and control, for the payment of their salaries (including any applicable withholding or payment of income taxes, unemployment taxes, social security and the like) and for providing worker's compensation, disability benefits and the like.

12.0 INPUT RETURN OF WORK

Upon completion, termination, or expiration of this Agreement (or earlier, if requested by CMSC) INPUT must turn over to CMSC all work (including all deliverable items completed or in process) completed or in process under this Agreement and all materials furnished by CMSC in connection with this Agreement, before any remaining payments for services performed by INPUT under this Agreement are due by CMSC.

13.0 ASSIGNMENT AND SUBCONTRACTING

INPUT's rights and obligations under this Agreement shall not be assigned or delegated or sub-contracted without the prior written approval of CMSC. In the event that CMSC grants INPUT the right to sub-contract, assign or delegate, some of the services to be performed pursuant to this Agreement, INPUT shall be responsible for all costs resulting from any such assignment, delegation or subcontract; provided however, that any subcontractor so retained by INPUT is obligated in writing to the same obligations as set forth herein with respect to INPUT.

14.0 WORK NOT IN ACCORDANCE WITH AGREEMENT

CMSC reserves the right to order work in process being performed under this Agreement to cease immediately and to withhold payment for work which is not in accordance with the requirements of this Agreement; however, any claims which CMSC may have for breach of contract shall survive payment of the full Agreement price.

15.0 INPUT'S AGREEMENT WITH HIS EMPLOYEES

INPUT will have an appropriate agreement with each of INPUT's employees or others whose services INPUT may require sufficient to enable INPUT to comply with all the terms of this Agreement.

16.0 DURATION AND TERMINATION

The term of this agreement shall be from 1 June, 1995 through 31 May, 1996. Notwithstanding anything to the contrary in either this agreement or any other agreement between CMSC and INPUT, this Agreement shall cover the various materials described in Attachment A and B and any other documents which have previously been delivered to CMSC for use on COMP by INPUT prior to the effective date of this Agreement.

CMSC may terminate for convenience this Agreement or any Purchase Order, or any portions thereof, by thirty (30) days written notice. Upon receipt of such notice from CMSC, INPUT must immediately stop all activities associated with this Agreement or the affected purchase order(s), whichever the case may be. INPUT will be paid for the work performed through the date of termination for all services, charges and expenses authorized by CMSC hereunder which INPUT have actually incurred in support of all applicable work effort performed by INPUT hereunder. CMSC's payment for work performed through the date of termination is contingent upon INPUT turning over to CMSC all work product resulting from services rendered under this Agreement. In no event shall INPUT's charges and expenses applicable to a specific purchase order exceed the total amount of said purchase order, less any payments made against said purchase order.

In case of INPUT's material breach of this Agreement CMSC may terminate this Agreement by providing INPUT written notice. If the default is not remedied within 10 days or within the time stated in the notice whichever is longer, INPUT agrees to promptly provide CMSC with

all items associated with this Agreement in order for CMSC or a third party selected by CMSC to perform this Agreement. Nothing provided herein shall be interpreted as requiring CMSC to provide INPUT an opportunity to cure.

17.0 SOLE AGREEMENT

This Agreement shall supersede all agreements and understandings between the parties respecting the subject matter hereof.

18.0 IBM TRADEMARK

Notwithstanding any other provisions of this Agreement, INPUT shall have no right to use IBM's trademark, or trade name, or to refer to this Agreement or the services performed hereunder directly or indirectly, in connection with any product, promotion or publication without written approval of CMSC.

19.0 SURVIVAL

The rights and obligations of Articles 2, 4, 5, 6, 7, 9, 10, 13, 16, and 18 shall survive and continue after any expiration or termination of this Agreement and shall bind the parties and their legal representatives, successors, heirs, and assigns. INPUT agrees to comply, and do all things necessary for CMSC to comply with all applicable national and local laws, regulations and ordinances, including by not limited to the US Export regulation relating to the Export of Technical Data, insofar as they relate to the services to be performed under this Agreement. INPUT agrees to obtain the required government documents and approvals prior to export of any technical data disclosed to INPUT or the direct product related thereto.

20.0 APPLICABLE LAW

This Agreement shall be construed, and the legal regulations between the parties hereto shall be determined, in accordance with Danish Law. All disputes arising from or in connection with these conditions shall be settled before the Danish Maritime and Commercial Court in Copenhagen.

- - - o - - -

If the foregoing is in accordance with INPUT's understanding, will INPUT please indicate INPUT's agreement by dating, signing and returning to CMSC the enclosed copy of this letter.

This agreement is signed in two original versions, one for each of the parties.

AGREED TO:

for
Competitive Marketing Support Center (CMSC)
IBM Danmark A/S

Date: 6/6·95

Name: Jorgen Moltke-Leth

Title: Center Manager

for
INPUT LTD.

Date: 15·06·95

Peter Lines.

Name: Peter Lines

Title: Managing Director, Vice President

for
IBM Danmark A/S

Date:

Name:

Title:

for
INPUT

Date:

Name:

Title:

ATTACHMENT A - SCOPE OF WORK

OVERVIEW

INPUT shall deliver to CMSC updates of the Vendor Profiles containing INPUT's competitive analysis of the European third party customer services firms listed in Attachment B. New Vendor Profiles will be decided later.

All Documents shall provide Complete Information and Analysis on INPUT's Assigned Areas Of Responsibility. For the term of this Agreement, the Documents shall reflect the most current information available and shall be delivered in accordance with INPUT's schedule and in the COMP Ready Format.

The Documents shall conform to the quality standard set by the Sorbus 'pilot' report and the Documents will be subject to final review and acceptance by CMSC. INPUT will be asked to make corrections and improvements based upon CMSC's comments.

CMSC will add codes to the reports, but INPUT should include the minimum requirements for the COMP Ready Format which is the :Hx. tags defining the title and subtitles of the document. The document title should always begin with :H1. followed by the title (No blanks between the :H1. and the title). Chapter-titles begin with :H2. followed directly (no blanks) by the title. Subchapter-titles begin with :H3. followed directly by the title. All titles begin in column 1 and the body text begins in column 3. An update history should be included in the top of documents.

Example of required format:

```
:h1.Document title
:h2.Update history

:H2.Chapter title
  Body text begins here. (Line length must not exceed 76 characters)
  All body text begins in column 3
  revision bars (|) should be added for every updated line.
:H3.Subchapter title

:H2.Chapter title

:H2.Chapter title

:H3.Subchapter title

 ... and so on
```

All documents should be delivered in ASCII format on 3.5" diskettes.

The total number of documents provided shall be no less than 15 included the 'pilot' document. Coverage Listing (ATTACHMENT B) gives a sample of the vendors required to cover the Assigned subject.

ATTACHMENT "B" - COVERAGE LISTING

This attachment covers a list of the Vendor Profiles to be updated according to this Agreement. The three new Vendor Profiles will be decided later.

1. **Blue Chip Customer Engineering Limited**
2. **Comma Data Service AS**
3. **COS Customer Eng. AG**
4. **Econocom Services NV**
5. **ECS**
6. **Getronics Service NV**
7. **Granada Computer Services International**
8. **HDS (Services)**
9. **ITM France SA**
10. **LTA (Logiciels, Themes, Applications)**
11. **Memorex Telex NV**
12. **Nexor**
13. **Olivetti (Services)**
14. **ICL Sorbus Europe**
15. **Thomainfor**
16. **New (to be decided later)**
17. **New (to be decided later)**
18. **New (to be decided later)**

Updates every 6 months:

6. Getronics Service NV
7. Granada Computer Services International
13. Olivetti (Services)
14. ICL Sorbus Europe
15. Tomainfor

Updates once a year:

1. Blue Chip Customer Engineering Limited
2. Comma Data Service AS
3. COS Customer Eng. AG
4. Econocom Services NV
5. ECS
8. HDS (Services)
9. ITM France SA
10. LTA (Logiciels, Themes, Applications)
11. Memorex Telex NV
12. Nexor

ATTACHMENT "C" - SCHEDULE OF DELIVERY AND PAYMENT

PAYMENT SCHEDULE:

CMSC agrees to pay INPUT for Documents in accordance with Section 2 of the Agreement.

Five Vendor Profiles will be updated twice in 1995 (10 updates) and 10 Vendor Profiles will be updated once in 1995. In total INPUT will be conducting minimum 20 updates for an annual fee of UKP 10,000. 50% of this amount will be payed when the project starts and the additional 50% will be payed upon acceptance of the last Vendor Profile. CMSC will send a diskette with the coded reports to INPUT by mail.

The 3 new Vendor Profiles which will be decided later will be created and updated at the price of UKP 4,500. Payment will be due on receipt of the reports.

The quality of the new Documents should be at the same level as the quality of the Sorbus Vendor Profile.

Ad Hoc requests for Documents which are outside the Scope of Work (ATTACHMENT A) and the Coverage Listing (ATTACHMENT B) shall not be performed without a Letter of Authorization signed by both parties. The number of Documents described in the Scope of Work (ATTACHMENT A) and Coverage Listing (ATTACHMENT B) shall not be changed without a Letter of Authorization signed by both parties. Letter(s) of Authorization shall constitute the only authorization for INPUT to take any action or expend any money for services hereunder.

DELIVERY SCHEDULE:

INPUT shall deliver Updates to Vendor Profiles as set forth in Scope of Work (Attachment A).

Updates are to be event driven, but 5 Vendor Profile shall be updated at least twice in 1995 and 10 Vendor Profiles should be updated at least once in 1995.

Delivery of new Vendor Profiles and updates to these new Vendor Profiles will be decided later.

INPUT shall provide, with each request for payment, a summary of Documents accepted by CMSC since the last request for payment.

ATTACHMENT "D" - LETTER OF AUTHORIZATION

This Letter of Authorization will be construed by the terms and conditions of the Agreement signed by the parties.
When signed by both parties, shall represent the only authorization for Contractor to render the services described below in 'Scope of Work'.

AGREEMENT NUMBER: COMPINPUT95

CONTRACTOR NAME: INPUT LTD.

REQUESTOR INFORMATION

REQUESTOR NAME: Competitive Marketing Support Center (CMSC)

IBM INTERNAL ADDR: IBM Danmark A/S

ADDRESS: Nymoellevej 85

CITY / ST / ZIP: DK 2800 Lyngby, Denmark

PHONE: + 45 45 93 45 45

SCOPE OF WORK

Contractor shall provide CMSC with new reports, maintenance and revalidations according to European vendor list enclosed and as described in proposal from (VENDOR NAME) (MONTH,DATE,YEAR).

TOTAL MAINTENANCE:

TOTAL AGREEMENT:

AUTHORIZED SIGNATURES

CONTRACTOR: Please sign both copies of this Letter of Authorization and return to the requestor listed above. CMSC will sign and return a copy to authorize the Scope of work.

CONTRACTOR SIGNATURE: _____

PRINT NAME: _____ DATE: _____

IBM SIGNATURE: _____

PRINT NAME: Jorgen Moltke-Leth DATE: _____

IBM Danmark A/S

Nymoellevej 91
DK-2800 Lyngby
Denmark
Phone: +45 45 93 45 45
Telefax: +45 45 93 24 20

BACK

INPUT
Mr. Peter Lines
Cornwall House
55-77 High Street
Slough, Berkshire SL1 1DZ
England

Lyngby, June 7., 1995

Subject: Agreement regarding Delivery of Competitive Profiles for COMP DB

With reference to Agreement dated March 27th, 1995 regarding Delivery of Competitive Profiles for IBMs Competitive On-line Marketing Perspectives data base (COMP) we hereby agree to replace 5.3 RIGHTS IN DATA with the following text:

5.3 No license or right is granted to INPUT either expressly or by implication, estoppel or otherwise to publish, reproduce, prepare derivative works based upon, distribute copies of, publicly display, or perform any of such deliverables, except INPUT's pre-existing materials, either during or after the term of this Agreement. However INPUT may reuse information included in the CMSC reports, 'but only in a manner that preserves IBMs copyright registration and other protection in the Deliverables'

AGREED TO:

for

Competitive Marketing Support Center (CMSC)

Date: 6/7 - 1995

Name: Jorgen Moltke-Leth

Title: Center Manager

→ Peter L.

Lyngby, October 4th, 1995

From: Mohini Sharma
INPUT
Cornwall House
55-77 High Street
Slough, Berkshire SL1 1DZ
UK

Subject: Order of 3 New Reports

Dear Mohini,

Thank you for your fax dated September 21, 1995. Out of the 6 suggestions for new vendors I have chosen the following three:

ICG
Datapoint
DEC Multivendor Customer Services

I expect these three new reports to be completed by March 1996. Thank you in advance.

Kind regards,

Susan Saabye

Susan Saabye
TEL: +4545934545 FAX: +4545937710
INTERNET: ssaabye@dkibmvm2.vnet.ibm.com

To. Peter L.
From: Mohini
Re: IBM Status
Date: 31/10/95

My Copy

Status report prepared for: Susan Saabye - IBM Denmark

IBM COMP database - TPM Profiles

21/09/95

- Additional TPM companies to be profiled:

  Three of the following are to be selected for addition to the original list of 15 profiles. Should you find that you do not wish to select three from this list, please call/fax so that we can re-evaluate possibilties, nb. geographical coverage of service in brackets.

  1. Circle - (Germany)
  2. Euroserv - (European consortia, member TPM in most countries)
  3. ICG - ditto
  4. Datapoint - (most countries in Europe)
  5. Thijssen Field Service - (Netherlands)
  6. DEC Multivendor Customer Services - (Europe-wide)

Schedule for profile updates:

- To be updated once before December 1995and again in the period January through March '96:

  1. ICL Sorbus
  2. Getronics
  3. Thomainfor
  4. Olivetti
  5. Granada

  - M/S updates completed 31/10/95
  - Given to Paul C. for checking 31/10.
  - Plan to Send to IBM by ~~ending~~ extending: 10/11 (by E-Mail).

  Sent via Internet on 15/12/95

- To be updated once before March '96:

  1. Blue Chip
  2. Comma Data Service
  3. COS Customer Enginerring
  4. Econocom Services
  5. ECS

  by end January

  6. HDS Services
  7. ITM France - still exist? - check.
  8. ~~LPA~~ EuroServ.
  9. Memorex Telex
  10. Nexor Perinet

  by end February

  - Send by end March to IBM.

- The three additional TPMs once identified, to be completed by March '96

  ICG, Datapoint & DEC. — by end March

  plus original/first 5 (above)

Status report prepared for: Susan Saabye - IBM Denmark

IBM COMP database - TPM Profiles

21/09/95

- Additional TPM companies to be profiled:

  Three of the following are to be selected for addition to the original list of 15 profiles. Should you find that you do not wish to select three from this list, please call/fax so that we can re-evaluate possibilties, nb. geographical coverage of service in brackets.

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  3. ICG - ditto
  4. Datapoint - (most countries in Europe)
  5. Thijssen Field Service - (Netherlands)
  6. DEC Multivendor Customer Services - (Europe-wide)

  June instead.

  Schedule for profile updates:

- To be updated once before December 1995and again in the period January through March '96:

  1. ICL Sorbus
  2. Getronics
  3. Thomainfor
  4. Olivetti
  5. Granada

  Paul. C.

- To be updated once before March '96: – end of March

  1. Blue Chip
  2. Comma Data Service
  3. COS Customer Enginerring
  4. Econocom Services Chase
  5. ECS Chase
  6. HDS Services
  7. ITM France
  8. LTA
  9. Memorex Telex
  10. Nexor Perinet

- The three additional TPMs once identified, to be completed by March '96

  ICG
  Datapoint
  DEC (MVS)

Lyngby, October 4th, 1995

Mohini Sharma
INPUT
Cornwall House
55-77 High Street
Slough, Berkshire SL1 1DZ
UK

Subject: Order of 3 New Reports

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DEC Multivendor Customer Services

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Kind regards,

Susan Saabye

Susan Saabye
TEL: +4545934545 FAX: +4545937710
INTERNET: ssaabye@dkibmvm2.vnet.ibm.com

IBM DK - YNP-5

		MS 1st update Completion by end 12/95 STATUS	MS 2nd update Completion by end 6/96 STATUS
1	ICL Sorbus	All sent via Internet - check	
2	Getronics	to confirm receipt	
3	Thomainfor	15/01-Resent	
4	Olivetti	18/01 new e-mail address so	
5	Granada	resent. Check receipt 22/01	

profile
✓ = complete

		MS 1st update Completion by end 3/96 STATUS	MS 2nd update Completion by end 3/97 STATUS
✓ 6	Blue Chip	19/01 Chris Gautier off sick	
		- need him to check profile ×	
		22/01 - Chris promised to Send	✓ Rcvd 23/1 ~~make changes.~~
✓ 7	**Comma (now Telenor Comma)**	**OK** checked by Mona Lunde	
✓ 8	COS Customer Engineering	Profile sent for checking 18/01	
		chased Chase 24/01 ✓ Rcvd ~~make changes~~	
9 P	Econocom Services 25/01 - L/M.	Profile sent for checking 19/01	
		Chase 24/01	
10 P	ECS 25/01 - L/M. Fax	Profile sent for checking 19/01	
	resent to Françoise Sabo	Chase 24/01	
11 P	HDS Services	Profile Sent for checking 19/01	
	Lynda Potter Law Forwarded to Neville Byford		
12 P	ITM France Sent 26/1 Send Profile John Evans.		promised to return 26th Fri.
13	LTA (bankrupt - new TPM ?)	Susan S. to identify new TPM	
14	Memorex Telex		
15	Nexor Perinet		

16	ICG		
17	Datapoint		
18	DEC		

FAX

Date 21/09/95

Number of pages including cover sheet 2

Fridays = day off

TO:	Susan Saabye IBM CMSC	**FROM:**	Mohini Sharma INPUT Cornwall House Slough. Berks. SL1 1DZ
Phone	00 45-45 93 45 45	**Phone**	+44 (0)1753 530444
Fax Phone	00 45-45 93 77 10 04 03 general no.	**Fax Phone**	+44 (0)1753 577311
		Email	100444.3177@compuserv.com

Re: Status of company profiles for IBM COMP database

REMARKS: ☐ Urgent ☐ For your review ☐ Reply ASAP ☐ Please Comment

Dear Susan

It was good to speak with you this morning. As I explained, I joined INPUT in May of this year in the position of Senior Research Analyst. I will be working with Peter Lines on this project and look forward to being of assistance to you.

Please find attached, a status report outlining the points discussed from our 'phone conversation today:

(i) List of potential organisations to be profiled in addition to the original 15.

(ii) Schedule/timescale for updates of profiles

With regard to the possiblity of sending you the company profiles via the Internet rather than diskette, this will be attempted (!) on completion of the next series of profiles. Please can you therefore send us your E-mail address.

Should you have any additional questions or queries, please do not hesitate to call or fax.

Kind regards

Mohini Sharma

Mohini Sharma

INPUT

CONFIDENTIAL—Property of INPUT

CONTACT REPORT

☐ MAIL LIST - SEE BACK

In Client/Prospect File: ☐ Media ☐ Financial ☐ Other _____

INPUT Staff: Init. mx Init. mx ☐ INPUT office ☐ Client Office ☐ Other _____

Contact Date: 28/11/94

Date Written: 28/11/94

Company IBM	DISTRIBUTION:			Prog./Proj. ID _____
Name Susan Saabye	Action	Info.	By When	Describe Action-F/U
Title	PL			Pls call after 2pm
Address				
Phone: (45) 4593-4545 x 3896				
Fax: ( ) -				

20/09/95 - Susan in meeting R/B. (2pm UK time)

" " No reply 2.00 pm

20/09/95 - No reply 4.00 pm.

21/9 - Meeting at 11am (local time)

21/9 - Spoke with Susan. (1) Send fax listing additional new companies (possible)

(2) plus our Internet address.

(3) PL - Sending of Comp files via Internet instead of diskette?

☐ Continued over

M&S 300/01 6/94 (R)

Mail List Change Order

☐ Update ☐ Correction ☐ Deletion ☐ Addition* Serial Number _____

U.S. COMMERCIAL

1. TYPE ☐ Vendor ☐ User ☐ Investor / Financial ☐ Media / Press ☐ Other ☐ EDI Newsletter

2. LEVEL ☐ Executive ☐ Manager ☐ Analyst ☐ Acquisition ☐ International ☐ Other

3. INTERESTS ☐ C/S ☐ Computer Systems ☐ Networks ☐ EC ☐ Information Services —
- ☐ Software Products
- ☐ Professional Services, SI
- ☐ Outsourcing, Processing, Network Services

☐ EIS / CIS / Multimedia ☐ Other

☐ Industry _____

U.S. FEDERAL

☐ MMAR ☐ FPAP ☐ FPAW ☐ FPFA ☐ Other

EUROPE

☐ CSPR ☐ MAAP ☐ MSSP ☐ MVPP ☐ BIPR ☐ OSPR ☐ U.S.A. ☐ Other

* No names will be added without a completed change order and program manager approval.

