THIRD PARTY MAINTENANCE VOLUME II

VENDOR DIRECTORY, 1984

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INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions. Continuing services are provided to users and vendors of computers, communications, and office products and services.

The company carries out continuous and in-depth research. Working closely with clients on important issues, INPUT's staff members analyze and interpret the research data, then develop recommendations and innovative ideas to meet clients' needs.

Clients receive reports, presentations, access to data on which analyses are based, and continuous consulting.

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West Germany NOVOTRON GmbH Am Elizabethenbrunnen 1 D-6380 Bad Homburg West Germany (06172) 44402 Telex 418094

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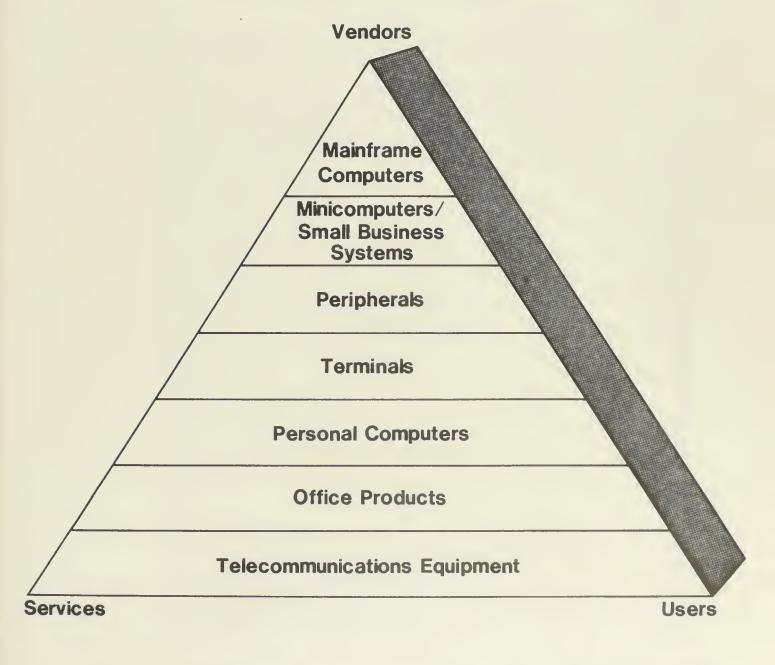
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Third-Party Maintenance Volume II

Directory of U.S. Third-Party Maintenance Vendors, 1984



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DIRECTORY OF U.S. THIRD-PARTY MAINTENANCE VENDORS, 1984

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IINTRODUCTION



I INTRODUCTION

A. USING THE DIRECTORY

- This Directory of U.S. Third-Party Maintenance suppliers was compiled by INPUT from the library of U.S. service vendors in the following manner. Each known service supplier was contacted by telephone to ascertain if it supplied TPM services and, if so:
 - The product mix serviced.
 - The brands of equipment serviced.
 - The geographic coverage.
 - The company size (number of field engineers).
- This data is provided for active companies only and excludes companies that use answering machines. The original alphabetical list used is given in Section I.B., but care should be used in referencing a company in this list. Companies referenced fall into three categories:
 - Active, ongoing service businesses with full-time staff, company offices, and operations.

- | -

- Semi-active companies in the start-up phase.
- Dormant companies that maintain they are in business but offer only answering service/machine contact to the outside world.
- Profiles of the active TPM companies have been provided in Chapter II of this
 volume, and for all practical purposes they are the only current TPM vendors
 operating in the U.S. market today. Details on their markets, operations,
 competition, strategies, goals, and other data are analyzed in Volume I.
- INPUT has employed its best efforts in ascertaining the validity of the
 information contained in this volume, but it does not guarantee the accuracy
 of completeness of same. Clients may obtain referrals to any of the
 companies referenced here by contacting the INPUT hotline.

B. ALPHABETICAL LIST OF U.S. TPM VENDORS

- 3M/Equipment Service Support Division
- AABEX Electronic Services
- ABS Datasystems Corporation
- ADL Enterprises
- ADP Network Services
- AFI/Datatrol
- ARC Electronic Associates
- ASJ Support Service
- ATI Service
- Able Computer Service
- Accurate, Inc.
- Active Computer Enterprises, Inc.
- Albany Information Systems Inc.
- Allen Myland Inc.

- Alpha Computer Corporation
- Alpha Merics
- American Computech, Inc.
- American Computer Hardware Company
- American Digital Company
- American Electronics Inc. of Columbia
- American International Machine Services
- American Teledata Corporation
- Amtec Computer Systems
- And All, Inc.
- Argos Inc.
- Arinco Computer Systems
- Arrow Electronics Communication Company Product Group
- Associated Computer Engineers
- Associated Computer Products Inc.
- Associated Data Services, Inc.
- Atlanta Minicomputer Associates, Inc.
- Automated Test Engineering
- BBA, Ltd.
- Baum Control Systems, Inc.
- Bell and Howell Service Company
- Benchmark Computer Systems, Inc.
- Binary Systems
- Braegen Corporation, The
- Bristol Babcock, Inc.
- Budget Computer Systems, Inc.
- Bunker Ramo Information Systems
- Business Equipment & Supply Company
- Business Equipment House, Inc.
- Butler Keypunch Company
- Byte Shop Computer Service
- Bytex Corporation
- C & L Terminals, Inc.

