

Office Systems

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Notes

Important User Issues

- Need to reduce paper levels
- Need to enhance office productivity
- Pricing for multi-user software packages
- Software portability

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Key User Objectives

- The integration of voice recognition with word processing
- Implementation of cooperative processing solutions for more efficient computer resource utilization
- Hardware device independence
- Distributed data base access

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Office Systems Application Development Trends

- Integrated solutions
- Bundling of operating systems and applications
- Groupware products
- Standard communications protocols
- Integration of office systems and information systems

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Integrated Office Systems

- Common user interfaces
- Linkages with vertical applications
- Multivendor, multinetwork interconnectability
- OSI reference model
- UNIX-based office systems

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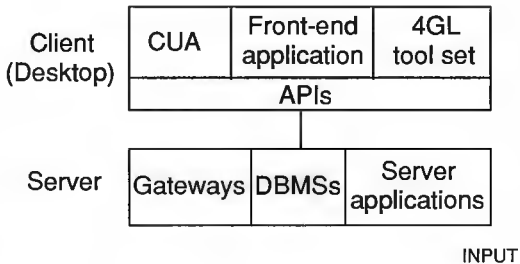
Office Systems Technologies

- Client/server distributed processing
- Powerful workstations as servers
- Emerging UNIX-based servers
- Interoffice networking with OSI
- Need for standards

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Client/Server Model



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Opportunities in Office Systems

- Integration of information management
 - Structured and unstructured
 - Data/text/graphics

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Opportunities in Office Systems

- Integration of storage and delivery
 - Voice
 - Data
 - Other media

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Voice Processing

- AI technology
 - Continuous voice recognition
 - Speaker-independent recognition
- Integration with documents

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Voice Processing

- Integration with other media
 - Voice recognition/messaging
 - Electronic mail
 - Data/image transmission

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