Program Manager Authorization _____

CONTACT REPORT

Continuation

Company _____

Name _____

M&S 310 R 6/94

INPUT®
IT Intelligence Services

Cornwall House
55-77 High Street
Slough, Berks, SL1 1DZ
Tel: +44 (0)1753 530444
Fax: +44 (0)1753 577311

FAX TRANSMITTAL FORM

Date: 04.05.95
Confidential: Y/N
Name: SUSAN SAABYE
Urgent: Y/N
Location:
Company: IBM D/K
Fax No: 00454593 7710
Page: 1 of 2
From: PETER LINES
File: Cron/Contract/Other
Re:

Susan,

Here is the page with the table on NEXOR. There should be no figure 1 — it was a pie chart in the original, I have changed it to a list — of course it could be a Table — in any event the data is on the attached ~~chart~~ page.

Please call if you have any questions.

Regards

Peter Lines.

Nexor accounts are to 30th April. The company, which is privately owned, has notrevealed financial details.

When the acquisition of Telub was made, an external investor from the Middle East provided about 10% of the funds. Early in 1994 a further injection of funds was made by the same investor. This followed disappointing trading results and lower than expected proceeds, DM 3 Million ($US 1.8M), from the sale of Bitronic. At the time of its sale, Bitronic was generating revenues of approximately 11 Million DM.

The reorganisation in Sweden and small cutbacks in the other countries have been necessary to restore the company's financial situation.

Table 1 shows the financial performance of the company for the last two years. The breakdown of the most recent year's figures by country (and in the case of Sweden - by operation) ~~is shown in Figure 1~~. The revenue and profit figures are shown in US Dollars at the following conversion factors:

1 $US = 7.6 SEK, = 6.10 DKK, = 6.8 NOK, = 5.09 FIM.

Table 1. Group Financial Details US Dlrs.

Country		1992/3 Revenue	1992/3 Profit	1993/4 Revenue	1993/4 Profit
Sweden	Nexor	26.0		27.3	
	Perinet	7.8		8.4	
	Total	33.8	0.1	35.7	0.2
Denmark		6.2	0.1	6.5	0.1
Norway		4.4	0.0	5.1	0.1
Finland		4.7	0.0	4.9	0.1
Group Total		49.1	0.2	52.2	0.5

in percentage terms is as follows:

- Sweden - Nexor 52%
- Sweden - Perinet 16%
- Denmark 12%
- Norway 10%
- Finland 10%

:h2.INPUT Assessment

Strengths:

- An established company with a good reputation.
- Most of the ` dead wood ' has been removed from the state owned Telub operation.
- There is a strong customer base in AS/400 maintenance.
- The company has a very good business in workshop repair.
- The management has already responded to the lowered trading performance and made the necessary changes. (Although see weaknesses below).
- The company is building up highly creditable capability in networks.

MESSAGE CONFIRMATION

04/05/95 10:25
ID=INPUT LTD

NO.	MODE	BOX	GROUP
699	TX		

DATE/TIME	TIME	DISTANT STATION ID	PAGES	RESULT	ERROR PAGES	S.CODE
04/05 10:24	00'43"	CMSC COPENHAGEN	002	OK		0000

.* DOCID EN5LTV010000
.* CDATE 19950426
.* UDATE 19952604
.* PRICE 000000000
.* TYPE VEND
.* DESCRI NEXOR PERINET AB
.* SOURCE INP
.* END-OF-FF
.tc /

:h1.Nexor Perinet AB

Nexor Perinet AB
Box 15203
Gustavslundsvagen 141
S-161 51 Bromma
Tel: +46 8 704 0700
Fax: +46 8 806 655

:h2.Company Details

The company Nexor was started in Stockholm by Mr Sten Rundin, an experienced computer reseller. In 1985 an independent maintenance operation was set up which derived most of its business initially from supporting PCs and peripherals sold by the company. Nexor thrived and in 1991 had grown sufficiently to have the resources to bid for state owned Telub in October of that year when it was put up for sale by the government of the day. This resulted in Nexor becoming an international operation.

Telub was originally set up about 1964 to maintain equipment in municipal offices and police stations, particularly in remote areas of Sweden where the government thought a commercial service could not be provided. The organisation first expanded abroad in Denmark in 1975, to provide an extension of Telub support for Swedish products which were sold there. Later an office was established in Norway for similar purposes.

From January 1983 Telub was absorbed into the structure of the government owned FFV Group, a commercial organisation that had evolved from ancillary activities of the ministry of defence. FFV handles aircraft maintenance, electronics and ordnance. Part of Telub's activity was assigned to the aircraft maintenance business but most became part of FFV Elektronik AB. In the same year Telub's operations started in Finland when it bought the Computer Machinery Company (CMC) operation from Microdata. The company moved into TPM in 1985, concentrating on IBM and DEC equipment.

Under the aegis of FFV Elektronik, Telub was organised in four departments: technical documentation, technical training school, industrial products and computer maintenance. This last department was formed into a subsidiary, Telub Service AB, in January 1987. At this time it had about 240 staff with an emphasis on DEC and Data General machines.

In 1987 Telub moved outside Scandinavia to buy Bitronic, a medium sized German TPM company with headquarters in Frankfurt/Main. Bitronic had been the lead company in a consortium of eight small German independent maintainers. This operated somewhat in the way of a franchise operation as the group was promoted nationally as Mitronic. Telub's acquisition of Bitronic involved the latter in buying out some of these independents to create a national maintenance company with about 100 employees. Mitronic was abandoned.

The election of a non-Socialist government in Sweden in 1990 led to a change of policy about state owned organisations. Telub was put on the block and acquired by privately owned Nexor in October 1991 which had built up an effective PC maintenance business based in Stockholm. In 1992, subsequent to buying Telub, Nexor acquired Perinet, which was a Swedish value added reseller (VAR). The distribution part of the business was sold and the maintenance business retained.

Nexor took a policy decision in 1992 to dispose of the German operation and concentrate on developing the Scandinavian market exclusively. Bitronic was finally sold in 1993 to its German management. Nexor now has around forty branch offices throughout the region. In Sweden a separate subsidiary, Nexor Systems Consultants, was formed for the growing business in networks but subsequently the operations have been consolidated into one company.

:h2.Corporate Structure and Operations

In Sweden the main parts of the operation are Nexor Systems Service AB and Perinet AB. Since April 1994, the operations of Nexor Systems Service and Perinet have been brought together.

The main executives of Nexor are:

Chairman & CEO: Mr Sten Rundin

Managing Director: Mr Håkan Strömbom

General Manager, Sweden: Mr Håkan Strömbom

General Manager, Denmark: Mr Göran Johansson

General Manager, Finland: Mr Jarmo Merikoski

General Manager, Norway: Mr Aage Myrvold

Main Offices

Head Office

Nexor Perinet AB
Box 15203
Gustavslundsvagen 141
S-161 51 Bromma
Sweden

Tel: (46) 8 704 0700
Fax: (46) 8 806 655

Nexor Systems Service AB is based at the corporate headquarters (above).

Others - Sweden

It has Regional Offices in Stockholm, Göteborg, Malmö, Örebrö and Sundsvall claims to have 20 other local offices.

There are 230 staff with 100 engineers.

In addition Perinet Service AB is based in Stockholm:

Box 11105
Alsnog 11
S-100 61
Stockholm

This has 70 staff of which 60 are engineers.

Others - Denmark

Nexor Systems & Service A.S.
Hirstredsgirvej 27
DK-2620 Albertslund
Denmark

Tel: (45) 4245 8844

The three geographical areas of Zeeland, Fyn and Jylland are covered from the three branches in Aalborg, Aarhus and Vejle.

There are 45 staff of which about 25 are engineers.

Service on the island of Bornholm is provided by a sub-contractor.

Others - Norway

Nexor Systems & Service A/S
Postboks 48
Lorenvangen 23
Refstad
0513 Oslo
Norway

Tel: (47) 2265 2250

In addition to the Oslo headquarters, branches are in Bergen, Drammen, Kristiansand, Skien, Stavanger and Trondheim.

` Associated ' offices are in Ålesund and Tromsö, listed as Nexor locations but not actually operated by the company.

Staff numbers in Norway have been reduced in the last 12 months from 50 to 38 of which 30 are engineers.

Others - Finland

Nexor Systems & Service Oy
Ohrahuhbantie 2
00680 Helsinki
Finland

Tel: (358) 0 728 2733

In addition to the Helsinki headquarters there are 8 branches Jyvaskyla, Kuopio, Lappeenrana, Oulu, Pori, Tampere, Turku and Vaasa.

There are 47 employees of which nearly 40 are engineers.

:h2.Services and Strategy

Many of the services are offered throughout the Scandinavian area, although some service and/or agreements with other suppliers are specific to individual countries.

The main service offerings of Nexor are:

- Conventional minicomputer maintenance on Digital, Data General and ICL's (Nokia) 2500 series with some activity, particularly in Denmark, on IBM's S/36, S/38, AS/400 and RS/6000 systems.

- On-site maintenance covering PCs, workstations, printers and network hardware components. Nexor in Sweden has OEM maintenance agreements with Ambra (now declining following IBM's decision to wind up the operation), AST, Dell and Sun Microsystems.

- Installation, training, system integration, remote monitoring and other services for networks. This service is limited outside of its main centres.

- General services covering a wide variety of assorted customer support from designing to application software (not in Denmark), from consumables to equipment broking, refurbishment and upgrades.

- Repair centres which carry out repairs on PCs and peripherals for dealers, end users and to support the in-house maintenance operation.

In certain countries, Nexor has developed its services in specific areas, for example:

- The Danish operation holds an exclusive agreement with the manufacturer Oki to repair its printers.

- Software support on OS/2, Windows, OS/400, VMS, Ultrix, LAN Manager and others. This is a new service developed in Finland which is provided either on an agreement basis or a project basis. Service is generally delivered over the telephone.

- Nexor provides warranty repairs for AST covering Norway, Sweden and Finland. It also has OEM agreements with CDC, Bull and Tandberg Data.

The Norwegian operation was reorganised about 18 months ago following the Nexor take over. Activities can be considered in four basic categories:

- An independent maintainer of IBM S/36, S/38, AS/400, DEC VAX, Convergent Technology and most PCs. Not handling UNIX seriously as they do not believe they have the software competence.

- A repair centre in Oslo carrying out 7000-8000 repairs/year with 10 technicians, some of whom spend part of their time on the road.

- Network support with 5 Novell Certified Netware Engineers (CNE) and 5-10 with Windows competence. Nexor provides consultancy, training (from its centre in Oslo), installation and support.

- Miscellaneous contract support:

  - Dell whose sales of networks provide an exclusive arrangement for Nexor to install, test and provide a 12 month warranty.

  - A similar arrangement with CDC.

  - An exclusive subcontract with Hewlett-Packard (HP) to provide the maintenance for non-HP kit on any single site support contracts that HP wins.

  - The maintenance component within facilities management contracts won by TBK (subsidiary of Norwegian Telecom) which is offering a complete range of business products and services.

:h2.Financial Performance

- Existing and expanding capability in winning maintenance agreements with manufacturers, e.g. IBM, Dell and Hewlett-Packard.

Weaknesses:

- High priced reputation.

- A question mark remains over the company's financial strength.

- Uncertainty about the effectiveness of management responses to the company difficulties.

- Skills in UNIX systems are not fully developed.

- The gaps in software skills need to be filled.

Opportunities:

- Strong demand for networking skills.

- Capable of winning more agreements with manufacturers that do not wish to expand their own services in Scandinavia directly.

Threats:

- On going structural weakness of the Scandinavian economies.

- Aggressive competition from manufacturers, particularly Digital.

- The over-dependence on the declining Digital VAX, IBM S/36 and S/38 businesses must be rectified.

:h1.AUTHOR/INFORMATION ABOUT THIS DOCUMENT

If assistance is needed, please contact your area/country support.
For specific questions on this document, you may contact the author below.

```
************************** AUTHOR/INFORMATION ************************
*                                                                    *
*   CMSC RESPONSIBLE    : SUSAN SAABYE                               *
*   AUTHOR/DEPT         : INPUT LTD.                                 *
*   INT ADDRESS         : IBM DANMARK, CMSC                          *
*   EXT ADDRESS         : NYMOLLEVEJ 85                              *
*   COUNTRY/ZIP         : DK-2800 LYNGBY                             *
*   PHONE               : +45 45 93 45 45   FAX: +45 45 93 77 10     *
*   PROFS               : COMP AT DKIBMVM2                           *
*                                                                    *
**********************************************************************
```

The following information is used for STAIRS searches and pertains to the way the system finds documents based on your input from the Main Menu.

DOCID : EN5LTV010000
VENDOR : LTA SYNTEC INFORMATIQUE.

PRODUCT : PC NETWORK MAINTENANCE CONSULTANCY SYSTEMS ENGINEERING
: INTEGRATION IT FACILITY MANAGEMENT THIRD PARY
: MAINTENANCE TRAINING.
TYPE REPORT : VEND.
SOURCE : INP.
INDUSTRY : NONE.
CATEGORY INDU: NONE.
CATEGORY LVL1: SERV.
CATEGORY LVL2: PROF.
CATEGORY LVL3: MAIN.
CATEGORY LVL4: NONE.
CATEGORY LVL5: NONE.
CATEGORY GEOG: NONE.
CATEGORY SPEC: EURO.
CATEGORY OWN : XXX.
CATCHER : SUSAN SAABYE
REVIEW DATE: 19952604
CLASSIFICATION: INTR
END-OF-DOC

#11 #11

NEXOR PERINET AB

Background

The company Nexor was started in Stockholm by Mr Sten Rundin, an experienced computer reseller. In 1985 an independent maintenance operation was set up which derived most of its business initially from supporting PCs and peripherals sold by the company. Nexor thrived and in 1991 had grown sufficiently to have the resources to bid for state owned Telub in October of that year when it was put up for sale by the government of the day. This resulted in Nexor becoming an international operation.

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Under the aegis of FFV Elektronik, Telub was organised in four departments: technical documentation, technical training school, industrial products and computer maintenance. This last department was formed into a subsidiary, Telub Service AB, in January 1987. At this time it had about 240 staff with an emphasis on DEC and Data General machines.

In 1987 Telub moved outside Scandinavia to buy Bitronic, a medium sized German TPM company with headquarters in Frankfurt/Main. Bitronic had been the lead company in a consortium of eight small German independent maintainers. This operated somewhat in the way of a franchise operation as the group was promoted nationally as Mitronic. Telub's acquisition of Bitronic involved the latter in buying out some of these independents to create a national maintenance company with about 100 employees. Mitronic was abandoned.

The election of a non-Socialist government in Sweden in 1990 led to a change of policy about state owned organisations. Telub was put on the block and acquired by privately owned Nexor in October 1991 which had built up an effective PC maintenance business based in Stockholm. In 1992, subsequent to buying Telub, Nexor acquired Perinet, which was a Swedish value added reseller (VAR). The distribution part of the business was sold and the maintenance business retained.

Nexor took a policy decision in 1992 to dispose of the German operation and concentrate on developing the Scandinavian market exclusively. Bitronic was finally sold in 1993 to its German management. Nexor now has around forty branch offices throughout the region. In Sweden a separate subsidiary, Nexor Systems Consultants, was formed for the growing business in networks but subsequently the operations have been consolidated into one company.

In Sweden the main parts of the operation are Nexor Systems Service AB and Perinet AB. Since April 1994, the operations of Nexor Systems Service and Perinet have been brought together.

The main executives of Nexor are:

Chairman & CEO: Mr Sten Rundin

Managing Director: Mr Håkan Strömbom

General Manager, Sweden: Mr Håkan Strömbom

General Manager, Denmark: Mr Göran Johansson

General Manager, Finland: Mr Jarmo Merikoski

General Manager, Norway: Mr Aage Myrvold

Main Offices

Head Office

Nexor Perinet AB
Box 15203
Gustavslundsvagen 141
S-161 51 Bromma
Sweden

Tel: (46) 8 704 0700
Fax: (46) 8 806 655

Nexor Systems Service AB is based at the corporate headquarters (above).

Others - Sweden

It has Regional Offices in Stockholm, Göteborg, Malmö, Örebrö and Sundsvall claims to have 20 other local offices.

There are 230 staff with 100 engineers.

In addition Perinet Service AB is based in Stockholm:

Box 11105
Alsnog 11
S-100 61
Stockholm

This has 70 staff of which 60 are engineers.

Others - Denmark

Nexor Systems & Service A.S.
Hirstredsgirvej 27
DK-2620 Albertslund
Denmark

Tel: (45) 4245 8844

The three geographical areas of Zeeland, Fyn and Jylland are covered from the three branches in Aalborg, Aarhus and Vejle.

There are 45 staff of which about 25 are engineers.

Service on the island of Bornholm is provided by a sub-contractor.

Others - Norway

Nexor Systems & Service A/S
Postboks 48
Lorenvangen 23
Refstad
0513 Oslo
Norway

Tel: (47) 2265 2250

In addition to the Oslo headquarters, branches are in Bergen, Drammen, Kristiansand, Skien, Stavanger and Trondheim.

' Associated ' offices are in Ålesund and Tromsö, listed as Nexor locations but not actually operated by the company.

Staff numbers in Norway have been reduced in the last 12 months from 50 to 38 of which 30 are engineers.

Others - Finland

Nexor Systems & Service Oy
Ohrahuhbantie 2
00680 Helsinki
Finland

Tel: (358) 0 728 2733

In addition to the Helsinki headquarters there are 8 branches Jyvaskyla, Kuopio, Lappeenrana, Oulu, Pori, Tampere, Turku and Vaasa.

There are 47 employees of which nearly 40 are engineers.

Services and Strategy

Many of the services are offered throughout the Scandinavian area, although some service and/or agreements with other suppliers are specific to individual countries.

The main service offerings of Nexor are:

- Conventional minicomputer maintenance on Digital, Data General and ICL's (Nokia) 2500 series with some activity, particularly in Denmark, on IBM's S/36, S/38, AS/400 and RS/6000 systems.

- On-site maintenance covering PCs, workstations, printers and network hardware components. Nexor in Sweden has OEM maintenance agreements with Ambra (now declining following IBM's decision to wind up the operation), AST, Dell and Sun Microsystems.

- Installation, training, system integration, remote monitoring and other services for networks. This service is limited outside of its main centres.

- General services covering a wide variety of assorted customer support from designing to application software (not in Denmark), from consumables to equipment broking, refurbishment and upgrades.

- Repair centres which carry out repairs on PCs and peripherals for dealers, end users and to support the in-house maintenance operation.

In certain countries, Nexor has developed its services in specific areas, for example:

- The Danish operation holds an exclusive agreement with the manufacturer Oki to repair its printers.

- Software support on OS/2, Windows, OS/400, VMS, Ultrix, LAN Manager and others. This is a new service developed in Finland which is provided either on an agreement basis or a project basis. Service is generally delivered over the telephone.

- Nexor provides warranty repairs for AST covering Norway, Sweden and Finland. It also has OEM agreements with CDC, Bull and Tandberg Data.

The Norwegian operation was reorganised about 18 months ago following the Nexor take over. Activities can be considered in four basic categories:

- An independent maintainer of IBM S/36, S/38, AS/400, DEC VAX, Convergent Technology and most PCs. Not handling UNIX seriously as they do not believe they have the software competence.

- A repair centre in Oslo carrying out 7000-8000 repairs/year with 10 technicians, some of whom spend part of their time on the road.

- Network support with 5 Novell Certified Netware Engineers (CNE) and 5-10 with Windows competence. Nexor provides consultancy, training (from its centre in Oslo), installation and support.

- Miscellaneous contract support:

    - Dell whose sales of networks provide an exclusive arrangement for Nexor to install, test and provide a 12 month warranty.

    - A similar arrangement with CDC.

    - An exclusive subcontract with Hewlett-Packard (HP) to provide the maintenance for non-HP kit on any single site support contracts that HP wins.

    - The maintenance component within facilities management contracts won by TBK (subsidiary of Norwegian Telecom) which is offering a complete range of business products and services.

Financial Performance

Nexor accounts are to 30th April. The company, which is privately owned, has elected not to make its accounts available.