- CAP-Info Systems Inc.
- CBC Services
- CCI Uptime
- CDC/Comma
- C. Itoh Electronics, Inc.
- CKT Test, Inc.
- CMA Microcomputer
- CMG Computer Services, Inc.
- CPS Inc.
- CPX
- CRT Systems, Inc.
- California Minicomputer Systems
- Cape Cod Computer Inc.
- Carterfone Communications Corporation
- Central Computer Services Corporation
- Circle Computer Services, Inc.
- Cirdata Corporation
- Cirvis, Inc.
- Clinton Computer
- Comm Basic Asso.
- Compu-Fix
- Compudata, Inc.
- Compupair
- Computech
- Computer Applications Company, Inc.
- Computer Board Repair Depot
- Computer Center
- Computer Engineering Assoc., Inc.
- Computer Equipment Services
- Computer Factory, Inc., The
- Computer Field Services, Inc.
- Computer Hardware Maintenance Co., Inc.
- Computer Hardware Service Company

- Computer Maintenance Company
- Computer Maintenance and Leasing Corporation
- Computer Maintenance Corporation
- Computer Maintenance, Inc.
- Computer Management Assistance Company
- Computer Marketing Corporation
- Computer Mart, Inc.
- Computer Parts Exchange Inc.
- Computer Peripherals and Systems
- Computer Repair Center, The
- Computer Room, The
- Computer Sales & Service Corporation
- Computer Services, Inc.
- Computer Systems Support Corporation
- Computer Task Group, Inc.
- Computer Technology, Inc.
- Computer Terminal Service Corporation
- Computer Timesharing Corporation
- Computer Wholesalers, Inc.
- Computeration
- Comsel
- Comshare Inc.
- Constant Data Control Corporation
- Copy-Plus, Inc.
- Core House, The
- Creative Software, Inc.
- Credimation Systems, Inc.
- Custom Computer Specialist Inc.
- Cyberia Inc.
- Cybertype Corporation
- D&O Leasing Inc.
- DBIS
- DMA, Inc.

- DMC Systems, Inc.
- DSI, Inc.
- Data Access Systems, Inc.
- Data Card Corporation
- Data Clean Corporation
- Data Collection Systems, Inc.
- Data Consultants
- Data Entry, Inc.
- Data Investors Corporation
- Data Processing Equipment Repair Corporation
- Data Products Maintenance Corporation
- Data Systems Services
- Data Systems of El Paso, Inc.
- Data/Tech Reliance
- Dataflex Corporation
- Dataforce Service Company
- Dataserv Computer Maintenance Inc.
- Datco, Inc.
- David Jamison Carlyle
- Decision Data Computer Corporation
- Delphi Data Systems Corporation
- Delta Data Systems Corporation
- Delta Systems, Inc.
- Delta Technology Ind.
- Digital Applications, Inc.
- Digital Business Systems
- Digital Data Systems, Inc.
- Digital Equipment Corporation
- Dow Jones & Company, Inc.
- E-O Data
- Eaton Corporation
- Edlund Industrial Electronics
- Electronic Engineering Company

- Electronic Products Services, Inc.
- Electronic Systems Maintenance
- Electronic Systems, USA
- Electronic Ventures
- Essex Computer Service
- Exide Corporation
- Fessenden Computers
- Fisher Scientific Company
- Flank Associates
- Formation, Inc.
- Geiger and Krogh, Inc.
- General Computer Engineering Company
- General Diagnostics, Inc.
- General Electric Company
- General Instrument Corporation
- Gentry Associates, Inc.
- George Folvary Service Corporation
- Granada Data Systems
- Graumman System Support Corporation
- Greyhound Capital Corporation
- Gronert Electronics Corporation
- Grumman Data Systems Corporation
- Haltronics Corporation
- Hampton Business Machines
- Hanson Data Systems, Inc.
- Hardware Services Northwest
- Hawaii Biomed Services, Inc.
- Healthdyne Products Service Group
- Honeywell Building Services Division
- Honeywell Medical
- Hospital Data Center of Virginia, Inc.
- IDD/Micro
- ITT Courier Terminal Systems, Inc.

- Imlac Corporation
- Incore Maintenance
- Indeserv
- Infortext Systems, Inc.
- Instrument Repair Labs
- Integrated Automation, Inc.
- Integrated Systems Engineering
- Integrated Systems Group, Inc.
- Interactive Service Corporation
- International Anasazi, Inc.
- International Computer Group
- Intron Corporation
- JCRR Inc.
- JDA Computer Services, Inc.
- J. H. Leskin Associates, Inc.
- J. L. Consulting Services Inc.
- JM Computer Associates
- Janisch Engineering
- Kalbro Corporation
- Kent Computers Corporation
- L. J. Broder Enterprises Inc.
- L.M.S. Technical Services Inc.
- Logical Solutions Company, Inc.
- Loonam Computer Products
- Los Gatos Circuits Inc.
- Lynx Information Systems
- M/A-COM Alanthus Data, Inc.
- MAI SORBUS Inc.
- MMI Computer Services
- MSC Computer Stores
- MSI Data Corporation
- MTTR, Inc.
- MU Systems