When the acquisition of Telub was made, an external investor from the Middle East provided about 10% of the funds. Early in 1994 a further injection of funds was made by the same investor. This followed disappointing trading results and lower than expected proceeds, DM 3 Million ($US 1.8M), from the sale of Bitronic. At the time of its sale, Bitronic was generating revenues of approximately 11 Million DM.

The reorganisation in Sweden and small cutbacks in the other countries have been necessary to restore the company's financial situation.

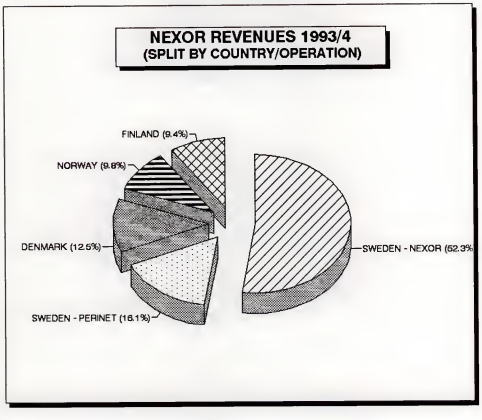
Table 1 shows the financial performance of the company for the last two years. The breakdown of the most recent year's figures by country (and in the case of Sweden - by operation) is shown in Figure 1. The revenue and profit figures are shown in US Dollars at the following conversion factors:

1 $US = 7.6 SEK, = 6.10 DKK, = 6.8 NOK, = 5.09 FIM.

Table 1. Group Financial Details

NEXOR - FINANCIAL DETAILS BY COUNTRY ($US M)					
		1992/3		1993/4	
		REVENUE	PROFIT	REVENUE	PROFIT
SWEDEN	NEXOR	26.0		27.3	
	PERINET	7.8		8.4	
	TOTAL	33.8	0.1	35.7	0.2
DENMARK	NEXOR	6.2	0.1	6.5	0.1
NORWAY	NEXOR	4.4	0.0	5.1	0.1
FINLAND	NEXOR	4.7	0.0	4.9	0.1
GROUP TOTAL		49.1	0.2	52.2	0.5

Figure 1. Financial Analysis - By Source 1993/4



SWOT Analysis

Strengths:

- An established company with a good reputation.
- Most of the ' dead wood ' has been removed from the state owned Telub operation.
- There is a strong customer base in AS/400 maintenance.
- The company has a very good business in workshop repair.
- The management has already responded to the lowered trading performance and made the necessary changes. (Although see weaknesses below).
- The company is building up highly creditable capability in networks.
- Existing and expanding capability in winning maintenance agreements with manufacturers, e.g. IBM, Dell and Hewlett-Packard.

Weaknesses:

- High priced reputation.
- A question mark remains over the company's financial strength.
- Uncertainty about the effectiveness of management responses to the company difficulties.
- Skills in UNIX systems are not fully developed.
- The gaps in software skills need to be filled.

Opportunities:

- Strong demand for networking skills.
- Capable of winning more agreements with manufacturers that do not wish to expand their own services in Scandinavia directly.

Threats:

- On going structural weakness of the Scandinavian economies.
- Aggressive competition from manufacturers, particularly Digital.
- The over-dependence on the declining Digital VAX, IBM S/36 and S/38 businesses must be rectified.

27th March 1995

Anne Sommer
Competitive Information Services
CMSC, IBM Denmark A/S
Nymoellevej 85,
DK 2800 Lyngby
Denmark

Dear Anne,

I am now able to respond to the questions set out in your last letter.

I believe a realistic plan is as follows:

- ICL Sorbus, Getronics, Thomainfor, Olivetti and Granada could be reasonably updated every half year

- The remaining ten once a year (Memorex Telex is the possible exception)

- Although we are tracking the big firms all the time we cannot expect to make a specific approach more frequently than suggested above, we could however commit to update the profiles on an ad-hoc basis, i.e. if a special event or announcement is made.

On this basis we would be conducting 5x2 + 10 = 20 updates for an annual fee of £10,000. Any new profile agreed upon during the year could be updated within the year for the inclusive fee of £1,500. Therefore assuming you wished to profile another 5 firms , this could be accommodated for fee of £7,500 making £17,500 in total.

I hope this makes the calculation clearer, please let me know if this is acceptable to you.

Anne, I am going to be on vacation for the next two weeks and will be in the office on Monday June 5th. I will look forward to finalising this project with you then. Should you need to ask any question in the meantime please call John Willmot who is standing in for me.

Yours sincerely

Peter Lines.

Peter Lines
Managing Director,
Vice President
INPUT Europe

Date: 4 May 1995, 11:36:38 DNT

From: Anne Sommer CMSC 3520 SOMMER at DKIBMVM2
Competitive Information Services
CMSC, IBM Danmark A/S
Nymoellevej 85,
DK-2800 Lyngby
Denmark Fax. 45-45-937710
Sec: U -

Subject: New contract
Peter Lines
INPUT
Cornwall House
55-77 High Street
Slough, Berkshire SL1 1DZ
UK

Subject: Renewal of contract for 1995

Dear Peter,

Thank you for your proposal dated 27th March 1995. I have some questions regarding the payment.

What is your price for updating the 15 profiles we have received? In your proposal you mention that updates of existing profiles would be charged at a rate of UKP. 5,000 per 10 profiles.

You have mentioned to Susan, that it was too often to update some of the smaller company profiles every quarter, please let me know which of the profiles you plan to update once, twice or four times in 1995. Is this also reflected in your price offer?

Regarding new reports you mention that additional new profiles would be charged at a rate of UKP.1,500 per completed profile. Is the update of the new reports also included in this price?

I look forward to your answer as soon as possible in order to get the contract signed,
Regards,
Anne Sommer (External mail: DKIBMD49 at IBMMAIL)

- -

To: 00441753577311
cc: Susan Lis Saabye CMSC 3896 SUSAN at DKIBMVM2

IBM TELEFAX

IBM Danmark A/S
Nymøllevej 85
DK-2800 Lyngby
Denmark

Attention.....: Peter Lines
Subject.....: New contract
Document.....: SOMMER NOTE0012 A

From.....: Anne Sommer
Date.....: 1995-05-04
Time.....: 12.21.22

Phone.....: +45 45934545
Fax.....: +45 45937710

- £5,000 / update 10 profiles . . . . . .
- £1,500 for new profiles . . . . . .

DISK #5

Peter Lines
INPUT
Cornwall House
55-77 High Street
Slough, Berkshire SL1 1DZ
UK

Lyngby, March 2nd, 1995

Subject: Renewal of contract for 1995

Dear Peter,

We have now started working on the new contracts for 1995 and would therefore ask you to send your proposal for this year.

The proposal should contain quarterly maintenance of reports already delivered and creation of new reports.

I look forward to receiving your proposal in the near future.

Sincerely yours,

Anne Sommer

.... makes the difference

IBM Denmark A/S
Competitive Marketing Support Center
91, Nymoellevej
DK-2800 Lyngby
Denmark
Phone: 45 45 93 45 45 Ext.: 3896
FAX: 45 45 93 77 10

CMSC Telefax

Transmission to: Input
att: Peter Lines

From: Susan Saabye

Total pages: 2 (incl. cover page)

Subject: COMP Contract 1995

Transmitted by: Susan

Unclassified:

IBM Confidential:

Urgent:

INPUT®

IT Intelligence Services

Cornwall House
55-77 High Street
Slough, Berks, SL1 1DZ
Tel: +44 (0)1753 530444
Fax: +44 (0)1753 577311

FAX TRANSMITTAL FORM

Date: 28.03.95

Confidential: Y/N

Name: ANNE SOMMER

Urgent: Y/N

Location:

Company: IBM DK.

Fax No: 010-45-45-93-77-10

Page: 1 of 3

From:

File: Cron/Contract/Other

Re:

Anne,

our proposal as requested.

Peter.

ADM 11/94

INPUT IT Intelligence Services

Cornwall House
55-77 High Street
Slough, Berkshire SL1 1DZ
Tel. +44 (0)1753 530444
Fax +44 (0)1753 577311
100444.3177@compuserve.com

27th March 1995

Anne Sommer
Competitive Information Services
CMSC, IBM Denmark A/S
Nymoellevej 85,
DK 2800 Lyngby
Denmark

Dear Anne,

I am now happy to propose to you a new activity for updating the vendor profiles of independent customer services firms during 1995.

Updates of existing profiles would be charged at a rate of £5,000 per 10 profiles, as in our previous agreement.

Additional new profiles would be charged at a rate of £1,500 per completed profile, again at the same rate as established last year.

Our experience has indicated that quarterly updates are probably a too frequent interval given the small size of many of the firms targeted and the infrequency of their formal releases of information, notably financial results.

Part of the process is to make a direct approach to the targeted companies but it is impractical to do this more than once a year in most cases without risking the co-operation so necessary to ensure future flows of data and information.

I would therefore like to suggest that we restrict quarterly updates to those firms, e.g. Granada, whose size is likely to justify this frequency of updating. Other profiles could be updated on an ad-hoc basis with a principal revision done on an annual basis.

INPUT would be happy to make further suggestions in due course for new profiles.

INPUT LTD.
Registered in England No.: 1470416.
Registered Office: Rolls House,
7 Rolls Building, Fetter Lane
London EC4A 1NH.
VAT Registration No.: GB 340 3422 04

FRANKFURT
LONDON
NEW YORK
PARIS
SAN FRANCISCO
TOKYO
WASHINGTON D.C.

Anne, I look forward to being able to discuss this proposal with you further and to answer any questions that you might have.

Yours sincerely

Peter Lines.

Peter Lines
Managing Director,
Vice President
INPUT Europe

MESSAGE CONFIRMATION

28/03/95 08:40
ID=INPUT LTD

NO.	MODE	BOX	GROUP
441	TX		

DATE/TIME	TIME	DISTANT STATION ID	PAGES	RESULT	ERROR PAGES	S.CODE
28/03 08:39	00'53"	CMSC COPENHAGEN	003	OK		0000

INPUT IT Intelligence Services

17 Hill Street
London W1X 7FB
Tel. +44 (0) 71 493-9335
Fax +44 (0) 71 629-0179

19th April 1994

Anne Sommer
Competitive Information Services
CMSC, IBM Denmark A/S
Nymoellevej 85,
DK 2800 Lyngby
Denmark

Dear Anne,

Apologies for the delay in getting back to you. However, I am now in a position to propose to you a new process for updating the vendor profiles of independent customer services firms.

I would like to suggest that the next stage would be a complete update of the profiles already submitted to CMSC. This update would comprise a revision of all relevant data and a re-evaluation of the competitive assessment of these services firms.

Given the existing commitment to update the Sorbus profile and to extend those of Olivetti and Granada, and to address any other issues raised by CMSC concerning the existing profiles, the professional fee for this work would be £2,500 (excluding vat).

As already indicated to you in my proposal of the 3rd of January any further updates after this time would need to be charged at a rate of £5.000 for 10 profile updates.

Additional new profiles would cost £1,500 per completed profile.

Anne, I trust that this answers your immediate needs but please don't hesitate to contact me if you have any questions. I look forward to being in touch again soon.

Yours sincerely

Peter Lines.

Peter Lines
Managing Director,
Vice President
INPUT Europe

INPUT LTD.
Registered in England No : 1470416
Registered Office: Rolls House,
7 Rolls Building, Fetter Lane
London EC4A 1NH.
VAT Registration No : GB 340 3422 04

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WASHINGTON D.C.

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Tel. +44 (0) 71 493-9335
Fax +44 (0) 71 629-0179

FAX TRANSMITTAL FORM

Date: June 15, 1994

To: Name: Anne Sommer
Tel./Location: 010-45-45-93-45 45
Co.: IBM D/K
Fax No: 010-45 45 93 77 10
From: Name: Peter Lines
Subject: Proposal

Page: 1 of 4

File: Chron
Contact
Other:

Anne, I now attach copies of the signed documents, do you need me to send the hard copy by post to you, please let me know.

Can you please confirm to me the exact agreement at this point in time, I have started up the project already on the basis of the following:

Quarter 3 - to be completed by the end of September 1994:

- Updating all the existing 10 profiles at a special agreed fee of £2,500.
- Developing 5 new profiles for Nexor, ECS, Bluechip, LTA and Memorex for a fee of £6,250.

Quarter 4 - To be completed by the end of December 1994:

- Updating all 15 profiles for an agreed fee of £7,500.

I look forward to being in touch soon.

Regards
Peter Lines.

Agreement regarding Delivery of Competitive Profiles for IBM's Competitive Online Marketing Perspectives data base (COMP)

between,

Competitive Marketing Support Center (CMSC)
IBM Danmark A/S
Nymoellevej 85
2800 Lyngby
Denmark
and
INPUT
17 Hill Street
London, W1X 7FB
England
Agreement No. COMPINPUT0694
26MAJ94

Table of Contents

Between,

INPUT
17 Hill Street
London, W1X 7FB
England
in the following referred to as 'INPUT'

and

Competitive Marketing Support Center
IBM Danmark A/S
Nymoellevej 85
2800 Lyngby
Denmark
in the following referred to as 'CMSC'

is of June 1, 1994 concluded the following Agreement regarding Delivery of Competitive Profiles to CMSC for use on IBM's Competitive Online Marketing Perspectives data base (hereinafter COMP).

AGREEMENT REGARDING DELIVERY OF COMPETITIVE PROFILES

1.0 SCOPE OF WORK

1.1 Letter of Authorization

INPUT shall furnish Documents and Updates on various subjects to CMSC, as more fully set forth in Attachment A (which is attached and made a part of this Agreement), and in accordance with the terms and conditions of this Agreement and Letter(s) of Authorization by CMSC and accepted by INPUT. The parties agree that their respective subsidiaries may benefit from this Agreement by signing a Letter of Authorization. A standard form for such a Letter is included in Attachment D (which is attached and made a part of this Agreement). In the event of any conflict between the terms and conditions of this Agreement and those Letter(s) issued hereunder, the terms and conditions of those Letter(s) shall prevail.

1.2 Technical Coordinator

CMSC shall appoint a Technical Coordinator, who shall be responsible for issuing Letter(s) of Authorization for CMSC under this Agreement. Such Coordinator and/or his/her successors shall be responsible for maintaining liaison with INPUT and for determining for CMSC the adequacy, acceptability and fitness of the services performed by INPUT under such Letter(s) of Authorization.

Mrs. Anne Sommer tlf. No. + 45 93 45 45 ext. 3520

shall be the initial Technical Coordinator and solely responsible for the Letter(s) of Authorization. She shall be responsible for determining the adequacy, quality, and accuracy of service for CMSC. Matters pertaining to this Agreement shall be directed to Mrs. Sommer and/or her successors.

2.0 ACCEPTANCE

Services and deliverable items provided by INPUT under this Agreement shall be subject to final review and acceptance by CMSC based upon this Agreement, and the attached specifications and proposal, and final payment shall not be due before such acceptance. Any deficiencies found during such review shall be corrected by INPUT and subject to repeat review before acceptance of the work. Any claims which CMSC may have pursuant to this Agreement shall survive inspection, acceptance and payment in full.

3.0 PAYMENT

3.1 CMSC shall pay INPUT for Documents and Updates under this Agreement and Attachments as described by the Delivery and Payment Schedule (see Attachment C, which is attached and made a part of this Agreement).

3.2 INPUT must submit itemized invoices to CMSC for the services furnished. CMSC shall make payment to INPUT within thirty (30) days after receipt of invoices. All invoices shall be addressed to CMSC, IBM Danmark A/S and forwarded to Mrs. Anne Sommer. Each invoice shall identify:

- INPUT's professional fee
- A statement of the project
- Agreement No. COMPINPUT0694

4.0 CONFIDENTIAL INFORMATION

4.1 Both INPUT and CMSC agree that if any CONFIDENTIAL INFORMATION in the future is to be disclosed to the other party, such disclosure shall be under the terms of the IBM Agreement for Exchange of Confidential information incorporated herein by reference.

"Confidential Information" means both the deliverables including drafts and associated materials, and information that CMSC identifies as confidential and discloses to INPUT. It does not include information that rightly becomes public, or that INPUT otherwise knows or receives without obligation of confidence. For a period of three (3) years from the date of disclosure of Confidential Information under this Agreement, INPUT shall hold all such Confidential Information in trust and confidence for CMSC and not use any Confidential Information other than for the benefit of CMSC. INPUT may not copy any Confidential Information except as explicitly approved by CMSC in writing. INPUT may disclose Confidential Information only to those persons whose services INPUT use in INPUT's performance of this Agreement and who agree in writing to be bound to the same extent as INPUT is, except that they shall not disclose Confidential Information to anyone. If any medium containing any Confidential Information is lost, INPUT shall promptly notify CMSC. Upon completion or termination of INPUT's services, INPUT shall deliver to CMSC all media containing any Confidential Information.

4.2 In providing INPUT's services under this Agreement, INPUT understands that CMSC does not wish to receive from INPUT any information which may be considered confidential and/or proprietary to INPUT and/or any third party. INPUT represents and warrants that any information disclosed by INPUT To CMSC, including, but not limited to, INPUT's proposal dated 18 January, 1993, and any further proposals from INPUT to CMSC is not confidential and/or proprietary to INPUT and/or any third party.

5.0 RIGHTS IN DATA

5.1 All of the deliverable items specified in Article 1 of this Agreement and any Appendices plus Letters of Authorizations attached hereto prepared for, or submitted to CMSC by INPUT under this Agreement, shall belong exclusively to CMSC and shall be deemed to be works made for hire. To the extent that any of the deliverable items may not, by operation of law, be works made for hire, INPUT hereby assign to CMSC the ownership of copyright in the deliverable items and CMSC shall have the right to obtain and hold in its own name copyrights, registrations and similar protection which may be available in the deliverable items. INPUT agrees to give CMSC or its designees all assistance reasonably required to perfect such rights, including without limitation all releases governing the use of the name or likenesses of any third party(s).

5.2 To the extent that any pre-existing materials are contained in the deliverable items, INPUT grants to CMSC an irrevocable, non-exclusive world-wide, royalty-free license to: (1) use, execute, reproduce, display, perform, distribute (internally or externally) sell copies of, and prepare derivative works based upon, such pre-existing materials and derivative works thereof, and (2) license, sublicense and authorize others to do any, some or all of the foregoing.

5.3 No license or right is granted to INPUT either expressly or by implication, estoppel or otherwise to publish, reproduce, prepare derivative works based upon, distribute copies of, publicly display, or perform any of such deliverables, except INPUT's pre-existing materials, either during or after the term of this Agreement.

6.0 WARRANTIES

6.1 INPUT represents and warrants that INPUT is under no obligation or restriction nor will INPUT assume any such obligation or restriction which would in any way interfere or be inconsistent with, or present a conflict of interest concerning, the services to be furnished by INPUT under this Agreement.

6.2 INPUT represents and warrants the originality of the deliverable items which INPUT will provide to CMSC under this Agreement and that no portion of the deliverable items, or their use or distribution, violates or is protected by any copyright or similar right of any third party.

7.0 INVENTIONS AND PATENT RIGHTS

7.1 "Invention" shall mean any invention, discovery or improvement, whether or not patentable, conceived or first actually reduced to practice, solely or jointly by INPUT and/or INPUT's employees with one or more employees of CMSC during the term of this Agreement and in the performance of services hereunder. INPUT shall promptly make a complete written disclosure to CMSC of each Invention, specifically pointing out the features or concepts which INPUT believes to be new or different.

7.2 INPUT hereby assigns to CMSC, its successors and assigns, every Invention, and the same shall become and remain CMSC's property whether or not patent applications are filed thereon. INPUT shall, upon CMSC's request and at CMSC's expense, cause patent applications to be filed thereon in countries selected by CMSC, through solicitors designated by CMSC, and forthwith assign all such applications to CMSC, its successors and assigns.

INPUT shall give CMSC and its solicitors all reasonable assistance in connection with the preparation and prosecution of any such patent applications, and shall cause to be executed all such assignments and other instruments and documents as CMSC may consider necessary or appropriate to carry out the intent of this Article.

No license or right is granted hereunder at any time to INPUT, whether expressly or by implication, estoppel, or otherwise, under any patents or patent applications arising out of any other invention of CMSC.

8.0 MAINTENANCE OF RECORDS

INPUT shall maintain complete and accurate accounting records, in a form in accordance with standard accounting practices, to substantiate INPUT's charges hereunder. Such records shall include payroll records, job cards, attendance cards, and job summaries. These records shall be maintained for one year beyond the term of this Agreement. CMSC shall be allowed access to such records for purposes of audit during normal business hours during the term of this Agreement and during the above-specified retention period.

9.0 INSPECTION

CMSC reserves the right to monitor INPUT's performance and compliance with the provisions of this Agreement through periodic inspections at INPUT's location. During any such inspection, CMSC does not wish to receive, and INPUT shall not disclose to CMSC, any of INPUT's or third parties' confidential and/or proprietary data.

10.0 DAMAGES

INPUT shall indemnify and defend CMSC against all claims, demands, actions, suits or causes of action arising from any negligent or willful act or omission by INPUT, INPUT's agents, subcontractors or employees, in performance of any of INPUT's obligations under this Agreement.

Neither party shall be entitled to indirect, incidental, consequential or punitive damages, including lost profits. This limitation shall not apply to any liability of INPUT's under the Article entitled Confidential Information and is not intended to limit INPUT's obligations under this Article.

In no event will CMSC be liable to INPUT, INPUT's successors, heirs or assigns for damages in excess of the full amount of unexecuted purchase order(s) issued hereunder, less any amounts already paid to INPUT by CMSC.

11.0 INPUT's EMPLOYEES NOT DEEMED CMSC's

Personnel supplied by INPUT shall be deemed INPUT's employees and shall not for any purpose be considered employees or agents of CMSC. INPUT assumes full responsibility for the

actions of such personnel while performing services pursuant to this Agreement, and shall be solely responsible for their supervision, daily direction and control, for the payment of their salaries (including any applicable withholding or payment of income taxes, unemployment taxes, social security and the like) and for providing worker's compensation, disability benefits and the like.

12.0 INPUT RETURN OF WORK

Upon completion, termination, or expiration of this Agreement (or earlier, if requested by CMSC) INPUT must turn over to CMSC all work (including all deliverable items completed or in process) completed or in process under this Agreement and all materials furnished by CMSC in connection with this Agreement, before any remaining payments for services performed by INPUT under this Agreement are due by CMSC.

13.0 ASSIGNMENT AND SUBCONTRACTING

INPUT's rights and obligations under this Agreement shall not be assigned or delegated or sub-contracted without the prior written approval of CMSC. In the event that CMSC grants INPUT the right to sub-contract, assign or delegate, some of the services to be performed pursuant to this Agreement, INPUT shall be responsible for all costs resulting from any such assignment, delegation or subcontract; provided however, that any subcontractor so retained by INPUT is obligated in writing to the same obligations as set forth herein with respect to INPUT.

14.0 WORK NOT IN ACCORDANCE WITH AGREEMENT

CMSC reserves the right to order work in process being performed under this Agreement to cease immediately and to withhold payment for work which is not in accordance with the requirements of this Agreement; however, any claims which CMSC may have for breach of contract shall survive payment of the full Agreement price.

15.0 INPUT'S AGREEMENT WITH HIS EMPLOYEES

INPUT will have an appropriate agreement with each of INPUT's employees or others whose services INPUT may require sufficient to enable INPUT to comply with all the terms of this Agreement.

16.0 DURATION AND TERMINATION

The term of this agreement shall be from August 16, 1993 through December 31, 1993. Notwithstanding anything to the contrary in either this agreement or any other agreement between CMSC and INPUT, this Agreement shall cover the various materials described in Attachment A and any other documents which have previously been delivered to CMSC for use on COMP by INPUT prior to the effective date of this Agreement.

CMSC may terminate for convenience this Agreement or any Purchase Order, or any portions thereof, by thirty (30) days written notice. Upon receipt of such notice from CMSC, INPUT must immediately stop all activities associated with this Agreement or the affected purchase order(s), whichever the case may be. INPUT will be paid for the work performed through the date of termination for all services, charges and expenses authorized by CMSC hereunder which INPUT have actually incurred in support of all applicable work effort performed by INPUT hereunder. CMSC's payment for work performed through the date of termination is contingent upon INPUT turning over to CMSC all work product resulting from services rendered under this Agreement. In no event shall INPUT's charges and expenses applicable to a specific purchase order exceed the total amount of said purchase order, less any payments made against said purchase order.

In case of INPUT's material breach of this Agreement CMSC may terminate this Agreement by providing INPUT written notice. If the default is not remedied within 10 days or within the time stated in the notice whichever is longer, INPUT agrees to promptly provide CMSC with

all items associated with this Agreement in order for CMSC or a third party selected by CMSC to perform this Agreement. Nothing provided herein shall be interpreted as requiring CMSC to provide INPUT an opportunity to cure.

17.0 SOLE AGREEMENT

This Agreement shall supersede all agreements and understandings between the parties respecting the subject matter hereof.

18.0 IBM TRADEMARK

Notwithstanding any other provisions of this Agreement, INPUT shall have no right to use IBM's trademark, or trade name, or to refer to this Agreement or the services performed hereunder directly or indirectly, in connection with any product, promotion or publication without written approval of CMSC.

19.0 SURVIVAL

The rights and obligations of Articles 2, 4, 5, 6, 7, 9, 10, 13, 16, and 18 shall survive and continue after any expiration or termination of this Agreement and shall bind the parties and their legal representatives, successors, heirs, and assigns. INPUT agrees to comply, and do all things necessary for CMSC to comply with all applicable national and local laws, regulations and ordinances, including by not limited to the US Export regulation relating to the Export of Technical Data, insofar as they relate to the services to be performed under this Agreement. INPUT agrees to obtain the required government documents and approvals prior to export of any technical data disclosed to INPUT or the direct product related thereto.

ATTACHMENT "D" - LETTER OF AUTHORIZATION

This Letter of Authorization will be construed by the terms and conditions of the Agreement signed by the parties.
When signed by both parties, shall represent the only authorization for Contractor to render the services described below in 'Scope of Work'.

AGREEMENT NUMBER: COMPXX94

CONTRACTOR NAME: (VENDOR NAME)

REQUESTOR INFORMATION

REQUESTOR NAME: Competitive Marketing Support Center (CMSC)

IBM INTERNAL ADDR: IBM Danmark A/S

ADDRESS: Nymoellevej 85

CITY / ST / ZIP: DK 2800 Lyngby, Denmark

PHONE: + 45 45 93 45 45 PROFS ID/NODE: SOMMER / DKIBMVM2

SCOPE OF WORK

Contractor shall provide CMSC with new reports, maintenance and revalidations according to European vendor list enclosed and as described in proposal from (VENDOR NAME) (MONTH,DATE,YEAR).

TOTAL MAINTENANCE:

TOTAL AGREEMENT:

AUTHORIZED SIGNATURES

CONTRACTOR: Please sign both copies of this Letter of Authorization and return to the requestor listed above. CMSC will sign and return a copy to authorize the Scope of work.

CONTRACTOR SIGNATURE: Peter Lines

PRINT NAME: PETER LINES DATE: 15.06.94

IBM SIGNATURE: _____

PRINT NAME: Jorgen Moltke-Leth /Verner Rosendahl DATE: _____

ATTACHMENT A - SCOPE OF WORK

OVERVIEW

INPUT shall deliver to CMSC competitive analysis of third party customer services firms in Europe and deliver competitive Vendor Profiles for each of the vendors listed in Attachment B.

All Documents shall provide Complete Information and Analysis on INPUT's Assigned Areas Of Responsibility. For the term of this Agreement, the Documents shall reflect the most current information available and shall be delivered in accordance with INPUT's schedule and in the COMP Ready Format.

The Documents shall conform to the quality standard set by the Sorbus 'pilot' report and the Documents will be subject to final review and acceptance by CMSC. INPUT will be asked to make corrections and improvements based upon CMSC's comments.

CMSC will add codes to the reports, but INPUT should include the minimum requirements for the COMP Ready Format which is the :Hx. tags defining the title and subtitles of the document. The document title should always begin with :H1. followed by the title (No blanks between the :H1. and the title). Chapter-titles begin with :H2. followed directly (no blanks) by the title. Subchapter-titles begin with :H3. followed directly by the title. All titles begin in column 1 and the body text begins in column 2.

Example of required format:

```
:h1.Document title

:H2.Chapter title
  Body text begins here.
  All body text begins in column 2
  The reason is that it will later be
  possible to add revision bars in column 1,
  when the document is updated.
:H3.Subchapter title

:H2.Chapter title

:H2.Chapter title

:H3.Subchapter title

 ... and so on
```

All documents should be delivered in ASCII format on 3.5" diskettes.

The total number of documents provided shall be no less than 10 included the 'pilot' document. Coverage Listing (ATTACHMENT B) gives a sample of the vendors required to cover the Assigned subject.

ATTACHMENT "B" - COVERAGE LISTING

This attachment covers a list of vendors to be delivered according to this Agreement.

1. Nexor
2. ECS
3. Blucchip
4. LTA
5. Memorex

ATTACHMENT "C" - SCHEDULE OF DELIVERY AND PAYMENT

PAYMENT SCHEDULE:

CMSC agrees to pay INPUT for Documents in accordance with Section 2 of the Agreement.

Payment for 5 Vendor Profiles is UKP 6,250. 50% of this amount will be payed when the project starts and the additional 50% will be payed upon acceptance of the last Vendor Profile. The quality of the new Documents should be at the same level as the quality of the Sorbus Vendor Profile.

The 10 Vendor Profiles already delivered should be updated at least once every quarter at the price of UKP 5,000 per quarter, once in July and once in October, the total price is UKP 10,000. CMSC will send a diskette with the coded reports to INPUT by mail.

The 5 new Vendor Profiles should be updated in October at the price of UKP 2,500.

Payment will be due on receipt of the updated reports.

Ad Hoc requests for Documents which are outside the Scope of Work (ATTACHMENT A) and the Coverage Listing (ATTACHMENT B) shall not be performed without a Letter of Authorization signed by both parties. The number of Documents described in the Scope of Work (ATTACHMENT A) and Coverage Listing (ATTACHMENT B) shall not be changed without a Letter of Authorization signed by both parties. Letter(s) of Authorization shall constitute the only authorization for INPUT to take any action or expend any money for services hereunder.

DELIVERY SCHEDULE:

INPUT shall deliver Documents as set forth in the Scope of Work (Attachment A). INPUT shall inform CMSC about their Delivery Schedule for each Vendor Profile before start of the project.

1. Delivery of New Documents should begin as soon as possible after June 1, 1994 and be completed on or before December 31, 1994.
2. INPUT shall deliver Updates to the vendor profiles already delivered. Updates are to be event driven, but each report shall be updated at least once every quarter in 1994.
3. INPUT shall provide, with each request for payment, a summary of Documents accepted by CMSC since the last request for payment.

20.0 APPLICABLE LAW

This Agreement shall be construed, and the legal regulations between the parties hereto shall be determined, in accordance with Danish Law. All disputes arising from or in connection with these conditions shall be settled before the Danish Maritime and Commercial Court in Copenhagen.

- - - o - - -

If the foregoing is in accordance with INPUT's understanding, will INPUT please indicate INPUT's agreement by dating, signing and returning to CMSC the enclosed copy of this letter.

This agreement is signed in two original versions, one for each of the parties.

AGREED TO:

for Competitive Marketing Support Center (CMSC) IBM Danmark A/S	for INPUT
Date:	Date: 15.06.94
Name: Jorgen Moltke-Leth	Name: Peter Lines. PETER LINES
Title: Center Manager	Title: MANAGING DIRECTOR
for IBM Danmark A/S	for INPUT
Date:	Date:
Name:	Name:
Title:	Title:

IBM

IBM Danmark A/S

Nymøllevej 91
2800 Lyngby
Telefon: 45 93 45 45
Telefax: 45 93 24 20
Telex: 15171 ibmden dk
Telegramadr: Inbusmach
A/S Reg.nr. 21 459

Lyngby, May 31th, 1994

INPUT
Mr. Peter Lines
17, Hill Street
London, W1X 7FB
England

Subject: Agreement regarding Delivery of Competitive Profiles for COMP DB

With reference to Agreement dated May 26, 1994 regarding Delivery of Competitive Profiles for IBMs Competitive On-line Marketing Perspectives data base (COMP) we hereby agree to replace 5.3 RIGHTS IN DATA with the following text:

5.3 No license or right is granted to INPUT either expressly or by implication, estoppel or otherwise to publish, reproduce, prepare derivative works based upon, distribute copies of, publicly display, or perform any of such deliverables, except INPUT's pre-existing materials, either during or after the term of this Agreement. However INPUT may reuse information included in the CMSC reports, 'but only in a manner that preserves IBMs copyright registration and other protection in the Deliverables'

AGREED TO:

for

Competitive Marketing Support Center (CMSC)

Peter Lines
15.06.94

Date: 31/5-94

Name: Jorgen Moltke-Leth

Title: Center Manager

Lyngby, March 8th, 1995

Dear Peter,

Enclosed please find a diskette containing the COMP source files for the vendors you cover. Hardcopies are also enclosed.

If you make your updates directly in these files and send them back to me in ASCII format on a diskette, it will be much easier for me to include the documents in the database.

I have created a little document:

Guidelines for updating documents for the COMP database

in order to help you and to minimize the work with converting the documents for COMP.

Please let me know if everything is OK or if you need further information.

Kind regards,

Susan

...makes the difference

YNPR 11.02.95

- Status as @ 11.02.95

Complete profiles (new) for [redacted]/LTA and MEMOREX still to be delivered.

Updated versions of

[redacted]
OLIVETTI
[redacted]
& ECONOCOM
COS

to be delivered

+ updates on all 15 firms.

LAYOUT

Not yet sent to IBM:

	OLIVETTI	PL	~~Some VPs~~ -- / other material
UPDATES	ECONOCOM	Hilary	(not yet issued as a VP)
	COS	MMonis	"
	LTA	Hilary	"
	MEMOREX	Hilary.	"

YDK	Hardcopy	UPDATE	Courier Format
OLIVETTI	✓		
ECONOCOM	✓		
COS	✓		
LTA MEMORLEX			

INPUT®

~~PERSONAL~~ SCHEDULE (Q1-1996)

PROJECT

*Corporate Week **Ending Date ‡Working Days; ( ) UK

Activity / Project				JANUARY				FEBRUARY				MARCH				
				1* 1/6** 4†	2 1/13 5	3 1/20 5	4 1/27 5	5 2/3 5	6 2/10 5	7 2/17 5	8 2/24 4 (5)	9 3/3 5	10 3/10 5	11 3/17 5	12 3/24 5	13 3/31 5
UPDATE EXISTING PROFILES 5 (2XYEAR)					5hrs				5hrs			5hrs			5hrs	
				#1	ECS SORBUS			#2	GET			#3	ITHOM		#4	GMAIL
UPDATE EXISTING PROFILES 10 (1XYR)						5hrs 80%			5hrs 80%				5hrs 80%			
				#10	ECS			#11	HDS			#12	ITM			

PLG 300/04 9/94 (R)

Name of Individual: _____ Dept./Program: _____ Date: _____

PROJECT SCHEDULE (Q2-1995)

*Corporate Week **Ending Date †Working Days; ( ) UK

INPUT

Activity	Name	Act. Days	Factor	ESD	APRIL					MAY				JUNE				
						14* 4/7** 5†	15 4/14 5 (4)	16 4/21 5 (4)	17 4/28 5	18 5/5 5(4)	19 5/12 5	20 5/19 5	21 5/26 5	22 6/2 4	23 6/9 5	24 6/16 5	25 6/23 5	26 6/30 5
UPDATE EXISTING PROFILES (2 X YEAR)				5				5 hu										
							#5 GRANADA											
UPDATE EXISTING PROFILES (1 XYR)				10		#13 LTA		#14 MEMOREX			#15 NEYOR							
TOTAL PLAN SR.																		
TOTAL PLAN RA																		
TOTAL PLAN ESDs																		
TOTAL SPENT SR.																		
TOTAL SPENT RA																		

PLG 300/03 9/94 (R)

Dept/Proj. Code: _____ Activity/Project Name: _____ Prepared by: _____

Proj. Manager: _____ Date: _____

Page ____ of ____

PROJECT SCHEDULE (Q4-1995)

*Corporate Week **Ending Date †Working Days; ( ) UK

INPUT

Activity	Name	Act. Days	Factor	ESDs	OCTOBER				NOVEMBER				DECEMBER			
					40* 10/7** 5†	41 10/14 5	42 10/21 5	43 10/28 5	44 11/4 5	45 11/11 5	46 11/18 5	47 11/25 3(5)	48 12/2 5	49 12/9 5	50 12/16 5	51 12/23 4.5	52 12/30 3.5(2.5)
UPDATE EXISTING						5hrs				5hrs				5hrs			
PROFILES (2 X YEAR) 5							✓					✓				✓	
					#3 THOMAINFOR				#4 OLIVETTI				#5 GRANADA				
UPDATE EXISTING PROFILES (1XYR) 10						5hrs				5hrs				5hrs			
							5hrs				5hrs				5hrs		80%
					#4 COMMA ✓			100%	#8 COS			100%	#9 ECONOCOM				
3 NEW PROFILES				6													
						2days				2				2			
					#16 ICG				* #17 DATAPOINT			#18	DEC				
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs																	
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

PLG 300/03 11/93 (R)

Dept/Proj. Code: _____ Activity/Proj. Name: _____ Prepared by: _____

Proj. Manager: _____ Date: _____ Page ____ of ____

PROJECT SCHEDULE (Q3-1995)

*Corporate Week **Ending Date †Working Days; ( ) UK

Activity	Name	Act. Days	Factor	ESDs	JULY 27* 7/7** 4 (5)†	28 7/14 5	29 7/21 5	30 7/28 5	AUGUST 31 8/4 5	32 8/11 5	33 8/18 5	34 8/25 5	SEPTEMBER 35 9/1 5 (4)	36 9/8 4 (5)	37 9/15 5	38 9/22 5	39 9/29 5
UPDATE EXISTING PROFILES (2 X YEAR) 5 (Shs/profile/update cycle)				7			#1 ICL SORBUS	Shs		✓		#2 GETRONICS	Shs		✓		
UPDATE EXISTING PROFILES (1 X YR) 10 Shs/profile.				7							▽			Shs	#6 BLUE CHIP	✓	
3 NEW PROFILES																	
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs																	
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

PLG 300/03 9/94 (1)

Prepared by: PETER LINES

Dept/Proj. Code: YNPS

Activity/Project Name: ~~#6~~

Page ____ of ____

Proj. Manager: PETER LINES

Date: 25.06.95

PROJECT SCHEDULE (Q4-1994)

*Corporate Week **Ending Date †Working Days; ( ) UK

INPUT®

Activity	Name	Act. Days	Factor	ESDs	OCTOBER				NOVEMBER				DECEMBER				
					40* 10/7** 5†	41 10/14 5	42 10/21 5	43 10/28 5	44 11/4 5	45 11/11 5	46 11/18 5	47 11/25 3(5)	48 12/2 5	49 12/9 5	50 12/16 5	51 12/23 4.5	52 12/30 3.5(2.5)
UPDATE EXISTING						Shs				Shs				Shs			
PROFILES (2 X YEAR)		5			#3 THOMAINFOR		0.7		#4 OLIVETTI		0.7		#5 GRANADA		0.7		
UPDATE EXISTING PROFILES (1 XYR)		10			#4 COMMA	Shs			#8 COS	Shs			#7 ECONOCOM	Shs			
3 NEW PROFILES				6	#16			# 17				#18					
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs																	
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

1st. Shed Completed @ end Sept.

PLG 300/03 11/93 (R)

Dept/Proj. Code: _____ Activity/Proj. Name: _____ Prepared by: _____

Proj. Manager: _____ Date: _____

Page ____ of ____

PROJECT SCHEDULE (Q4-1994)

*Corporate Week **Ending Date †Working Days; ( ) UK

INPUT®

Activity	Name	Act. Days	Factor	ESDs	OCTOBER 40* 10/7** 5†	41 10/14 5	42 10/21 5	43 10/28 5	NOVEMBER 44 11/4 5	45 11/11 5	46 11/18 5	47 11/25 3(5)	DECEMBER 48 12/2 5	49 12/9 5	50 12/16 5	51 12/23 4.5	52 12/30 3.5(2.5)
PROJECT MANAGEMENT	PL			1/2											1/2		
UPDATES OF ALL 15 PROFILES	OS			10		Phone PR department for latest press releases + on-line search of 15 firms.						▼	2	2	3	2	1 △
			Owen	4½ days...				all recorded.									
			Remainder	on-line searches...													
			all completed ⌂ end Dec.														
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs																	
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

PLG 300/03 11/93 (R)

Dept/Proj. Code: YNPR Activity/Proj. Name: IBM D/K PROFILES. Prepared by: PL

Proj. Manager: PL Date: 30.11.94

PROJECT SCHEDULE (Q3-1994)

INPUT®

*Corporate Week **Ending Date †Working Days; ( ) UK

Activity	Name	Act. Days	Factor	ESDs	JULY 27* 7/8** 4(5)†	28 7/15 5	29 7/22 5	30 7/29 5	AUGUST 31 8/5 5	32 8/12 5	33 8/19 5	34 8/26 5	SEPTEMBER 35 9/2 5(4)	36 9/9 4(5)	37 9/16 5	38 9/23 5	39 9/30 5
PROJECT MANAGEMENT	PL			2			½ ✓			½ ✓			½ ✓			½	
							SUPERVISION BY RESEARCH YP										△
RESEARCH + UPDATE	MM			2½			½ ✓			½ ✓	½ ✓	½ ✓	½ ✓				
6 PROFILES		GETRONICS							CONSULTANT INTERVIEWS + UPDATES EXISTING PROFILES.								
		THOMAINFOR															
		GRANADA															
		COMMA															
		ITM															
		COS															
RESEARCH + WRITE	MM	NEXOR		3½ ✓			2 ✓							✓ 1½			
2 NEW PROFILES		BLUECHIP				CONSULTANT INTERVIEWS + PREPARES NEW PROFILES.											
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs																	
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

end Oct. end Nov.