- Magnetic Recovery Technologies, Inc.
- Marketechs
- Mavis Computer Systems Inc.
- McGraw Engineering
- McIntyre's Minicomputer
- Memory System Inc.
- Mid-West Depot
- Minicomputer Systems Inc.
- Moore Business Systems
- Moore Services, Inc.
- Morris Decision Systems, Inc.
- Mosler/American Standard
- Multi Systems
- NCR Corporation
- NPA
- National Advanced Systems
- National Business & Security Systems
- National Computer Communications
- National Computer Maintenance Inc.
- National Computer Systems
- Network Computer Services, Inc.
- New York Repair Depot, Inc.
- Newcorp Products, Inc.
- Norfield Data Products
- Northeast Services
- Odyssey Systems, Inc.
- Omnifax Computer Stores
- Omnitronics
- On-Line International, Inc.
- Orange Computer Corporation
- Ossmann Computer Technology, Inc.
- PCE Systems Inc.
- PSI Computer Services Inc.

- Pacific Business Systems
- Peripherals
- Pertec Computer Corporation
- Philips Information Systems
- Plessey Peripheral Systems, Inc.
- Precision Methods, Inc.
- Pro Com Sales Corporation
- Pro-Mation
- Process Automation Corporation
- Production Control Services, Inc.
- Puget Sound Computer Service
- Pytec South, Inc.
- RCA Service Company
- R & M Associates
- Radian Corporation
- Randomex Data Maintenance Inc.
- Raytheon Service Corporation
- Reynolds and Reynolds
- Ricoh Corporation
- Rocky Mountain Computers, Inc.
- Royal Computer Services
- Ruf Corporation
- S&S Electronics Inc.
- SEA, Inc.
- S.A.I.D., Inc.
- Saga Engineering Corporation
- Sauer Computer Systems, Inc.
- Scopus Corporation
- Sector Systems Inc.
- Sedtronics
- Service Infosystems, Inc.
- Serviceland, Inc.
- Servitech, Inc.

- Shields Business Machines, Inc.
- Simpact Associates, Inc.
- Sirius Computer
- Software Solutions Inc.
- Solutions, Inc.
- Spectrum International
- Staff Computer Technology
- Sycom, Inc.
- Systec, Inc.
- S stems Industries
- Systems Hardware Support, Inc.
- Systems Specialist Consultants
- TRW Customer Service Division
- Tekserv
- Tel-Tex
- Tele Terminals, Inc.
- Telefile Computer Products Corporation
- Terminals Unlimited Inc.
- Three Delta Corporation
- Token Corporation
- Tosc International Inc.
- Total Tec Plaza
- Total Technical Services
- Transnet Corporation
- Tristar Data System
- Tymshare
- URS
- Ultimate Computer Services
- Unitrace, Inc.
- Unitronix
- Victor Electronics Corporation
- W. A. Brown Instruments, Inc.
- Weatherford Computer Systems Group

- Welling Electronics Service Company
- Western Computing Corporation
- Western Union Telegraph Company
- William Maxion Company
- William Miller and Associates Inc.
- World Computer Works, Inc.
- Wybrite, Inc.
- Wyle Laboratories
- Xerox Corporation
- Xmark Corporation
- Xyrtin Xolutions, Inc.
- Yankee Technical Industries

II TPM SERVICE VENDOR PROFILES



3M/EQUIPMENT SERVICE SUPPORT DIVISION

515-3N, 3M Center St. Paul, MN 55144 (612) 731-6586 (612) 731-6582 General Manager: Dale M. Stull Manager: Gary H. Gerding Business Development Operations Manager: Charlie W. Crews

THE COMPANY

Years Active in TPM:	1	Total Service Employees:	999+
Service Locations:	14	Field Engineers:	999+
Geographic Coverage: Canada, and Australia	Entire U.S.,	Field Support Specialists:	200-499

Repair Depots: 14 Administration: 200-499

Managers: 200-499

PRODUCTS SERVICED

- Small Business Systems CAD/CAM Turnkey Systems
- Peripherals (disks, printers) Modems
- Terminals (dumb, intelligent) Front-End Processors
- Personal-Computer-Based Turnkey Networks Systems

BRANDS SERVICED

Tellabs, IBM PC and XT, Lear Siegler, Cable Share, Tl, Televideo, Data Storage, DEC, Topaz 2, Hayes, and Racal Vadic.

SERVICES PROVIDED

X	Manufacturer Warranty	_X_	Installation	_X_	Relocation
<u>X</u>	Preventive Maintenance	X	Remedial Maintenance	_X_	Refurbishment
<u>X</u>	Engineering Changes	X	Conversion/Upgrade	_X_	Training
	Software Maintenance	_X_	Programming/Consulting	_X_	Supplies/Accessories
	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

80% On-Site Maintenance 2% Repair Depot/Carry-in 18% Remote Support Services

AABEX ELECTRONIC SE 809 Wellington Street Nor Kitchener, Ontario Canada N2G4J6 (519) 744-1221		Na	National Contract Manager: 1				
THE COMPANY							
Years Active in TPM:	8	To	al Service Em	ployee	es: 350		
Service Locations:	22	Fie	ld Engineers:		200		
Geographic Coverage: U.S.	Canada, Eu	rope, Fie	ld Support Spo	ecialist	ts: 50		
Repair Depots:	23	Ad	ministration:		50		
		Ma	nagers:		40		
PRODUCTS SERVICED							
- Minis		- Personal Computer		ters			
- Micros		-	Word Prod	essors			
- Peripherals (all)		- Turnkey System		ystems	(all)		
- Terminals (all)		-	Data Com	munic	ations (all)		
BRANDS SERVICED							
Onyx, IBM, Grid, Sperry, Tulsa.	Televideo, Ep	son, Okidata	, Tall Grass, F	aradyr	ne, Norand, and Telex-		
SERVICES PROVIDED							
X Manufacturer Warr	ranty X	Installation		X	Relocation		
X Preventive Mainter	nance X	Remedial A	edial Maintenance X		Refurbishment		
	X Engineering Changes X Conve		nversion/Upgrade X Tra		Training		
Software Maintena		Programming/Consulting Si		Supplies/Accessories			
Equipment Sale/Le	ease	Other					
SERVICE DELIVERY MOI	DES						
X On-Site Maintenan	ce X	Repair Dep	ot/Carry-in	<u>X</u>	Remote Support Servi (future)		

905 St. CI	oud, MN 56301 253-8734	ATION		Preside	ent: Dale	VICTOR		
THE (COMPANY							
Yeo	ars Active in TPM: 6			Total S	Service En	nployee	s: I-19	
Ser	vice Locations:			Field E	Engineers:		1-19	
Geo	ographic Coverage: Mid	west		Field 9	Support Sp	ecialist:	s: I-19	
Rep	pair Depots:			Admin	istration:		1-19	
				Manag	ers:		1-19	
PROD	OUCTS SERVICED							
-	Small Business Systems			_	Systems S	oftware	2	
_	Peripherals (printers)			-	Application	ons Soft	ware	
-	Terminals (dumb)			_	Personal (Comput	ers	
-	Modems			-	Personal-	Comput	er-Based Turnke	y System
BRAN	IDS SERVICED							
Coron	a, Apple, Altos, Franklin,	Ohio Sc	cientific,	Chame	leon, Radi	io Shack	, and IBM.	
SERV	ICES PROVIDED							
X	Manufacturer Warranty	X	Installat	ion		×	Relocation	
X	Preventive Maintenance	X	Remedia	al Main	tenance		Refurbishment	
	Engineering Changes	X	Convers	ion/Up	grade		Training	
<u>X</u>	Software Maintenance	X	Program	nming/(Consulting	<u>X</u>	Supplies/Access	ories
<u>X</u>	Equipment Sale/Lease	<u>X</u>	Other: [Data P	rocessing			
SERV	ICE DELIVERY MODES							
X	On-Site Maintenance	X	Repair [Depot/(Carry-in	_X_	Remote Support	Services

ADL ENTERPRISES 30 Broad Street Denville, NJ 07834 (201) 625–8700		President: Bob Larocca	
THE COMPANY		7	
Years Active in TPM:	12	Total Service Employees:	100-159
Service Locations:	3	Field Engineers:	20-59
Geographic Coverage:	East Coast	Field Support Specialists:	1-19
Repair Depots:	3	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Mainframes		- Applications Softw	are
- Minicomputers		- Personal Computer	·s
- Small Business Systems		- Personal-Computer-Based Turnkey Syst	
- Systems Software		- Terminals	
BRANDS SERVICED			
Televideo, IBM PC, Wyse,	Data South, Alp	ha, and Altos.	
SERVICES PROVIDED			
Manufacturer Warr	ranty X In	stallation	Relocation
X Preventive Mainter	nance X R	emedial Maintenance X I	Refurbishment
Engineering Chang	es X C	onversion/Upgrade X	Training
X Software Maintena X Equipment Sale/Le	-	rogramming/Consulting	Supplies/Accessories

40% On-Site Maintenance 60% Repair Depot/Carry-in ___ Remote Support Service

SERVICE DELIVERY MODES

ADP NETWORK SERVICES 175 Jackson Plaza Ann Arbor, MI 48106 (313) 769-6800	5	President: G. Michael	Sears	
THE COMPANY				
Years Active in TPM:	13	Total Service Employe	es: 20-59	
Service Locations:	15	Field Engineers:	20-59	
Geographic Coverage:	U.S. and Canada	Field Support Specialis	ts: 1-19	
Repair Depots:	2	Administration: Managers:	I-19 I-19	
PRODUCTS SERVICED				
DEC 2020Microdata Reality S BRANDS SERVICED	eries			
DEC and Microdata.				
SERVICES PROVIDED				
 Manufacturer Warra X Preventive Maintena X Engineering Changes Software Maintenan X Equipment Sale/Lea 	x Remed x Conver ce X Program	ial Maintenance sion/Upgrade X mming/Consulting X	Refurbishment Training	
SERVICE DELIVERY MODI	FC			