YNPR:

PLG 300/03 11/93 R)

Dept/Proj. Code: YNPR Activity/Project Name: IBM D/K PROFILES Prepared by: Peter Lines.

Proj. Manager: PETER LINES Date: 24.06.94

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PROJECT SCHEDULE (Q3-1994)

*Corporate Week **Ending Date †Working Days; ( ) UK

INPUT®

Activity	Name	Act. Days	Factor	ESDs	JULY 27* 7/8** 4(5)†	28 7/15 5	29 7/22 5	30 7/29 5	AUGUST 31 8/5 5	32 8/12 5	33 8/19 5	34 8/26 5	SEPTEMBER 35 9/2 5(4)	36 9/9 4(5)	37 9/16 5	38 9/23 5	39 9/30 5
RESEARCH +	TBA/HG+PC+PL			2				1/2		1/2		1/2	1/2				
UPDATE 4	SORBUS — PAUL								CONSULTANT INTERVIEWS								
PROFILES	OLIVETTI — PETER								+ UPDATES EXISTING PROFILES								
	HDS — HG																
	ECONOCOM — ~~ECONOCOM~~ HG																
RESEARCH + WRITE	TBA/HG			5				1		1		1	1/2	1/2		1	
3 NEW PROFILES	ESS								CONSULTANT INTERVIEWS + PREPARES								
	LTA								NEW PROFILES								
	MEMOREX																
RESEARCH + UPDATE				10	TO BE												
15 PROFILES					SCHEDULED				IN 4TH QTR								
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs				25		4 1/2					5				5 1/2		
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

and Oct

and Nov

and Oct

and Nov.

Dept/Proj. Code: YNRR Activity/Project Name: IBM D/K PROFILES Prepared by: Peter Lines

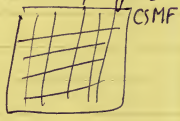
Proj. Manager: PETER LINES Date: 24.06.94 Page ____ of ____

PLG 300/03 11/93 R)

05.03.95

YNPR ~ OLIVETTI Profile ---

- Company Description.
  - as per MVPP....
- Operations & Structure.
  - as per MVPP.....
  - see RB/Profile
- Services Strategy.
  - Needs writing



- Financials.

Olivetti Group from MVPP.....(Exhibit 2)

Market Analysis (Exhibit 3)
identifies service potion

Further Analysis.
service type / geography /

- Services. (see page 8 of 12 MVPP)....
- Operations. (include from YDK profile)
  ..... update #s of personnel...
- Competitive Positioning
- INPUT Assessment...

At the

see green book

Olisunce + DSI

$1.3B

OLISERVICE 12.07.94.

~~600 terminals in~~

- Oliservice support M&S — olivetti people spend 80% of their time talking to the users, M&S IS people like this since they feel that 'they' do not filter out the real user problems — the olivetti people learn exactly what is required.

{M&S have 600 people in IT, at this point they questioned whether they were in IT or retail? But IT is strategic to M&S's business.}

- Users facing major support problems in non-homogeneous networks — these are increasingly:

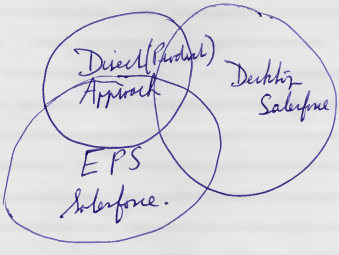
  - Unstable
  - Change frequently
  - Derived from (supported from) multiple sources.

- Olivetti started multi-service support in the UK in 1986, BCO contract started at this time as multivendor mtce, even at this time 25% of the revenue related to non-h/w mtce activity...
- BCO's contract has just been renewed for 10 years.
- Defining the service package can be a political issue — it throws focus onto internal ~~mgtm~~ politics and mismanagement and
- Open systems ~~the~~ era has ushered in a period where real support costs ~~are~~ are hidden
- Galileo contract ---

- Olivetti has developed long-term relationships with many IS managers – this would appear to be different from HP who have primarily worked through channels and therefore have little contact with IS managers directly.

- The <u>account manager</u> concept doesn't work – too general, need <u>zealots</u> to sell new services.

- The approach to market can be considered as a set of linked circles – to provide different approaches to different people --



– the <u>reference model</u> is separate salesforces for EPS and Desktop – in fact not all subsidiaries are the same – not homogeneous, depends on local development.

- Olivetti are developing a contract with Microsoft – warehousing, multiple language support, etc.

- Olivetti have been for 86 years in the desktop market?
  typewriters!

Olivetti Business Culture

- Managers are empowered – looking for tactical innovation – but control models work the other way, managers must conform to budget requirements.

→ empowerment

control models methods ←

↑

The centre provides the methods and the control of the models ---.

Olivetti likes to start small activities – leave alone (at least in a non-financial sense)
eg Acorn
Active badge technology ....

Strong bottom-line motivation, eg one unit recently came in 2-3% over on use costs – actions are now in place to address this and bring the costs back in-line ....

Olivetti is like the Roman Senate
– short attention span if not bottom line

Entrepreneurial –
Re-active not pro-active --- ?
Olivetti people are commercial ---

Olivetti in Japan allowed to develop Turkey support systems for bowling alleys, ski slopes – doing something in hospitals.

Not as structured as H-P, allows people to be successful...

(3)

Olisevice Service Strategies

- Desktop IT
- Network Infrastructure & Services
- (Carrier) Communications

? is this right – mtce support ?

The latter has two other manifestations – the OMNITEL GSM activity

\+ – Telecommunications & Multi-media . . .

Strategy is GLOBAL, i.e. have just opened an office in China, and have been in Eastern Europe for some time.

- Have been voted top in Desktop services, 2nd in EPS by Dataquest.

- ~~Olis~~ Service now represents 28% of total Olivetti business . . .

- There are Olisevice represents ~~about~~ the majority of this (say 90%), but there is also
  - SYNTAX that largely does outsourcing in ITALY
  - Elea Training subsidiary ----
  - SIFA ? – a rag-bag of different small activities.

Nedcorp is a big account in South Africa – has an installed base of ≈ 12 – 15,000 workstations

- makes ≈ 1,000 moves/month (in flight changes!) turns over completely in one year

- When started Nedcorp thought they had an asset register that was 70% accurate, they ~~thought~~ found it only to be 30% accurate.

- Previously it took 4-6 weeks to introduce a new terminal (PC) and associated software – this is now down to 3 days (the contract demands it)

- Contract involves bonded warehouse,
  setup centre (s/w pre-load)
  change management
  – branch to store and back to branch.
  manage asset register
  on-line link to input orders
  manages procurement
  (configuration provided)
  pick from warehouse
  + purchase to order.
  install it
  help desk
  s/w support
  complete responsibility for recovery.

$/annum.

Terry thinks many other vendors (eg. HP) are only now facing the problems dealt with 5-6 yrs ago by Olivetti, ie supplying other people's kit....

CODELCO a similar example to Nedcorp in Chile, uses financial options.

Swiss Railways – also an Olivetti support contract, interesting perspective – each station has its own unique timetable – it needs to fit in/correspond to central d/b.

Olisenice believe their weakness is — not having sufficient access to enough senior people —
They are recruiting more sales people and planning marketing initiatives to reach them *

Need high potential recruitment programme — to support a central selling unit based in IVREA + head office developing quantitative + qualitative tools to improve the development of contacts.

Ivrea is not meant to be a holder of initiatives
it is a megaphone — strat strategy, but tactical initiatives come from the customer base ----

Δ of approach for SUN — because they don't deliver the service has to be defined : do not adapt to customers Δ demands
— HP — Digital structured offers — not responsive.

* Informational networking (à la AT&T Bell Labs example)

Alan Watson – ~~an e~~ a senior manager in (?)
Olivetti UK had a saying:

> The answer is never NO it is always YES
> The ? is how.

The ~~market~~ user wants simplicity – but the ~~market~~ industry provides/delivers product complexity

– if we had been more user oriented users would have had cheaper computing – – –

Olivetti culture ---

Never had any problems in cultural change to MVS did it in the UK over an 18 month period in '86/'87.

Whole environment is multi-vendor ....

Project management infrastructure --- orientation

Requirements for Olisservice ~~are~~ is that it needs to double revenues in next 3-4 years - will require acquisitions to do this.

IVREA defines strategies - subsidiaries supply tactics.

Remote LAN management is key – do it through interlinked service centre

- pro-active
- experts + centres geographically independent
- big problem being addressed in order to expertise / make it geographically independent.

To sell to users who do not understand real support costs – developing a set of sales tools that demonstrate the <u>real</u> cost base of desktop support.

---

3 service resolutions

- Technology
- MVS
- Non-mtce.

A service centre costs $2.5M to setup ...

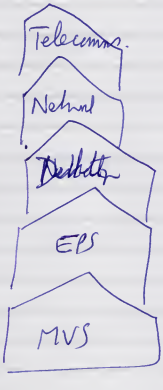
Big change in personnel expectations over next few yrs – does not appear to have been dramatic so far eg SUN, a truck driver maps unit + provides full line service ---

Important not to be scared of supporting the end user, doing this for THORN (Rumbelows) - provide basic help desk

L still some resistance to basic help desk because has been unprofitable - competing with free service from in house + Independent S/W Firms (ISVs)

Selling S/W products
— a number of vendors provide 30 day free trial of some packages to Corporates.

Need to continue to drive down costs as markets become commoditised ∴ a lot of prices change taking place



Prediction 1465.5 B£ for FY94 (31.12) 75% in Europe.

Overall performance mainly good in Europe.

<u>Network Services</u> — some revenues are hidden.

Add-ons – where other equipment / handsets need to be provided.

MVS gained 31% in 92/93

New business development (EPS + ??)

UK £55M 32.8 M guilders

Italy 298 B £

New services 80 – 158 B£ over 92-94 period.

Mike Morris

16.06.94

	EXISTING YDK	NEW YDK	INPUT CSVP	
1	SORBUS			
2	GETRONICS	✓	½	
3	THOMAINFOR	✓	½	
4	OLIVETTI			
5	GRANADA	UPDATE ✓	½	
6	HDS/ISL			
7	ECONOCOM (ECS)?			
8	COMMA	✓	½	
9	ITM	✓	½	
10	COS	✓		
11		Norex ✓	½	
12		ECS		
13		Bluechip ✓	½	
14		LTA		
15		Memorex.		
16			NETWORK VENDOR	
17			"	
18			"	
19			"	
20			"	
21			ACT ?	
22				
23				
24				
ESDs	3½	8½	24	
RESOURCES				
Mike Morris(6)	1½	3½	8	ie. £240/day
Paul A.N.Other	2½	5	16	

CSPR VENDOR PROFILES:

YD/K IBM: 16.06.94:

- For CSPR Vendor Profiles — produce 24 4page documents.
- For YD/K Produce 5 new profiles and update existing 10 by the end of September.

Resources Required:	Project Allocation:	
• Paul conducts 9 (new) vendor interviews in depth (5 go into network report) ~~4 for market~~ – 9 CSVP's are produced.	CSVP	9 DAYS
• Mike Morris does 8 as specified which are YDK	YD/K	£3,000
• Mike Morris's 8 are used to produce 8 CSVP's.	CSVP	8 days

ACT

Hilary Gilfoy

UNISYS Env. services	#23
EDS TPD	#22
Thomainfor Special	#18
Getronics	#15
debis	#11
olivetti	#7
AT&T Istel	#5
UNISYS PS	#3
ICL · PS	#1

1 SORBUS ?
2 GRANADA ?
3 HDS/ISL ?
4 ECS
5 COMMA
6 ITM
7 COS
8 UNISYS
9 OLIVETTI
10 GETRONICS
11. THOMAINFOR
12. EDS
13. IBM
14. DIGITAL
15. H-P
16. debis
17.

ANNUAL

Activity / Prog/Proj Co	
1. SORBUS (	
2. GETRONICS	
3. THOMAINFOR	
4. OLIVETTI	
5. GRANADA	
6. HDS/ISL	
7. ECS (ECONOCOM)	
8. COMMA (NORSK)	
9. (TBD) ITM	
10. (TBD) COS/(	
TOTAL	

PLG 300/01 8/92(R)

Department: RE

Program/Activity: COM

Date:

MA CONSULTANTS
11 Belmore Avenue
Pyrford
Surrey GU22 8LN
Tel: 0483 714964
Fax: 0483 776396

FAX

Mr. Peter Lines
Vice President, Europe
INPUT
17 Hill Street
London
W1X 7FB

10 November 1994

Dear Peter,

Thank you for the cheque - received this morning.

I visited Getronics a fortnight ago, but have little to add to the profile you have received. If you have feedback on any of the profiles, it would be appreciated.

I look forward to your talk at the Datatech conference.

Yours sincerely,

Michael Morris

17.06.94

ACTIONS REQUIRED

- PROVIDE MIKE WITH DISKETTE WITH PROFILES

  - COS
  - COMMA

  DOESN'T YET HAVE HARD COPY

  - GETRONICS
  - ITM
  - GRANADA
  - THOMAINFOR

  DOES HAVE HARD COPY

- COPY AGREEMENTS

- ANYTHING ELSE ON FILE.

MA CONSULTANTS
11 Belmore Avenue
Pyrford
Surrey GU22 8LN
Tel: 0483 714964
Fax: 0483 776396

Mr. Peter Lines
Vice President, Europe
INPUT
17 Hill Street
London
W1X 7FB

5 June 1994

Dear Peter,

It was a pleasure to meet with you again; I hope you had some success on the Wednesday.

Thank you for your facsimile detailing your research requirements and an example of the type of information required.

I should be pleased to provide profiles, in a similar format, of the following companies:

1. Blue Chip
2. Getronics*
3. ITM *
4. ~~Olivetti~~ COS (agreed 17.06)
5. Comma
6. Granada *
7. Nexor
8. Thomainfor *

for a total fee of £3,000 plus VAT. This charge includes local travel and telephone calls. In the event of other expenditure being required, including international travel, we shall discuss this with you and if approved it is charged at cost.

I foresee no problems meeting your deadline of completion by the end of August, subject to confirmation to proceed within the next 14 days. I look forward to hearing from you.

Yours sincerely,

Michael Morris

*Basic profiles supplied 17.06.94

Michael Morris MBA MCIM
Director

INPUT®
IT Intelligence Services

17 Hill Street, London, W1X 7FB
Tel. +44 (0) 71 493-9335
Fax +44 (0) 71 629-0179

FAX TRANSMITTAL FORM

Date: June 10, 1994

To: Name: Mike Morris
Tel./Location: 0483-714964
Co.: MA Consultants
Fax No: 0483-776396
From: Name: Peter Lines
Subject: VENDOR PROFILE PROJECT

Page: 1 of 1

File: Chron
Contact
Other:

Mike, Thank you for your letter. I confirm that I want you to go ahead with the work as specified, i.e. to complete the eight profiles defined in your letter at an agreed professional fee of £3,000 excluding VAT.

Please get started as soon as possible. We need to liase regarding existing information and to agree on a project review process. I look forward to working with you on this project.

Regards Peter Lines.

9.30am Friday.

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FAX TRANSMITTAL FORM

Date: May 31, 1994

To: Name: Mike Morris
Tel./Location: 0483-714964
Co.: MA Consultants
Fax No: 0483-776396
From: Name: Peter Lines
Subject:

Page: 1 of 1.
File: Chron
Contact
Other:

Mike, As indicated to you earlier this afternoon I now have pleasure in defining the task we are interested in contracting to you.

The work involves interviewing vendors and collating competitive vendor data into a pre-set format as indicated by the attached example. (Sent under separate cover.) I'm not sure this was the final finished article , but it will give you some idea of the end result we are aiming at.

As already indicated we will provide you with access to our data on the selected companies in order to maximise your efforts in adding to and enriching the data. Naturally there will be a variation in the extent to which data exists depending on the firms selected.

At this stage I am envisaging the production of some 8 profiles by you to be selected and agreed from the following list:

Granada, Olivetti, Nexor, ECS, Comma, ITM, COS, Bluechip, LTA, Memorex, Getronics, Thomainfor.

The time scale is completion by the end of August.

Please give me some indication of the professional fee you would require for this task as soon as possible. I look forward to discussing this with you soon.

Peter.

YNPR

PROJECT SCHEDULE (Q2-1993)

*Corporate Week **Ending Date †Working Days; ( ) UK

INPUT®

Activity	Name	Act. Days	Factor	ESD		APRIL 14* 4/9** 5(4)†	15 4/16 5(4)	16 4/23 5	17 4/30 5	MAY 18 5/7 5(4)	19 5/14 5	20 5/21 5	21 5/28 5	JUNE 22 6/4 4	23 6/11 5	24 6/18 5	25 6/25 5	26 7/2 5
A. Interviews + Transcript.	Paul			6												3		
B. Write up as Vendor Profiles.	Paul			6*												2		
* +2 in Q4				2														
C. External → YNPR				23												6		
D. Edit & YDK Profiles	Peter			3½														
E. External → Update activity.				6												1		
TOTAL PLAN SR.																		
TOTAL PLAN RA																		
TOTAL PLAN ESDs				46½														
TOTAL SPENT SR.																		
TOTAL SPENT RA																		

PLG 300/03 8/92 (R)

Dept/Proj. Code: _____ Activity/Project Name: YNPR + CSPR VP Prepared by: Peter Lines.

Proj. Manager: _____ Date: _____ Page ____ of ____

PROJECT SCHEDULE (Q3-1993)

*Corporate Week **Ending Date †Working Days; ( ) UK

INPUT®

Activity	Name	Act. Days	Factor	ESDs	JULY				AUGUST				SEPTEMBER				
					27* 7/9** 4(5)†	28 7/16 5	29 7/23 5	30 7/30 5	31 8/6 5	32 8/13 5	33 8/20 5	34 8/27 5	35 9/3 5(4)	36 9/10 4(5)	37 9/17 5	38 9/24 5	39 10/1 5
A.	Paul					3											
B.	Paul					2									2		
*+2 in Q4.																	
C. External →						7				5					5		
D.	Peter					1				1					1½		
E. External →						2				1					2		
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs																	
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

PLG 300/03 8/92(R)

Dept/Proj. Code: _____ Activity/Project Name: _____ Prepared by: _____

Proj. Manager: _____ Date: _____ Page ____ of ____

YD/K

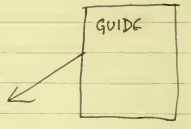
1). GRANADA: PROFILE1.DOC NUGRNDA.DOC

Service Management.

? # of offices in US

- Section 4 ~ add something to service strategy.
- Systems availability management initiative not mentioned before section 7.

2). OLIVETTI PROFILE2.DOC



3). THOMAINFOR PROFILE 3.DOC

4). GETRONICS PROFILE 0.DOC

5). HITACHI HDS1.DOC NUHDS.DOC

Revenue # p3.

HDS NUHDS.DOC

GRANADA NUGRNDA.DOC

INPUT

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CONTACT REPORT

☐ MAIL LIST - SEE BACK

Non Client/Prospect File: ☐ Media ☐ Financial ☐ Other _____

INPUT Staff: Init. MSC Init. MX ☐ INPUT office ☐ Client Office ☐ Other _____

Contact Date: 8 / 11 / 94

Date Written: 8 / 11 / 94

	DISTRIBUTION:			Prog./Proj. ID _____
Company IBM Europe	Action	Info.	By When	Describe Action-F/U
Name Claudia Belvert	PC			Pls call.
Title				
Address				
Phone: (33) 149-059642				
Fax: ( ) -				

Peter,

Claudia has some problems with profiles that have been passed on from Ann Sommer (YDE).

I have just faxed her some info. on Avenada, Sorbus, Thomainfor by way of clarification. However, I think she wants to talk about the profiles generally. Some, she says, were out of date.