X On-Site Maintenance Repair Depot/Carry-in X Remote Support Services

AFI/DATATROL Brent Drive Hudson, MA 02154 (617) 568-1411		President: Ed Olson		
THE COMPANY				
Years Active in TPM:	10	Total Service Employees:	160-199	
Service Locations:	67	Field Engineers:	160-199	
Geographic Coverage:	Entire U.S.	Field Support Specialists:	20-59	
Repair Depots:	4	Administration:	20-59	
		Managers:	1-19	
PRODUCTS SERVICED				
- Mainframes		- Modems		
- Minicomputers		- Front-End Process	ors	
- Small Business Syst	tems	- Networks		
- Peripherals (disks,	printers, tapes)	- Systems Software		
- Terminals (dumb, in graphics)	ntelligent,	- Applications Softw	vare ,	
BRANDS SERVICED				
DataTrol, Addressograph, all CRTs, and DEC PDP-8 1104.				
SERVICES PROVIDED				
X Manufacturer Warr X Preventive Mainter X Engineering Change X Software Maintena Equipment Sale/Le	es X Conve	dial Maintenance X Formula Representation X Formula Representation	Relocation Refurbishment Training upplies/Accessories	

20% On-Site Maintenance 80% Repair Depot/Carry-in Remote Support Service

SERVICE DELIVERY MODES

ARC ELECTRONIC ASSOC 905 Bassett Road Westlake, OH 44145 (216) 835-8400	CIATES	President: Phil Ardire		
THE COMPANY				
Years Active in TPM:	2	Total Service Employee	es: 10	
Service Locations:	7 '	Field Engineers:	7	
Geographic Coverage: and Pennsylvania	Ohio, Michigan,	Field Support Specialis	ts: 2	
Repair Depots:	7	Administration:	1	
		Managers:	I	
PRODUCTS SERVICED				
- Modems				
- Networks				
BRANDS SERVICED				
Racal Vadic, Gandalf Data, Tellabs, Cenoga, Dynapac, and Gemlink-GE Microwave.				
SERVICES PROVIDED				
X Manufacturer Warro	,	llation X	Relocation	
X Preventive Mainten	Olympian Standard Standard	edial Maintenance X	Refurbishment	
X Engineering Change	***************************************	version/Upgrade X		
Software Maintenan		ramming/Consulting X	Supplies/Accessories	
X Equipment Sale/Lea	se Othe	r		

X On-Site Maintenance X Repair Depot/Carry-in X Remote Support Services

SERVICE DELIVERY MODES

ASJ SUPPORT SERVICE 6922 Sunnydale West Melbourn, FL 32901 (305) 723-7673		President: John W. Bank	Ko	
THE COMPANY				
Years Active in TPM:	5	Total Service Employees	20-59	
Service Locations:	10	Field Engineers:	20-59	
Geographic Coverage: Europe	Entire U.S. and	Field Support Specialists	: 1-19	
Repair Depots:	2	Administration:	1-19	
		Managers:	1-19	
PRODUCTS SERVICED				
- Minicomputers		- Networks		
- Systems Software		- Minicomputer-Bas	sed Turnkey Systems	
- Applications Software		- CAD/CAM Turnke	- CAD/CAM Turnkey Systems	
- Workstations		- Terminals (dumb, intelligent,		
- Peripherals (disks, printers, other)	tapes,	graphics)		
BRANDS SERVICED				
Data General, Control Da	ita, Versatec, Cipl	her, and DEC.		
SERVICES PROVIDED		,		
Manufacturer Warr	anty X Ins	tallation X	Relocation	
X Preventive Mainte	nance X Re	medial Maintenance X	Refurbishment	
Engineering Chang	es X Co	nversion/Upgrade X	Training	
X Software Maintena		ogramming/Consulting X	Supplies/Accessories	
X Equipment Sale/Le	ease Otl	her		
SERVICE DELIVERY MOI	DES			

Remote Support Service

90% On-Site Maintenance 10% Repair Depot/Carry-in

ATI SERVICE 1501 Grandview Avenue P.O. Box 400 Thorofare, NJ 08086 (609) 845-7300		President: (not known)	
THE COMPANY			
Years Active in TPM:	N/A	Total Service Employees	s: N/A
Service Locations:	N/A	Field Engineers:	N/A
Geographic Coverage:	Nationwide	Field Support Specialists	s: N/A
Repair Depots:	N/A	Administration:	N/A
		Managers:	N/A
PRODUCTS SERVICED			
- Terminals		- Modems	
- Peripherals (printer	s)		
BRANDS SERVICED			
IBM PCs.			
SERVICES PROVIDED			
Manufacturer Warra Preventive Mainten	,	Installation Remedial Maintenance	Relocation Refurbishment
Engineering Change	-	Conversion/Upgrade X	Training
Software Maintenar		Programming/Consulting	•
Equipment Sale/Lea		Other	- Joppines/ Necessories
SERVICE DELIVERY MOD	DES		

____ Remote Support Services

X Repair Depot/Carry-in

X On-Site Maintenance

ABLE COMPUTER SERVICE 2455 The Alameda Santa Clara, CA 95050 (408) 496-6884		President: J. Able		
THE COMPANY				
Years Active in TPM:	N/A	Total Service Employees	: N/A	
Service Locations:	N/A	Field Engineers:	N/A	
Geographic Coverage:	N/A	Field Support Specialists	: N/A	
Repair Depots:	N/A	Administration:	N/A	
		Managers:	N/A	
PRODUCTS SERVICED				
	In	dependent Depot Repair		
BRANDS SERVICED				
		Answering Service Only		
SERVICES PROVIDED				
Manufacturer Warr Preventive Mainter Engineering Change Software Maintena Equipment Sale/Le SERVICE DELIVERY MOR	es nce	Installation Remedial Maintenance Conversion/Upgrade Programming/Consulting Other	Relocation Refurbishment Training Supplies/Accessories	
On-Site Maintenan	ce X	Repair Depot/Carry-in	Remote Support Servi	

ACCURATE, INC. 4332 Whiteside Street Los Angeles, CA 90063 (213) 264-6550 President: William Harrer

THE COMPANY			
Years Active in TPM:	10	Total Service Employees:	1-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	West Coast	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Mainframes		- Workstations	
- Minicomputers		- PBX/PABX	
- Small Business Syst	tems	- Minicomputer-Based	Turnkey Systems
- Peripherals (disks,	tapes, printer	e) – Personal-Computer-E	Based Turnkey System
- Personal Computer	s		
BRANDS SERVICED			
IBM 370 Peripherals, Tele	x, Itel, Sun, ar	d Univac.	
SERVICES PROVIDED			
Manufacturer Warr	anty X	Installation X Rel	ocation
X Preventive Mainter		Remedial Maintenance X Ref	urbishment
X Engineering Change	es X	Conversion/Upgrade Tra	ining
Software Maintena			plies/Accessories
X Equipment Sale/Le		Other	
SERVICE DELIVERY MOD	JES		
On-Site Maintenand	ce	Repair Depot/Carry-in Ren	note Support Services

ACTIVE COMPUTER ENT 1953 E. Apache Boulevard Tempe, AZ 85281 (602) 833-4581	ERPRISES, INC.	General Manager: Norm	Peterson
THE COMPANY			
Years Active in TPM:	3	Total Service Employees	: I-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	West Coast	Field Support Specialists	: 1-19
Repair Depots:	1	Administration:	0
		Managers:	1-19
PRODUCTS SERVICED			
 Word Processors Minicomputer-Base CAD/CAM Turnkey Modems BRANDS SERVICED	• •	 Front-End Proces Networks Systems Software Applications Software 	
All vendors.			
SERVICES PROVIDED			
 X Manufacturer Warre X Preventive Mainten X Engineering Change X Software Maintenar X Equipment Sale/Lea SERVICE DELIVERY MOD	es X Remediance X Programase Other	lial Maintenance X	
X On-Site Maintenance	ce <u>X</u> Repair	Depot/Carry-in X	Remote Support Serv

ALBANY INFORMATION SYSTEMS INC. President: Ed Nutler

12371 Central Avenue Albany, NY 12205 (518) 489–2695		
THE COMPANY		
Years Active in TPM:	Total Service Employee	25:
Service Locations:	Field Engineers:	
Geographic Coverage:	Field Support Specialist	ts:
Repair Depots:	Administration: Managers:	
PRODUCTS SERVICED		
- Personal Computers		
BRANDS SERVICED		
	Answering Service Only	
SERVICES PROVIDED		
Manufacturer Warranty Preventive Maintenance Engineering Changes Software Maintenance Equipment Sale/Lease	Installation Remedial Maintenance Conversion/Upgrade Programming/Consulting Other	Relocation Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MODES		
On-Site Maintenance	Renair Depot/Carry in	Remote Support Sorvice

President: Larry Allen

ALLEN MYLAND INC. 515 Abott Drive Broomall, PA 19008 (215) 544–0571		President: Larry Allen	
THE COMPANY			
Years Active in TPM:	14	Total Service Employees:	20-59
Service Locations:	1	Field Engineers:	20-59
Geographic Coverage: Other	Entire U.S. and	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Mainframes			
BRANDS SERVICED			
IBM.			
SERVICES PROVIDED			
X Manufacturer War	ranty X Inst	allation X	Relocation
Preventive Mainte	nance X Rer	medial Maintenance	Refurbishment
Engineering Chang	es Cor	nversion/Upgrade	Training
Software Maintend	ince Pro	gramming/Consulting	Supplies/Accessories
Equipment Sale/Le	ease Oth	ner	
SERVICE DELIVERY MO	DES		
95% On-Site Maintenar	nce <u>5%</u> Rej	pair Depot/Carry-in	Remote Support Serv