Bit awkward - she's at Paris client meeting tomorrow!

I think she'll call you. But this is just a reminder

☐ Continued over

M&S 300/01 6/94 (R)

Mail List Change Order

☐ Update ☐ Correction ☐ Deletion ☐ Addition* Serial Number _____

U.S. COMMERCIAL

1. TYPE ☐ Vendor ☐ User ☐ Investor / Financial ☐ Media / Press ☐ Other ☐ EDI Newsletter

2. LEVEL ☐ Executive ☐ Manager ☐ Analyst ☐ Acquisition ☐ International ☐ Other

3. INTERESTS ☐ C/S ☐ Computer Systems ☐ Networks ☐ EC ☐ Information Services —
- ☐ Software Products
- ☐ Professional Services, SI
- ☐ Outsourcing, Processing, Network Services

☐ EIS / CIS / Multimedia ☐ Other

☐ Industry _____

U.S. FEDERAL

☐ MMAR ☐ FPAP ☐ FPAW ☐ FPFA ☐ Other

EUROPE

☐ CSPR ☐ MAAP ☐ MSSP ☐ MVPP ☐ BIPR ☐ OSPR ☐ U.S.A. ☐ Other

* No names will be added without a completed change order and program manager approval.

Program Manager Authorization _____

CONTACT REPORT

Continuation

Company _____

Name _____

M&S 310 R 6/94

	EXISTING YDK	NEW YDK		
1	SORBUS			PC
2	GETRONICS		Complete.	
3	THOMAINFOR		Complete.	
4	OLIVETTI			PL
5	GRANADA	UPDATE	Complete.	
6	HDS/ISL			HG
7	ECONOCOM (ECS)?			PC/HG
8	COMMA		Complete.	
9	ITM		Complete.	
10	COS		Complete.	
11		Nozer	Complete.	
12		ECS		HG
13		Bluechip	Complete.	
14		LTA		HG
15		Memorex.		HG

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FAX TRANSMITTAL FORM

Date: September 3, 1994

To: Name: Hilary Gilfoy
Tel./Location: 0858-880687
Co.: Adium Associates
Fax No: 0858-880687

Page: 1 of 2

From: Name: Peter Lines
Subject:

File: Chron
Contact
Other:

Hilary, I will send the contract forms and copies of existing profiles by mail. Below is some information concerning the new firms to be profiled.

ECS has a Paris address, Phone 010-33-1-45 92 14 32 Fax 45 92 84 16, D&B listing attached.

The only reference I have regarding LTA appears to be a subsidiary company, hopefully they are related and you can track them from this, Phone 010-33-1140 10 14 13.

Memorex in the UK is as on the attached, but you need to track through to the European Headquarters since all these profiles need to be done from a European perspective.

Regards Peter.

Posted 06.09.

CHECK LIST OF TABLES / FIGURES.

SORBUS	•	Product Groups. ✓
THOMAINFOR	•	Table 3. – Revenues. ✓
	•	Figure 1. – Revenues/country. ✓
COMMA	•	Figure 1. – Organisation. ✓
	•	Table 2. – Financial Details. ✓
	•	Figure 2. – Revenue/country. ✓
	•	Table 3. – Sources of revenues. ✓
GETRONICS	•	Figure 1. – Organisation. ✓
	•	Figure 2. – SI + Services. ✓
	•	Figure 3. – Employees/sector. ✓
	•	Table 2. – Financial details. ✓
	•	Figure 4. – " ✓
	•	Figure 5. – Gross profit/sector. ✓
	•	Table 3. – System + Services Rev/GP. ✓
GRANADA	•	Table 2. – Staff levels. ✓
	•	Table 4. – Financial performance. ✓
ITM	•	Table 1. – Financial Perf. ✓
	•	Figure 1. – Revenue Growth. ✓

Thomainfor	Staff.	Rev.	Country	* 5.9
	1268	890 MF	F	150.1
	97	65	D	11.0
	63	35	E	5.9
	52	40	B	6.8
	39	32	A	5.4
	29	24	CH	4.1
				183.3

Nordar	Country	Staff	Rev ($)
	S	300 +	35.7
	DK	45	6.5
	N	38	5.1
	SF	47	4.9
			52.2

Bluechip	Country	Staff.	Rev	* 0.676
	GB	59	} 6 million	
	P	9		
	Sri Lanka	5		

Getronics	Country	Staff.	"Sitar Co." Staff.	Rev.	@1.94
	NL	910	143	1302 Dfl.	
	B	98	708		
	DK	15			
	D				
	N	132			
	E	52			
	S				
	GB				

COS	Country	Staff	Rev.	@1.39
	CH (+D)	?	8 M CHFr.	= 5.75

Granada:	Country	Staff	Rev. ($M)	$ ×0.676
	GB	956	64.7	95.7
	B	65	5.3	7.8
	F	97	7.1	10.5
	D	137	9.6	14.2
	I	90	8.1	12.0
	NL	83	7.1	10.5
	E	115	8.2	12.1
	S	21	2.9	4.3
	CH	58	5.0	7.4
	~~GB~~ USA	195	12.8	18.9
	~~USA~~			193.4
	CDR	63	10.2	15.1
	DPCE	18 } no engineers!	4.1	6.1
	Other	172 }	0.8	1.2

Comma	Country	Staff	Rev. (M NOK)	≈ 7.52
	N	372	493	65.6
	DK	60	63	8.4
	S	} 70	61	8.1
	SF	}		
	GB	398	174	22.7
	Eire	9	23	3.1
	USA			107.9

ITM France	Country	Staff	Rev. $M
	F	154	17.9
	GB	25+	3.5
	B	6	1.3
			22.7

Exchange Rates

5.9	F
1.74	D
0.676	₤
1.71	I
1.94	NL
36.15	B
142.92	E
1.39	CH
12.19	A
8.34	S
6.79	DK
7.52	N
5.79	SF
0.71	Ire
176.7	P
269.35	G

HEADLINES

offer non-fixed term contracts.

Bluechip gain Competitive Advantage by offering Free ~~out of hours~~ cover

Getronics Offer Unmatched ~~Expertise~~ Breadth of Skill & Expertise in Desktop TPM

* Granada – Largest Independent TPM in Europe. (But only x % of total Group.)

COMMA Data Services AS – A sizeable & growing TPM Player

ITM France SA – A Some Quality Photograph & Culture

COS – Concentrating its Efforts in the German Speaking TPM Market

5755

1.39) 8.00
6.95
1.050
9.75
7.50

@ end October :

= Sent on diskette 01.11.94

	EXISTING YDK	NEW YDK	INPUT CSVP	
1	SORBUS		Have updated version on disk. (Paul).	
2	GETRONICS		MM disk.	
3	THOMAINFOR		MM disk	
4	OLIVETTI			
5	GRANADA	UPDATE	MM disk	
6	HDS/ISL		Hilary Disk – W. Perfect.	
7	ECONOCOM (ECS)?	still chasing @ 01.11.94		
8	COMMA		MM disk.	
9	ITM		MM disk.	
10	COS		MM disk.	
11		Norcor	MM 2nd disk.	
12		ECS	Hilary Disk – W. Perfect	
13		Bluechip	MM disk.	
14		LTA	Hilary Disk – W. Perfect.	
15		Memorex.	– meeting notes only.	
16			NETWORK VENDOR	
17			"	Sent Feb 95.
18			"	
19			"	
20			"	
21			ACT ?	
22				
23				
24				
TOTALS	3½	8½	24	
RESOURCES				
M.M. Morris (6)	1½	3½	8	ie. £220/day
Paul } A.N. Other }	2½	5	16	

ECS . . #12.

searched results for ECS #12

checked ECS (holdings) Ltd and ECS AG but both are Swiss companies.

File 521:D&B-Eur.Dun's Market Identifiers(R) 1994/Q3
(c) 1994 Dun & Bradstreet
Set Items Description
--- ----- ----------

?e co=ecs
Ref Items Index-term
E1 1 CO=ECRU TRADING LTD
E2 1 CO=ECRUCIL-EMPREENDIMENTOS DE CONSTRUCAO CIVIL LD
E3 0 *CO=ECS
E4 1 CO=ECS (HOLDINGS) LTD
E5 1 CO=ECS AG
E6 1 CO=ECS BUERO-UND DATENTECHNIK HANDELSGMBH
E7 1 CO=ECS CAR STYLING AG
E8 1 CO=ECS COMPUTER SA DEPOT
E9 1 CO=ECS COMPUTERVERTRIEB GMBH
E10 1 CO=ECS COOPERATION SERVICES GMBH
E11 1 CO=ECS DEUTSCHLAND GMBH
E12 1 CO=ECS DIFFUSION
E13 1 CO=ECS DIFFUSIONE ITALIA SPA
E14 1 CO=ECS EDELSTAHL-CENTER SAAR GMBH
E15 1 CO=ECS EDUCATIONAL COPY SYSTEMS ANPARTSELSKAB
E16 1 CO=ECS EHRMANN CATERING SERVIC GMBH
E17 1 CO=ECS EINKAUFSCENTER AG
E18 1 CO=ECS ELECTROMECH CONTROL SYSTEMS
E19 1 CO=ECS ELECTRONIC COMPUTER SERVICE HAMBURG GMBH
E20 1 CO=ECS ELECTRONIC CONSTRUCTION SERVICE GMBH & CO
E21 1 CO=ECS ELECTRONIC CONTROL SYSTEM SA
E22 1 CO=ECS ELECTRONIC CONTROL SYSTEMS SPA
E23 1 CO=ECS ELEKTRONIC COMPONENTS UND SYSTEMS GMBH
E24 1 CO=ECS ELEKTRONIC-COMPUTER-SERVICE GMBH

no record for ECS 'Paris'

?e co=societe g*
Ref Items Index-term
E1 1 CO=SOCIETE FRANCOIS ET FILS SCRL
E2 1 CO=SOCIETE FRIGOCCASION
E3 0 *CO=SOCIETE G*
E4 1 CO=SOCIETE GARAGE DU PALAIS
E5 1 CO=SOCIETE GENEIS FINANCIERA
E6 3 CO=SOCIETE GENERALE
E7 1 CO=SOCIETE GENERALE (NOMINEES) LTD
E8 1 CO=SOCIETE GENERALE AGENCE AMSTERDAM
E9 1 CO=SOCIETE GENERALE ALSACIENNE DE BANQUE SA
E10 1 CO=SOCIETE GENERALE ALSACIENNE DE BANQUE SA DE DR
E11 3 CO=SOCIETE GENERALE ALSACIENNE DE BANQUE SOGENAL
E12 1 CO=SOCIETE GENERALE ASSET MANAGEMENT LTD

3/5/1
DIALOG(R)File 521:D&B-Eur.Dun's Market Identifiers(R)

08248634
SOCIETE GENERALE
29 BLVD HAUSSMANN
PARIS, 75009
FRANCE

-parent company of ECS

STATE/PROVINCE: VILLE DE P
CONTINENT/REGION: EUROPE

TELEPHONE: 140982000
BUSINESS: FDRL RSRVE BANKS
PRIMARY SIC: 6011 FEDERAL RESERVE BANKS

LATEST YEAR ORGANIZED: 1864

EMPLOYEES HERE: NA
EMPLOYEES TOTAL: 45,100
SALES (LOCAL CURRENCY): NA
SALES (U.S. CURRENCY): NA
THIS IS:
A SINGLE LOCATION
THE ULTIMATE LOCATION
IN THE EUROPEAN ECONOMIC COMMUNITY (EEC)

DUNS NUMBER: 27-526-7813

INTERNATIONAL ULTIMATE DUNS: 27-526-7813
INTERNATIONAL ULTIMATE NAME: SOCIETE GENERALE
INTERNATIONAL ULTIMATE ADDRESS: 29 BLVD HAUSSMANN
INTERNATIONAL ULTIMATE CITY: PARIS
INTERNATIONAL ULTIMATE STATE/PROVINCE: VILLE DE P
INTERNATIONAL ULTIMATE COUNTRY: FRANCE

TOP EXECUTIVE: MARC VIENOT PDG

```
    Set  Items  Description
    ---  -----  -----------
?e co=ecs*
Ref   Items  Index-term
E1      1  CO=ECS S.A.
E2      1  CO=ECS VAN VUGHT BV
E3      0 *CO=ECS*
E4      1  CO=ECS-CONSEIL S.A.
E5      1  CO=ECSEL
E6      1  CO=ECSOFT AB
E7      1  CO=ECSSA INFORMATICA
E8      1  CO=ECT DANMARK APS EUROPEAN COMPUTER TRANSPORT
E9      1  CO=ECT/ECKERTRONIC
E10     1  CO=ECTA HANDELSGESELLSCHAFT MBH
E11     1  CO=ECTRA
E12     1  CO=ECTRON ELECTRONIC GMBH

?s e1 or e4
            1  CO=ECS S.A.
            1  CO=ECS-CONSEIL S.A.
    S1      2  CO="ECS S.A." OR CO="ECS-CONSEIL S.A."
?s cy=paris
    S2   6619  CY=PARIS
?s s1 and s2
            2  S1
         6619  S2
    S3      0  S1 AND S2
```

no record for ECS 'Paris'

SEARCH ON COMPUTER NEWS DATABASE for press coverage of companies.

2. ECS

```
?s ecs

    S6      20  ECS
?s py=1993 or 1994

         6621  PY=1993
         1712  1994
    S7    7458  PY=1993 OR 1994
?s s7 and s6

         7458  S7
           20  S6
    S8       5  S7 AND S6
?t 8/5/all
```

EC8.

8/5/1
DIALOG(R)File 674:Computer News Fulltext

034503
Cross-platform scheduler released
Byline: Johanna Ambrosio, CW Staff
Journal: Computerworld Page Number: 69
Publication Date: December 13, 1993
Word Count: 493 Line Count: 35

8/5/2
DIALOG(R)File 674:Computer News Fulltext

029152
Changing hubs pose buying challenges
Weighing the pros and cons of today's shared-bus hubs vs. newer switching hubs could unearth some surprises to potential buyers.
Byline: Sandy Metz; Metz is a San Jose, Calif.-based free-lance writer specializing in networking.
Journal: Network World Page Number: 49
Publication Date: March 08, 1993
Word Count: 5327 Line Count: 386
Section Heading: LAN Buyer's Guide: Intelligent Wiring Hubs
Caption(s): Matrix Chart

8/5/3
DIALOG(R)File 674:Computer News Fulltext

028200
3Com offers platforms for Boundary Routing system
Unveils stand-alone version, modular form for hub.
Byline: Skip MacAskill, Staff Writer
Journal: Network World Page Number: 23
Publication Date: January 18, 1993
Word Count: 649 Line Count: 47
Caption(s): Graphic, Susan J. Champeny

8/5/4
DIALOG(R)File 674:Computer News Fulltext

027881
3Com bolsters token-ring line by acquiring hub vendor
Byline: Maureen Molloy, Senior Writer
Journal: Network World Page Number: 3
Publication Date: January 04, 1993
Word Count: 727 Line Count: 52
Caption(s): Graphic

8/5/5
DIALOG(R)File 674:Computer News Fulltext

022854
Hub vendors ready transition to ATM
Ungermann-Bass employs three-pronged strategy, while 3Com plans to expand LinkBuilder family.
Byline: Joanne Cummings, Senior Writer
Journal: Network World Page Number: 15 Caption(s): Graphic
Publication Date: May 04, 1992 Word Count: 1308 Line Count: 94

BP

THE ASSOCIATION FOR INFORMATION MANAGEMENT

Information House, 20-24 Old Street, London EC1V 9AP
Tel: + (44) 171 253 4488 Fax: + (44) 171 430 0514
E-mail: aslib@aslib.demon.co.uk

21 December 1994

Mr Ben Pring
Input
17 Hill Street
London
W1X 7FB

Dear Mr Pring

Please find enclosed results of the online company search that you requested. I have explained the majority of the results to your colleague Mr. Peter Lines who suggested that I forward the print-out in the post.

If you are not happy with any of the results or would like the full text of any of the articles listed, please do not hesitate to contact me when any further charge could be negotiated.

The invoice has also been enclosed.

Yours sincerely

Isabel Fleck.

ISABEL FLECK
Assistant Librarian

Enc

Brussels Office:
122-124 Rue Joseph II, B-1040 Brussels. Tel: + (32) 2 230 7737 Fax: + (32) 2 230 8337

Project Work Statement

Prepared by (print): PETER LINES	Date: 15.06.95
Project Title: COMPANY PROFILES	Project Code: YNP5
Client Name*: IBM DENMARK	Project Manager: PETER LINES

Project Source: ☐ Program ☐ Multi-Client ☑ Custom ☐ Other

Project Type: ☐ Report ☐ Presentation ☑ Other TPM PROFILES

Initiation Date: 15.06.95	Begin Production:
Midpoint Review:	Shipping Date:
First Draft Due:	

Resources Required: 20 DAYS

Level of Effort (number of days): Consultant R/A ✓

Source—Internal/External (specify): INTERNAL R/A.

Contract Value: ~~$£¥~~ 14,500	Reimbursable Expenses: ☐ No ☑ Yes

Expense Budget: $ £ ¥

To Cover: Travel: _____ Telephone: _____

Report Preparation: _____ Other: _____

Project Description:

- UPDATE 5 EXISTING PROFILES (GETRONICS / GCS / OLISERVICE / ICL SORBUS / THOMAINFOR) IN 2ND HALF OF 1995 + AGAIN IN FIRST HALF OF 1996.
- UPDATE 10 EXISTING PROFILES (BLUE CHIP / COMMA / COS / ECONOCOM / ECS / HDS / ITM / LTA / MEMOREX TELEX / NEXOR) ONCE BETWEEN NOW + END OF MAY 1996.
- PREPARE 3 NEW PROFILES – TARGET FIRMS TO BE AGREED.

* Attach list for Multi-Clients **For Custom and Multi-Client Projects

ACCOUNTING USE ONLY: Entered on current project list ☐

RES 241 A 6/93

27th March 1995

Anne Sommer
Competitive Information Services
CMSC, IBM Denmark A/S
Nymoellevej 85,
DK 2800 Lyngby
Denmark

Dear Anne,

I am now happy to propose to you a new activity for updating the vendor profiles of independent customer services firms during 1995.

Updates of existing profiles would be charged at a rate of £5,000 per 10 profiles, as in our previous agreement.

Additional new profiles would be charged at a rate of £1,500 per completed profile, again at the same rate as established last year.

Our experience has indicated that quarterly updates are probably a too frequent interval given the small size of many of the firms targeted and the infrequency of their formal releases of information, notably financial results.

Part of the process is to make a direct approach to the targeted companies but it is impractical to do this more than once a year in most cases without risking the co-operation so necessary to ensure future flows of data and information.

I would therefore like to suggest that we restrict quarterly updates to those firms, e.g. Granada, whose size is likely to justify this frequency of updating. Other profiles could be updated on an ad-hoc basis with a principal revision done on an annual basis.

INPUT would be happy to make further suggestions in due course for new profiles.

Anne, I look forward to being able to discuss this proposal with you further and to answer any questions that you might have.

Yours sincerely

Peter Lines.

Peter Lines
Managing Director,
Vice President
INPUT Europe

YNP5

	FIRST UPDATE	SECOND UPDATE	NEW
	Up to end 95	196 →	
#1	ICL Sabre		[redacted]
2	Getronic		
3	Thomaxifor		
4	Olivetti		
5	Granada		
6	1995 / 96	[redacted]	
7			
8			
9			
10			
11			
12			
13			
14			
15			
16	[redacted]		Suggestion
17			
18			

INPUT

CONFIDENTIAL—Property of INPUT

CONTACT REPORT

INPUT Staff: Init. PL Init. _____ ☐ INPUT office ☐ Client Office ☑ Other 80

Contact Date: / / Date Written: 10 / 11 / 94

Company IBM DK	DISTRIBUTION:			Prog./Proj. ID _____
Name SUSAN SAABYE	Action	Info.	By When	Describe Action-F/U
Title	WENDY			
Address				
Phone: (010-45-45.93-45-45				
Fax: ( ) - X3896				

Wendy

→ PROFILES RE (YNPR)
NEED TO BE IN COURIER 10 POINT
LINE LENGTH NO LONGER THAN
76 CHS

+ HARD COPY

Can u plse start organising.