27503 Livoni	A COMPUTER CORPORATION School Craft Road a, MI 48150 261-5830		Presid	lent: Jim H	oeffel	
THE C	COMPANY					
Yea	rs Active in TPM: 7		Total	Service Em	ployees	: 1-19
Serv	vice Locations:		Field	Engineers:		1-19
Geo	graphic Coverage: East Coast		Field	Support Spe	cialists	: 1-19
Rep	air Depots:		Admir	nistration:		1-19
			Manag	jers:		1-19
PROD	UCTS SERVICED					
_	Minicomputers		_	PBX/PABX	,	
_	Small Business Systems		_	Other - Us	ed	
-	Word Processors		_	Application	ns Soft	ware
-	Personal Computers		_	Modems		
-	Front-End Processors		_	Networks		
-	Peripherals (disks, tapes, printers)		-	Terminals	(dumb,	intelligent, graphics)
BRAN	DS SERVICED					
Radio	Shack, Tally, Diablo, Tl, Qume, a	ınd Telev	ideo.			
SERVI	CES PROVIDED					
	Manufacturer Warranty X	Installat	tion		X	Relocation
	Preventive Maintenance X	Remedie	al Mair	ntenance	X	Refurbishment
	Engineering Changes X	Convers	sion/Up	ograde	X	Training
X	Software Maintenance X	Program	nming/	Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	Other _				

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

SERVICE DELIVERY MODES

ALPHA MERICS 1623 S. 21st Avenue Hollywood, FL 33020 (305) 949-8318 President: Al Sadaka

THE COMPANY

Years Active in TPM:	8	Total Service Employees:	1-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	Entire U.S.	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
•		Managers:	1-19

PRODUCTS SERVICED

- Systems Software
- Applications Software

X On-Site Maintenance

BRANDS SERVICED

Alpha Metric.

SERVICES PROVIDED

<u>X</u>	Manufacturer Warranty	<u>X</u>	Installation	_X_	Relocation
X	Preventive Maintenance	_X_	Remedial Maintenance	<u>X</u>	Refurbishment
<u>X</u>	Engineering Changes	<u>X</u>	Conversion/Upgrade	<u>X</u>	Training
<u>X</u>	Software Maintenance	<u>X</u>	Programming/Consulting	<u>X</u>	Supplies/Accessories
X	Equipment Sale/Lease		Other		
SERV	ICE DELIVERY MODES				

___ Repair Depot/Carry-in <u>X</u> Remote Support Servi

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AMERICAN COMPUTECH, INC. 6974 Convoy Court San Diego, CA 92111 (619) 571-7961	General Manager: Roy Rains		
THE COMPANY			
Years Active in TPM:	Total Service Employees: 1-19		
Service Locations:	Field Engineers: 1-19		
Geographic Coverage: West Coa	st Field Support Specialists: 1-19		
Repair Depots:	Administration: 1-19		
	Managers: 1-19		
PRODUCTS SERVICED			
 Small Business Systems Word Processors Personal Computers Workstations Peripherals (disks, tapes, printers) BRANDS SERVICED DDC, Apple, Norell, Business Operation SERVICES PROVIDED 	 Personal-Computer-Based Turnkey System CAD/CAM Turnkey Systems Modems Networks Terminals (dumb, intelligent) on System, Commodore, ITT, and NEC.		
X Engineering Changes X Software Maintenance X Equipment Sale/Lease SERVICE DELIVERY MODES	Remedial Maintenance X Refurbishment Conversion/Upgrade Training Programming/Consulting Supplies/Accessories Other		
X On-Site Maintenance	Repair Depot/Carry-in Remote Support Services		

AMERICAN COMPUTER HARDWARE President: Ed St. Amour COMPANY 2205 S. Wright Street Santa Ana, CA 92705 (714) 549-2688 THE COMPANY Years Active in TPM: 6 **Total Service Employees:** 1-19 Field Engineers: 1-19 Service Locations: Field Support Specialists: Entire U.S. 1-19 Geographic Coverage: 2 Administration: 1-19 Repair Depots: Managers: 1-19 PRODUCTS SERVICED Peripherals Printers **BRANDS SERVICED** Data Products. **SERVICES PROVIDED** Manufacturer Warranty X Installation X Relocation Preventive Maintenance X Remedial Maintenance X Refurbishment X Engineering Changes X Conversion/Upgrade X Training Programming/Consulting X Supplies/Accessories Software Maintenance X X Equipment Sale/Lease Other

Repair Depot/Carry-in

Remote Support Servi

SERVICE DELIVERY MODES

X On-Site Maintenance

AMERICAN DIGITAL COMPANY 2205 Hayes Road Suite 5507 Houston, TX 77077 (713) 984-8727 President: Douglas Stigall

THE COMPANY

Years Active in TPM:	3	Total Service Employees:	1-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	Houston/Galveston	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19

PRODUCTS SERVICED

-	Peripherals (printers)	_	Telecommunications
---	------------------------	---	--------------------

- Terminals (dumb, intelligent) - Networks

- Systems Software - Personal Computers

BRANDS SERVICED

DEC, Bytcom Modem, Mostek, Able Computer Products, and DCC.