☐ Continued over

M&S 300/01 6/92 (R)

INPUT

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☐ MAIL LIST - SEE BACK

CONTACT REPORT

Non Client/Prospect File: ☐ Media ☐ Financial ☐ Other _____

Contact Date: 9 / 11 / 96

INPUT Staff: Init. WED · Init. _____ ☐ INPUT office ☐ Client Office ☐ Other _____

Date Written: 9 / 11 / 96

		DISTRIBUTION:			Prog./Proj. ID _____
Company	IBM Denmark	Action	Info.	By When	Describe Action-F/U
Name	Susan Sooby	PL			pls call back.
Title	SUSAN SAABYE. (SORBUS)				
Address					
Phone:	(010) 45 45 93 45 45				
Fax:	( ) - +T 3896				

X 3896

diskette --- opened print files [font]

Courier 10 point
line length 76 chars.

+ [Hard copy.]

[> Memorex
> olivetti
>
>
> Customer Engines] [COS] missing.....

LTA

☐ Continued over

M&S 300/01 6/94 (R)

Mail List Change Order ☐ Update ☐ Correction ☐ Deletion ☐ Addition* Serial Number_____

U.S. COMMERCIAL

1. TYPE ☐ Vendor ☐ User ☐ Investor / Financial ☐ Media / Press ☐ Other ☐ EDI Newsletter

2. LEVEL ☐ Executive ☐ Manager ☐ Analyst ☐ Acquisition ☐ International ☐ Other

3. INTERESTS ☐ C/S ☐ Computer Systems ☐ Networks ☐ EC ☐ Information Services —
- ☐ Software Products
- ☐ Professional Services, SI
- ☐ Outsourcing, Processing, Network Services

☐ EIS / CIS / Multimedia ☐ Other

☐ Industry _____

U.S. FEDERAL

☐ MMAR ☐ FPAP ☐ FPAW ☐ FPFA ☐ Other

EUROPE

☐ CSPR ☐ MAAP ☐ MSSP ☐ MVPP ☐ BIPR ☐ OSPR ☐ U.S.A. ☐ Other

* No names will be added without a completed change order and program manager approval.

Program Manager Authorization _____

CONTACT REPORT

Continuation

Company _____

Name _____

M&S 310 R 6/94

Mail List Change Order ☐ Update ☐ Correction ☐ Deletion ☐ Addition* Serial Number_____

U.S. COMMERCIAL

1. TYPE ☐ Vendor ☐ User ☐ Investor / Financial ☐ Media / Press ☐ Other ☐ EDI Newsletter

2. LEVEL ☐ Executive ☐ Manager ☐ Analyst ☐ Acquisition ☐ International ☐ Other

3. INTERESTS ☐ C/S ☐ Computer Systems ☐ Networks ☐ EC ☐ Information Services —
- ☐ Software Products
- ☐ Professional Services, SI
- ☐ Outsourcing, Processing, Network Services

☐ EIS / CIS / Multimedia ☐ Other

☐ Industry _____

U.S. FEDERAL ☐ MMAR ☐ FPAP ☐ FPAW ☐ FPFA ☐ Other

EUROPE ☐ CSPR ☐ MAAP ☐ MSSP ☐ MVPP ☐ BIPR ☐ OSPR ☐ U.S.A. ☐ Other

* No names will be added without a completed change order and program manager approval.

Program Manager Authorization _____

CONTACT REPORT
Continuation

Company _____

Name _____

M&S 310 R 6/94

INPUT

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☐ MAIL LIST - SEE BACK

CONTACT REPORT

Non Client/Prospect File: ☐ Media ☐ Financial ☐ Other _____

Contact Date: 17/9/9

INPUT Staff: Init. TS Init. _____ ☐ INPUT office ☐ Client Office ☐ Other _____

Date Written: / /

		DISTRIBUTION:			Prog./Proj. ID _____
Company	IBM D/K	Action	Info.	By When	Describe Action-F/U
Name	SUSAN SAABYE.	JLiaes.			
Title					
Address					
Phone:	(45) 45934545				
Fax	( ) - ER: 3896.				

would like to arrange a meeting next week.

☐ Continued over

M&S 300/01 6/94 (R)

YNPR

Project Work Statement

Prepared by (print): PETER LINES	Date: 24 · 06 · 94
Project Title: COMPANY PROFILES	Project Code: YNPR
Client Name*: IBM DENMARK	Project Manager: PETER LINES
Project Source: ☐ Program ☐ Multi-Client ☑ Custom ☐ Other	
Project Type: ☐ Report ☐ Presentation ☑ Other	

Initiation Date: 24 · 06 · 94	Begin Production: W/B 05.09.94
Midpoint Review: END AUGUST	Shipping Date: BY END SEPT.
First Draft Due: NR	

Resources Required: 25 DAYS.
Level of Effort (number of days): Consultant ✓ R/A
Source—Internal/External (specify): EXTERNAL CONSULTANT LEVEL RESEARCHER.

Contract Value: ~~$£¥~~ 18,750	Reimbursable Expenses: ☐ No ☑ Yes

Expense Budget: $ £ ¥
To Cover: Travel: _____ Telephone: _____
Report Preparation: _____ Other: _____

Project Description: RESEARCH + PREPARE VENDOR PROFILES ACCORDING TO DEFINITION ESTABLISHED BY SORBUS PROFILE (SEE ATTACHMENT TO PROJECT SPECIFICATION).
10 ARE UPDATES, OF EXISTING PROFILES FOR:
— SORBUS / GETRONICS / THOMAINFOR / OLIVETTI / GRANADA / HDS-ISL / ECONOCOM / COMMA / ITM / COS.
5 NEW PROFILES FOR:
— NEXOR / ECS / BLUECHIP / LTA / MEMOREX.

* Attach list for Multi-Clients **For Custom and Multi-Client Projects

ACCOUNTING USE ONLY: Entered on current project list ☐

ORDER/INVOICE/FULFILLMENT

YNPR

Acctg. ONLY

Inv. Comp.	By:	Date:	Client #	Order #	Inv. #	Multi-Invoicing of

CUSTOMER/INVOICE TO

ORIGINATOR (Signature) Peter Lines. DATE 24.06.94

Company IBM DANMARK A/S CMSC
Name Mr/Ms. ANNE SOMMER
Position COMPETITIVE INFORMATION SVCS.
Address NYMOELLEVEJ 85,
City LYNGBY
Province
Phone 010-45-45-93-45-45

CA Tax Rate
CT Tax 8%
Salutation
State
Zip DK-2800
Country DENMARK
Fax 010-45-45 937710
Tlx

APPROVALS
Peter Lines
VP Sales/Res.
24.06.94
Date
Controller
Date

Special instructions for invoicing, progress billing, or delayed payments, etc.

ORDER

Contract Year Beg. ____ End ____

☑ New Order (N1) ☐ Prior Yr (N3)
☐ Renewal (N2) ☐ Cancel

Invoice Type ☐ Fulfillment Only ☑ W/Order (OR) ☐ Monthly (MO) ☐ Quarterly (QT) ☐ Pending

Employee # Sold by:	Employee # Commission to:
519 100 %	Z155 %
%	%
%	%

CLIENT AUTH.

PO# ____ INPUT Contract ☐ Letter ☑ Verbal ☐
Attach all authorizing documents to white (contract) copy.

SHIP TO

Company
Name Mr./Ms. SUSAN SAABAY
Position AS ABOVE
Address
City

Province
Salutation
State
Zip
Country
Phone X 3896

ITEM TYPE

- Subscription (SB)
- Custom (YC/ZC/KC)VC
- Multiclient (MC)
- Reports (RP)
- Copies (CP)
- Consult/Present (PR)
- Newsletter (NL)
- Reimbursed Costs (EX)
- Merger/Acq. (ME)
- Exec Overview (EO)
- Conf/Seminar (CN)

DETAIL

Indicate US, UK, FR, VA	Prod. ID/Year	Item Type Code	Item Description or Title	Quantity	Price	Shipped By	Date
UK	CUSTOM	YC	CUSTOM STUDY	1	$8,750	1	
	1994		UPDATE 10 EXISTING				
			PROFILES + PREPARE				
			5 NEW ONES FOR:				
			(NEXOR, ECS, BLUECHIP,				
			LTA, MEMOREX).				
			UPDATE ALL 15 IN				
			LAST QUARTER.				
		+	NORMAL BUSINESS EXPENSES.				

Fulfillment to be completed in: ☐ Corporate ☑ London ☐ Virginia ☐ France ☐ Other ____

• White - Contract • Green - Fulfillment • Yellow - Invoice • Pink - Originator • Goldenrod - Sales Manager

M&S180 12/92

INPUT

20.0 APPLICABLE LAW

This Agreement shall be construed, and the legal regulations between the parties hereto shall be determined, in accordance with Danish Law. All disputes arising from or in connection with these conditions shall be settled before the Danish Maritime and Commercial Court in Copenhagen.

- - - o - - -

If the foregoing is in accordance with INPUT's understanding, will INPUT please indicate INPUT's agreement by dating, signing and returning to CMSC the enclosed copy of this letter.

This agreement is signed in two original versions, one for each of the parties.

AGREED TO:

for
Competitive Marketing Support Center (CMSC)
IBM Danmark A/S

Date:

Name: Jørgen Moltke-Leth

Title: Center Manager

for
INPUT

Date: 15.06.94

Name: PETER LINES

Title: MANAGING DIRECTOR

for
IBM Danmark A/S

Date: 17/8-94

Name: Jørgen K. Jakobsen

Title: Indkøbschef

for
INPUT

Date: 24/06/94

Name:

Title:

ATTACHMENT "B" - COVERAGE LISTING

This attachment covers a list of vendors to be delivered according to this Agreement.

1. Nexor
2. ECS
3. Bluechip
4. LTA
5. Memorex

ATTACHMENT "C" - SCHEDULE OF DELIVERY AND PAYMENT

PAYMENT SCHEDULE:

CMSC agrees to pay INPUT for Documents in accordance with Section 2 of the Agreement.

Payment for 5 Vendor Profiles is UKP 6,250. 50% of this amount will be payed when the project starts and the additional 50% will be payed upon acceptance of the last Vendor Profile. The quality of the new Documents should be at the same level as the quality of the Sorbus Vendor Profile.

The 10 Vendor Profiles already delivered should be updated at least once every quarter at the price of UKP 5,000 per quarter, once in July and once in October, the total price is UKP 10,000. CMSC will send a diskette with the coded reports to INPUT by mail.

The 5 new Vendor Profiles should be updated in October at the price of UKP 2,500.

Payment will be due on receipt of the updated reports.

Ad Hoc requests for Documents which are outside the Scope of Work (ATTACHMENT A) and the Coverage Listing (ATTACHMENT B) shall not be performed without a Letter of Authorization signed by both parties. The number of Documents described in the Scope of Work (ATTACHMENT A) and Coverage Listing (ATTACHMENT B) shall not be changed without a Letter of Authorization signed by both parties. Letter(s) of Authorization shall constitute the only authorization for INPUT to take any action or expend any money for services hereunder.

DELIVERY SCHEDULE:

INPUT shall deliver Documents as set forth in the Scope of Work (Attachment A). INPUT shall inform CMSC about their Delivery Schedule for each Vendor Profile before start of the project.

1. Delivery of New Documents should begin as soon as possible after June 1, 1994 and be completed on or before December 31, 1994.
2. INPUT shall deliver Updates to the vendor profiles already delivered. Updates are to be event driven, but each report shall be updated at least once every quarter in 1994.
3. INPUT shall provide, with each request for payment, a summary of Documents accepted by CMSC since the last request for payment.

• 5 NEW	£6,250
• 10 EXISTING UPDATED	£10,000
• 5 NEW UPDATES	£2,500
	£18,750

Project Specification Statement

Prepared by: Peter Lines	Approved by:
Date: 24.06.94	Date:

I. DESCRIPTION

A. Project Code: YNPB	B. Program: CUSTOM
C. Project Title: COMPETITOR PROFILES	
D. Objectives: • CUSTOM – COMPETITOR INFORMATION.	
•	
•	
•	

E. Audience (order of priority):

	User/Vendor	Job Function	Type Company	Company Characteristics
1.				
2.				
3.				
4.				
5.				

F. Uses of Report:

G. Reasons for Choosing the Subject:

1.	
2.	
3.	
4.	

H. Client Interest:	
Client	Interest Level/Comment

II. SCOPE

I. Scope of Study:	COMPETITOR PROFILES
1.	Includes:
2.	
3.	
4.	
1.	Excludes:
2.	
3.	
4.	

J. Issues:	
1.	
2.	
3.	
4.	
5.	
6.	
7.	

III. METHODOLOGY

M. Interview Profile:

1. Type of Interview and Interviewer Level

	On-Site		Phone		Mail	TOTAL
Type of Respondent	Consultant	R/A	Consultant	R/A		
User						
Vendor	15					15
Other (specify)						
TOTAL	15					15

2. Respondent Characteristics

Number of Interviews	Job Function	Company Characteristics (e.g.: SIC, Size, etc.)
15	MARKETING PLANNING	DEFINED MAINTENANCE
	EXECUTIVES	ORGANISATIONS

N. Other Research:

1. Library: Source: INPUT LIBRARY	2. On-line Services: Source: COMPUSERVE ?
Objective: BACKGROUND INFORMATION.	Objective: M/A, CONTRACTS

3. Previous INPUT Reports: (list)

Code	Title	Relevant Information

4. Other Sources:

O. Data Tabulation & Analyses:

IV. DELIVERABLES

P. Report / Presentation Format:

- ☐ 1. Table of Contents
- ☐ 2. Report Planning Form
- ☐ 3. List of Exhibits
- ☐ 4. Exhibits Planning Form
- ☐ 5. Data Base Layout
- ☐ 6. Data Base Report Layout

« DEFINED BY COMMA PROFILE ATTACHED »

Q. Comments and Directions:

R. Project Schedule Attached? ☐ Yes ☐ No

INPUT®
IT Intelligence Services

17 Hill Street, London, W1X 7FB
Tel. +44 (0) 71 493-9335
Fax +44 (0) 71 629-0179

FAX TRANSMITTAL FORM

Date: May 16, 1994

To: Name: Anne Sommer
Tel./Location: 010-45-45-93-45 45
Co.: IBM D/K
Fax No: 010-45 45 93 77 10
From: Name: Peter Lines
Subject: Proposal

Page: 1 of 1
File: Chron
Contact
Other:

Anne, In response to your recent fax, I can confirm that the £2500 would be deducted from the quarterly fee, and that I can agree to a fee for new profiles at the price of £1,250. Agreement on these two items means, if I have understood your requirements accurately, a new agreement to update and improve as necessary the 10 existing profiles and develop 5 new profiles for a total professional fee of £8,750. Can you please confirm that this is OK. Do you have any visibility on the names of the additional 5 vendors that you would wish to profile?

Regards Peter Lines.

£23,750

Date: 2 May 1994, 16:54:51 DNT

From: Anne Sommer CMSC 3520 SOMMER at DKIBMVM2
Competitive Information Services
IBM Danmark A/S

YES

YES

INPUT®
IT Intelligence Services

17 Hill Street, London, W1X 7FB
Tel. +44 (0) 71 493-9335
Fax +44 (0) 71 629-0179

FAX TRANSMITTAL FORM

Date: April 20, 1994

To: Name: Anne Sommer
Tel./Location: 010-45-45-93-45 45
Co.: IBM D/K
Fax No: 010-45 45 93 77 10
From: Name: Peter Lines
Subject: Proposal

File: Chron
Contact
Other:

Anne, I have now prepared the attached letter to make some new proposals concerning the vendor profiles. I apologise for the long delay in getting back to you but I hope that I have now addressed your current needs. In any event I will talk to you soon on the phone.

Regards
Peter Lines.

INPUT®
IT Intelligence Services

17 Hill Street, London, W1X 7FB
Tel. +44 (0) 71 493-9335
Fax +44 (0) 71 629-0179

FAX TRANSMITTAL FORM

Date: February 3, 1994

To: Name: Anne Sommer
Tel./Location: 010-45-45-93-45 45
Co.: IBM D/K
Fax No: 010-45 45 93 77 10
From: Name: Peter Lines
Subject: Proposal

Page: 1 of 1
File: Chron
Contact
Other:

Anne, Please find attached our proposal for profile updates. Ilook forward to being in touch again soon.

Regards
Peter Lines.

04.02 Granted OK
last 2, a bit thin.
re-look.

INPUT®
17 Hill Street, Mayfair, London W1X 7FB Tel. (44) (071) 493-9335
Fax. (44) (071) 629-0179

February.

3nd January 1994

Anne Sommer
Competitive Information Services
CMSC, IBM Denmark A/S
Nymoellevej 85,
DK 2800 Lyngby
Denmark

Dear Ann.

Following our telephone conversation earlier this week I now have pleasure in responding with a proposal regarding continuous updating of vendor profiles.

I have given the periodicity of the updating process some thought and have come to the conclusion that quarterly intervals would be possible given an orientation around events/announcements for each competitor, for example acquisitions and disposals, new offices and major contracts.

To provide updates for the ten existing profiles would incur a quarterly professional fee of £5,000 (excluding VAT).

The updates would be provided in electronic form based on diskettes supplied by IBM containing the profiles in the desired format.

Anne, I trust that this proposal answers your needs but please let me know if you have any further questions., I look forward to being in touch.

Yours sincerely

Peter Lines.

Peter Lines
Managing Director.
Vice President
INPUT Europe

(YDK) STATUS @ 15.06.94:

ORDER INTERPRETED FROM FAX 17.05.94

≡ Q3 JULY/AUGUST/SEPTEMBER

UPDATE ALL 10 EXISTING PROFILES £2,500
DO 5 NEW PROFILES £6,250

£8,750

≡ Q4 OCT/NOV/DEC

UPDATE 15 EXISTING PROFILES £7,500.

Date: 26 May 1994, 11:24:15 DNT

From: Anne Sommer EMSC 3520 SOMMER at DKIBMVM2
Competitive Information Services
CMSC, IBM Danmark A/S
Nymoellevej 85,
DK-2800 Lyngby
Denmark Fax. 45-45-937710

Sec: I - - - - - I B M I N T E R N A L U S E O N L Y - - - - -

Subject: Contract

Peter, I returned you call from yesterday, but you had left for Germany. I will go to Germany as well and will be back in the office Tuesday.

I will start the contract today if you don't have any comments to my last fax. If you have questions or comments in the meantime please contact Peter Tang.

Date: 17 May 1994, 12:46:32 DNT

From: Anne Sommer CMSC 3520 SOMMER at DKIBMVM2
Competitive Information Services
CMSC, IBM Danmark A/S
Nymoellevej 85,
DK-2800 Lyngby
Denmark Fax. 45-45-937710

Sec: I - - - - IBM INTERNAL USE ONLY - - - - -

Subject: 1994 contract
Peter, my calculation is as follows:

14 months updated for UKP 5,000 per quarter = UKP 20,000
[illegible] per month = UKP [illegible]
[illegible]

J A S' ONS
2,500
15
7500

£ 18,250

Confirm in writing on Tuesday

Mike Hodgkiss
Update
Timeline
- Gross Profit
- Net Before Tax
- Stock

YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Notes
1	**Sorbus** **ICL 31/12**	~~no~~ yes	GB	Plane Tree Crescent Feltham Middlesex TW13 7HH	0181 8932000	Mike SYMES - PR	Left message 15/12 • Sorbus Europe not in Lion House - moved to Feltham Requested info 16/12 Received info 30/12 • Sorbus: a European standard for service (glossy) • Sorbus Europe - Profile • Sorbus (UK) Limited Company Profile • Sorbus Total Maintenance Integration Concept Called and asked for figures 4/1
2	**Getronics NV** **31/12/94**	yes	NL	Donauweg 10 1043 AJ Amsterdam	010 31 (0) 20 5861416 fax 586 1934	UK Miss Tina BLOCKLEY 0473 240470	Requested info (NL & UK) 19/12 Received NL 29/12 • 1993 Annual Report Follow up, UK 4/1 • Should be in the mail!
3	**Thomainfor** **Thomson CSF** **31/12**	yes	F	3-5 av Morane-Saulnier BP 26 78142 Velizy Villacoublay Cedex	010 33 (1) 30707700 fax 30707777		Fax to Emmanuelle 16/12 Stuff mailed week of 21/12 Follow up 4/1 • Woops - mailed Received info from Emmanuelle 10/1 • 1994 presentation: Facilities Management de parcs (1992 figures on third page) • 1992 brochures -see maps "Chiffre d'affaires 1992 (provisionnel)
4	**Olivetti** **30/6**	yes	I	10015 Ivrea	010 39 125 522635 010 39 125 522313 Fax 39 125 522311	Puni RAJAH Italo BROCCHI - PR	Requested info 20/12 • Olivetti closed, in effect, until next year. Italo available from January 9th Fax received 21/12 • First half 1994 results • Digital Sells Olivetti Shares press release • 1993/94 Annual Report to follow.
5	**Granada** **30/9**	yes	GB	GCS or GCSI Cumberland House Old Bracknell Lane West Bracknell Berkshire RG12 4AE	01344 484648 Fax 747323	Debbie HICKEY - PR	Requested info 19/12 Received info 21/12 • 1994 Annual Report • Service descriptions • Press release dated 28/7/94 • Staff Newsletter
6	**HDS** **Hitachi 31/3**	yes	GB	Hitachi Data Systems Ltd Sefton Park	01753 618000 fax 618440	Linda POTTER 01753 618417	Requested info 16/12 Received info 21/12

YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Notes
				Stoke Poges Buckinghamshire SL2 4HB			• 1994 Hitachi Annual Report Asked for HDS Annual report 5/1 • Should receive by end February

7	**Econocom**
	Registered NL?
	31/12
		yes	B/F	Econocom Services NV
				Brixtonlaan 22-24
				B-1930 Zaventem
				Belgium
					Econocom SA
					42-46 rue Mederic
					F-92110 Clichy
					France
							Fax to Emmanuelle 16/12
							Stuff mailed week of 21/12
							Follow up 4/1
							• Woops - mailed
							Received info from Emmanuelle 10/1
							• La Rigueur de Budgets pour les Budgets de Rigueur
							• Sommaire
							  • Econocom Way
							  • 5 Cles pour un Strategie de Service
							  • Econocom en Action
							• Annual Report 1993 (in English)
							• Dossier de Presse
							• Communique de Presse
							• Press cuttings

8	**Comma Data Service AS** **31/12**	yes	GB/N	Olaf Helsets vei 5 Postboks 6448 Etterstad N-0605 Oslo Norway	010 47 22 627500 Fax 627501 UK (ND) 0635 35544 Fax 0635 511052	UK (ND) - Jenny FORD Ken FINN	Sent fax about INPUT and request for info 20/12 Received ND info 4/1 • News cuttings • Chart of TPMs from Computing 24 November 1994 • ND Service Team brochure • Comma 1993 Annual Report
9	**ITM** ?	yes	F	Ingenierie Technique Maintenance France 73 rue de l'Evangile F-75018 Paris	010 33 1 44 892236 Fax 40343547		Fax to Emmanuelle 16/12 Info received from Emmanuelle 10/1 • 26 Dec 1994 response from ITM • Table of numbers IT Companaies on France (ITM no. 232)
10	**COS** **31/3**	yes AR 91/92	CH	COS Customer Engineering AG Tafernstrasse 39 CH-5405 Baden	010 41 56 840101 Fax 837757 840161 "holding" F 834652	Frau HERZOG	Sent fax about INPUT and request for info 20/12 Received info 29/12 • Press releases (in German) • Information magazine of the COS Group • Partnership in Computers brochure • 1993/94 Annual Report
11	**Nexor** ?	no	S	Nexor Perinet AB Box 15203 Gustavslundsvagen 141 S-161 51 Bromma Sweden	010 46 8 7040700 Fax 806655	Christel HOLGERSSON Fax 46 8 6293399	Sent fax about INPUT and request for info 20/12 Left "nothing received yet" message 5/1

YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Notes
12	**ECS SA** 31/12	~~no~~ yes	F	16 rue Washington 75399 Paris Cedex 08	010 33 1 49533333 Fax 42258686	Hilary GILFOY did profile Patricia HOLLISTER, Exec Sec, UK - 0181 9402199 Fax 0181 9487388 Chris RUGG, IT person 0181 9487388	Requested info from Hilary G 15/12 Fax to Emmanuelle 16/12 Received info from HG 20/12 • Un seul partenaire pour votre informatique F • 1993 Annual Report F • 1993 Financials F Sent fax about INPUT and request for info 21/12 No extra info from Emmanuelle 10/1
13	**Blue Chip** ?	no	GB	Engineering House Bedford Business Centre Bedford MK42 9TW	01234 327700 Fax 327789	Brian MEREDITH Mr Jeff BRIM, Financial Controller	Requested info 20/12 Follow up 4/1 • OK "as soon as . . "
14	**LTA** ?	no	F	4-8 quai de Seine 93400 Sait-Ouen	010 33 1 40101413 fax 40109652	DESBOYAUX	Fax to Emmanuelle 16/12 • In Chapter 11, activities acquired by DJCM Received info from Emmanuelle 10/1 • LTA bankrupt
15	**Memorex** ?	no	GB			Keith PALLET	Hilary GILFOY told Memorex do not wish to be profiled.

LOG

Time/Date	Action	Result
15 Dec 1994	Call Hilary GILFOY - she did several profiles for INPUT	OK. Will send ECS stuff
16 Dec 1994	Call Emmanuelle PAUL, INPUT in Paris	Faxed profiles of Thomainfor, Econocom, ITM, ECS and LTA
	Call Mike SYMES, Sorbus	Sorbus Europe no longer in Lion House - all moved to Feltham
		OK. Will send information
	Call Linda POTTER, HDS	OK. Will send information
19 Dec 1994		
09:20	Call Granada - Debby HICKEY	try later
09:25	Call COMMA (ND in the UK) PR Department	no reply
09:30	Call NL - Getronics PR Department	OK. Will send information
		Suggest call UK for press releases.
09:35	Call G-Tech (UK Getronics) MD - Miss Tina BLOCKLEY	try later
09:40	Call Debby HICKEY, Granada	leave "please call me" message
09:50	Call COMMA (ND in the UK) PR - Jennie FORD	try later
15:00	Call G-Tech (UK Getronics) MD - Miss Tina BLOCKLEY	OK. Will send information
15:10	Call Debby HICKEY, Granada	not in
15:20	Debby HICKEY, Granada, called back	OK. Will send information
20 Dec 1994		
09:15	ECS stuff received from Hilary GILFOY	
10:15	Call Puni RAJA, Olivetti	Recommended talking to Italo BROCCHI
10:20	Call Italo BROCCHI, Olivetti	Busy
10:30	Call Jenny FORD, ND	OK. Sent Fax about INPUT.
11:20	Call ECS UK, Kingston upon Thames	Recommended talk with Patricia HOLISTER, Executive Secretary. Left message. Call back in PM.
11:40	Call Italo BROCCHI, Olivetti	OK. Will send information
14:00	Call COS	Suggested call Frau HERZOG of holding company
14:05	Call Frau HERZOG, COS	OK. Sent Fax about INPUT.
14:20	Call Nexor - Christel HOLGERSSON	OK. Sent Fax about INPUT.
14:40	Call Blue Chip - want fax to Mr BRIM, Financial Controller	OK. Sent Fax about INPUT.
15:00	Call Emmanuelle PAUL, INPUT	Still gathering information - will fax when in hand.
16:00	Call Patricia HOLLISTER, ECS UK	Recommended talk with Chris RUGG on 21st
21 Dec 1994		
09:20	Received fax from Olivetti	
	Received HDS package	
	Received Granada package	
09:40	Call Chris RUGG, ECS UK	Asked me to call back in 10 minutes
09:50	Call Chris RUGG, ECS UK	OK. Sent Fax about INPUT.
14:30	Status fax received from Emmanuelle	
29 Dec 1994	Received Getronics, NL package	
	Received COS package	
30 Dec 1994	Received Sorbus package	
4 Jan 1995	Received ND (Comma) package from Newbury, UK	
15:30	Call Mike SYMES, Sorbus	Asked for figures
16:15	Call Emmanuelle	Woops - stuff not sent. Will send immediately
16:30	Call Tina BLOCKLEY, G-Tech	Stuff was sent
16:45	Call Mr BRIM (Jeff), Bluechip	Nothing sent yet - who is INPUT?
		OK. "As soon as I get the chance, I will respond to that."

5 Jan 1995		
09:50	Call Chris RUGG, ECS	Woops - try to get it off by end of week
10:00	Call Chrietel HOLGERSSON, Nexor	left message - call back after 8/1
10:30	regarding ECS Ltd, UK	Onbly searched non-UK companies database as informed ECS a French company
11:00	Call ECS Ltd, UK Company 0543 414751	Call Nicole BAXTER, Marketing Manager after 8/1
14:00	Call Isabel FLECK re: HDS - Date of Last Return 11 Apr 94 Last Update and Transaction: 21 Apr 94 Annual Return Made Up Date	Checking. Will call back
15:00	Isabel FLECK called back	HDS 94 r3esults not available. Return last update relates to shareholding changes
15:10	Call Linda POTTER	HDS 93/94 annual report due in a month - end Feb. INPUT now on distribution list. Should receive it.
16:05	Call Hilary GILFOY re Memorex/Telex	Left message
10 Jan 1995		
	Received two packages from Emmanuelle	Econocom, Thomainfor, ITM & LTA

YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Stuff Req/Rec	Notes
1	Sorbus	no	GB	Plane Tree Crescent Feltham Middlesex TW13 7HH	0181 8932000	Mike SYMES - PR	req 16/12	left message 15/12 called 16/12
2	Getronics NV 31/12/94	yes	NL	Donauweg 10 1043 AJ Amsterdam	010 31 (0) 20 5861416 fax 586 1934	UK Miss Tina BLOCKLEY 0473 240470	req 19/12 NL & UK	
3	Thomainfor	yes	F	3-5 av Morane-Saulnier BP 26 78142 Velizy Villacoublay Cedex	010 33 (1) 30707700 fax 30707777			Fax to Emmanuelle 16/12
4	Olivetti	yes	I		010 39 125 522635 010 39 125 522313	Puni RAJA Italo BROCCHI - PR	req 20/12 Fax rec 21/12	Olivetti closed, in effect, until next year. Italo available from January 9th.
5	Granada 30/9/94	yes	GB	GCS or GCSI Cumberland House Old Bracknell Lane West Bracknell Berkshire RG12 4AE	01344 484648 Fax 747323	Debbie HICKEY - PR	req 19/12 rec 21/12	
6	HDS	yes	GB	Hitachi Data Systems Ltd Sefton Park Stoke Poges Buckinghamshire SL2 4HB	01753 618000 fax 618440	Linda POTTER 01753 618417	req 16/12 rec 21/12	
7	Econocom Registered NL?	yes	B/F	Econocom Services NV Brixtonlaan 22-24 B-1930 Zaventem Belgium	Econocom SA 42-46 rue Mederic F-92110 Clichy France			Fax to Emmanuelle 16/12
8	Comma Data Service AS	yes	GB/N	Olaf Helsets vei 5 Postboks 6448 Etterstad N-0605 Oslo Norway	010 47 22 627500 Fax 627501 UK (ND) 0635 35544 Fax 0635 511052	UK - Jenny FORD	req 20/12	Sent fax - information about INPUT and request for information 20/12
9	ITM	yes	F	Ingenierie Technique Maintenance France 73 rue de l'Evangile F-75018 Paris	010 33 1 44 892236 Fax 40343547			Fax to Emmanuelle 16/12
10	COS	yes AR 91/92	CH	COS Customer Engineering AG Taferanstrasse 39 CH-5405 Baden	010 41 56 840101 Fax 837757 840161 "holding" F 834652	Frau HERZOG	req 20/12	Sent fax - information about INPUT and request for information 20/12
11	Nexor	no	S	Nexor Perinet AB Box 15203	010 46 8 7040700 Fax 806655	Christel HOLGERSSON Fax 46 8 6293399	req 20/12	Sent fax - information about INPUT and request for information 20/12

YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Stuff Req/Rec	Notes
				Gustavslundsvagen 141 S-161 51 Bromma Sweden				
12	ECS SA	no	F	16 rue Washington 75399 Paris Cedex 08	010 33 1 49533333 Fax 42258686	Hilary GILFOY did profile Patricia HOLLISTER, Exec Sec, UK - 0181 9402199 Fax 0181 9487388 Chris RUGG, IT man	HG rec 20/12 UK rec 21/12	Requested info from Hilary G 15/12 Fax to Emmanuelle 16/12 Sent fax - information about INPUT and request for information 21/12
13	Blue Chip	no	GB	Engineering House Bedford Business Centre Bedford MK42 9TW	01234 327700 Fax 327789	Brian MEREDITH Mr BRIM, Financial Controller	req 20/12	20/12
14	LTA	no	F	4-8 quai de Seine 93400 Sait-Ouen	010 33 1 40101413 fax 40109652	DESBOYAUX		Fax to Emmanuelle 16/12
15	Memorex	no	GB			Keith PALLET		Hilary GILFOY told Memorex do not wish to be profiled.

LOG

Time/Date	Action	Result
15 Dec 1994	Call Hilary GILFOY - she did several profiles for INPUT	ECS 1993 annual report received 20/12
16 Dec 1994	Call Emmanuelle PAUL, INPUT in Paris	Faxed profiles of Thomainfor, Econocom, ITM, ECS and LTA
	Spoke with Mike SYMES, Sorbus	OK. Will send information
	Spoke with Linda POTTER, HDS	OK. Will send information
19 Dec 1994		
09:20	Call Granada - Debby HICKEY	try later
09:25	Call COMMA (ND in the UK) PR Department	no reply
09:30	Call NL - Getronics PR Department	OK. Will send information Suggest call UK for press releases.
09:35	Call G-Tech (UK Getronics) MD - Miss Tina BLOCKLEY	try later
09:40	Call Debby HICKEY, Granada	leave "please call me" message
09:50	Call COMMA (ND in the UK) PR - Jennie FORD	try later
15:00	Call G-Tech (UK Getronics) MD - Miss Tina BLOCKLEY	OK. Will send information
15:10	Call Debby HICKEY, Granada	not in
15:20	Debby HICKEY, Granada, called back	OK. Will send information
20 Dec 1994		
09:15	ECS stuff received from Hilary GILFOY	• 1993 Annual Report • 1993 Financials
10:15	Call Puni RAJA, Olivetti	Recommended talking to Italo BROCCHI
10:20	Call Italo BROCCHI, Olivetti	Busy
10:30	Call Jenny FORD, ND	OK. Asked for Fax describing INPUT. done
11:20	Call ECS UK, Kingston upon Thames	Recommended talk with Patricia HOLISTER, Executive Secretary. Left message. Call back in PM.
11:40	Call Italo BROCCHI, Olivetti	OK. Will send information
14:00	Call COS	Suggested call Frau HERZOG of holding company
14:05	Call Frau HERZOG, COS	OK. Asked for Fax describing INPUT. done
14:20	Call Nexor - Christel HOLGERSSON	OK. Asked for Fax describing INPUT. done
14:40	Call Blue Chip - want fax to Mr BRIM, Financial Controller	OK. Asked for Fax describing INPUT. done
15:00	Call Emmanuelle PAUL, INPUT	Still gathering information - will fax when in hand.
16:00	Call Patricia HOLLISTER, ECS UK	Recommended talk with Chris RUGG on 21st
21 Dec 1994		
09:20	Received fax from Olivetti	• First half 1994 results • Digital Sells Olivetti Shares press release
	Received HDS package	• 1993/94 Annual Report to follow • Year ending 31/3/94 Annual Report
	Received Granada package	• Year ending 30/9/94 Annual Report • Service descriptions • Press release dated 28/7/94 • Staff Newsletter
09:40	Call Chris RUGG, ECS UK	Asked me to call back in 10 minutes
09:50	Call Chris RUGG, ECS UK	OK. Asked for Fax describing INPUT. done
14:30	Status fax received from Emmanuelle	LTA in Chapter 11!

YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Notes
1	Sorbus ICL 31/12	~~no~~ yes	GB	Plane Tree Crescent Feltham Middlesex TW13 7HH	0181 8932000	Mike SYMES - PR	Left message 15/12 • Sorbus Europe not in Lion House - moved to Feltham Requested info 16/12 Received info 30/12 • Sorbus: a European standard for service (glossy) • Sorbus Europe - Profile • Sorbus (UK) Limited Company Profile • Sorbus Total Maintenance Integration Concept Called and asked for figures 4/1
2	Getronics NV 31/12/94	yes	NL	Donauweg 10 1043 AJ Amsterdam	010 31 (0) 20 5861416 fax 586 1934	UK Miss Tina BLOCKLEY 0473 240470	Requested info (NL & UK) 19/12 Received NL 29/12 • 1993 Annual Report Follow up UK 4/1 • Should be in the mail!
3	Thomainfor Thomson CSF 31/12	yes	F	3-5 av Morane-Saulnier BP 26 78142 Velizy Villacoublay Cedex	010 33 (1) 30707700 fax 30707777		Fax to Emmanuelle 16/12 Stuff mailed week of 21/12 Woops - mailed 4/1
4	Olivetti 30/6	yes	I	10015 Ivrea	010 39 125 522635 010 39 125 522313 Fax 39 125 522311	Puni RAJAH Italo BROCCHI - PR	Requested info 20/12 Fax received 21/12 • First half 1994 results • Digital Sells Olivetti Shares press release • 1993/94 Annual Report to follow (already in Lib!) • Olivetti closed, in effect, until next year. Italo available from January 9th.
5	Granada 30/9	yes	GB	GCS or GCSI Cumberland House Old Bracknell Lane West Bracknell Berkshire RG12 4AE	01344 484648 Fax 747323	Debbie HICKEY - PR	Requested info 19/12 Received info 21/12 • 1994 Annual Report • Service descriptions • Press release dated 28/7/94 • Staff Newsletter
6	HDS Hitachi 31/3	yes	GB	Hitachi Data Systems Ltd Sefton Park Stoke Poges Buckinghamshire SL2 4HB	01753 618000 fax 618440	Linda POTTER 01753 618417	Requested info 16/12 Received info 21/12 • 1994 Hitachi Annual Report Asked for HDS Annual report 5/1 • Should receive by end February
7	Econocom Registered NL?	yes	B/F	Econocom Services NV Brixtonlaan 22-24	Econocom SA 42-46 rue Mederic		Fax to Emmanuelle 16/12 Stuff mailed week of 21/12

YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Notes
	31/12			B-1930 Zaventem Belgium	F-92110 Clichy France		Woops - mailed 4/1
8	**Comma Data Service AS** **31/12**	yes	GB/N	Olaf Helsets vei 5 Postboks 6448 Etterstad N-0605 Oslo Norway	010 47 22 627500 Fax 627501 UK (ND) 0635 35544 Fax 0635 511052	UK (ND) - Jenny FORD Ken FINN	Sent fax about INPUT and request for info 20/12 Received ND info 4/1/~~93~~ • News cuttings • Chart of TPMs from Computing 24 November 1994 • ND Service Team brochure • Comma 1993 Annual Report ✓
9	**ITM** **?**	yes	F	Ingenierie Technique Maintenance France 73 rue de l'Evangile F-75018 Paris	010 33 1 44 892236 Fax 40343547		Fax to Emmanuelle 16/12
10	**COS** **31/3**	yes AR 91/92	CH	COS Customer Engineering AG Tafernstrasse 39 CH-5405 Baden	010 41 56 840101 Fax 837757 840161 "holding" F 834652	Frau HERZOG	Sent fax about INPUT and request for info 20/12 Received info 29/12 • Press releases (in German) • Information magazine of the COS Group • Partnership in Computers brochure • 1993/94 Annual Report ✓
11	**Nexor** **?**	no	S	Nexor Perinet AB Box 15203 Gustavslundsvagen 141 S-161 51 Bromma Sweden	010 46 8 7040700 Fax 806655	Christel HOLGERSSON Fax 46 8 6293399	Sent fax about INPUT and request for info 20/12 Left "nothing received yet" message 5/1
12	**ECS SA** **31/12**	~~no~~ yes	F	16 rue Washington 75399 Paris Cedex 08	010 33 1 49533333 Fax 42258686	Hilary GILFOY did profile Patricia HOLLISTER, Exec Sec, UK - 0181 9402199 Fax 0181 9487388 Chris RUGG. IT person 0181 9487388	Requested info from Hilary G 15/12 Received info from HG 20/12 • Un seul partenaire pour votre informatique F • 1993 Annual Report F • 1993 Financials F Fax to Emmanuelle 16/12 Sent fax about INPUT and request for info 21/12
13	**Blue Chip** **?**	no	GB	Engineering House Bedford Business Centre Bedford MK42 9TW	01234 327700 Fax 327789	Brian MEREDITH Mr Jeff BRIM, Financial Controller	Requested info 20/12 Follow up 4/1 OK "as soon as - - - -
14	**LTA** **?**	no	F	4-8 quai de Seine 93400 Sait-Ouen	010 33 1 40101413 fax 40109652	DESBOYAUX	Fax to Emmanuelle 16/12 • In Chapter 11, activities acquired by DJCM
15	**Memorex** **?**	no	GB			Keith PALLET	Hilary GILFOY told Memorex do not wish to be profiled.