SERVICES PROVIDED

X	Manufacturer Warranty	_X_	Installation	_X_	Relocation
_X	Preventive Maintenance	_X_	Remedial Maintenance	_X_	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	_X_	Training
X	Software Maintenance	_X_	Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease	X	Other New Sales		

SERVICE DELIVERY MODES

70% On-Site Maintenance 30% Repair Depot/Carry-in Remote Support Services

AMERICAN ELECTRONIC COLUMBIA 3035 Main Street Columbia, SC 29201 (803) 252-4782	CS INC. OF	President: Jack	Starling	9
THE COMPANY				
Years Active in TPM:	13	Total Service Em	ployees	s: I-19
Service Locations:	1	Field Engineers:		1-19
Geographic Coverage: Carolina	South	Field Support Spe	ecialists	s: I-19
Repair Depots:	1	Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Minicomputers		- Personal (Compute	ers
- Small Business Syst	tems		- Workstations/CRTs	
- Word Processors		- Terminals	- Terminals (dumb, intelligent, graphics	
- Peripherals (disks, other)	printers,			
BRANDS SERVICED				
		TI, Data Royal Printers, Xe ideoterm, Interdata, and Do		
X Manufacturer Warr X Preventive Mainter X Engineering Change Software Maintena Equipment Sale/Le SERVICE DELIVERY MOR	es X nce ase	Installation Remedial Maintenance Conversion/Upgrade Programming/Consulting Other		Relocation Refurbishment Training Supplies/Accessories
X On-Site Maintenan	ce	Repair Depot/Carry-in		Remote Support Service

AMERICAN INTERNATIONAL MACHINE President: Mike Liebherr **SERVICES** 1755 N. Tyler Avenue South El Monte, CA 91733 (213) 443-8733 THE COMPANY Years Active in TPM: **Total Service Employees:** 1-19 Service Locations: Field Engineers: 1-19 Geographic Coverage: Field Support Specialists: 1-19 West Coast Administration: 1-19 Repair Depots: Managers: 1-19 PRODUCTS SERVICED Mainframes Personal-Computer-Based Turnkey Systems Minicomputers Systems Software Small Business Systems **Applications Software** Word Processors Modems Personal Computers Front-End Processors Minicomputer-Based Turnkey Systems Networks Peripherals (disks, tapes, Terminals (dumb, intelligent, graphics) printers) **BRANDS SERVICED** IBM and Apple. **SERVICES PROVIDED** Manufacturer Warranty X Installation Relocation X Χ Preventive Maintenance X Remedial Maintenance X Refurbishment X Engineering Changes X Conversion/Upgrade Training X Software Maintenance X Programming/Consulting X Supplies/Accessories Equipment Sale/Lease Other SERVICE DELIVERY MODES

5% Remote Support Services

Repair Depot/Carry-in

5%

90% On-Site Maintenance

AMERICAN TELEDATA CORPORATION President: Michael Edmondson 7475 So. Parker Suite 120 Dakin, CO 80221 (303) 427-2121 THE COMPANY **Total Service Employees:** 100-159 Years Active in TPM: 13 Field Engineers: 100-159 15 Service Locations: Field Support Specialists: 100-159 Midwest Geographic Coverage: Administration: 100-159 15 Repair Depots: 100-159 Managers: PRODUCTS SERVICED Minicomputer-Based Turnkey Systems Minicomputers Personal-Computer-Based Turnkey Syste Small Business Systems **Word Processors** Modem Front-End Processors Personal Computers **Networks** Workstations Terminals (dumb, intelligent, graphics) Peripherals (disks, printers) **BRANDS SERVICED** DEC, IBM, Lear Siegler, Data Media, Teletype, and Racal Vadic. **SERVICES PROVIDED** Manufacturer Warranty Installation Relocation X X Refurbishment Preventive Maintenance Remedial Maintenance X X Engineering Changes Conversion/Upgrade Training Software Maintenance X Programming/Consulting X Supplies/Accessories Equipment Sale/Lease Other SERVICE DELIVERY MODES

Repair Depot/Carry-in X Remote Support Service

X

X On-Site Maintenance

AMTEC COMPUTER SYSTEMS 8515 Douglas Suite 17 Des Moines, IA 50322 (515) 270-2480	President: Jim Schmidt
THE COMPANY	
Years Active in TPM: 7	Total Service Employees: 1-19
Service Locations:	Field Engineers: 1-19
Geographic Coverage: Midwest	Field Support Specialists: 1-19
Repair Depots:	Administration: 1-19
	Managers: 1-19
PRODUCTS SERVICED	
- Minicomputers	- Networks
- Small Business Systems	- Systems Software
- Peripherals (disks, printers)	- Applications Software
- Word Processors	- Minicomputer-Based Turnkey Systems
- Personal Computers	 Personal-Computer-Based Turnkey System
- Modems	- Terminals (dumb, intelligent, graphics)
BRANDS SERVICED	
IBM and DEC.	
SERVICES PROVIDED	

SERVICE DELIVERY MODES	



X Repair Depot/Carry-in Remote Support Services

On-Site Maintenance

President: Mildred Collins AND ALL, INC. 8990 Harwin Drive Houston, TX 77036 (713) 780-3124 THE COMPANY **Total Service Employees:** 1-19 7 Years Active in TPM: 1-19 Service Locations: Field Engineers: South (Texas) Field Support Specialists: 1-19 Geographic Coverage: Administration: 1-19 Repair Depots: 1-19 Managers: PRODUCTS SERVICED Networks Minicomputers Peripherals (disks, tapes, printers) Small Business Systems **Word Processors** Terminals (dumb, intelligent, graphics) Personal Computers Minicomputer-Based Turnkey Systems Personal-Computer-Based Turnkey Syste Modems Front-End Processors **BRANDS SERVICED** All major brands. **SERVICES PROVIDED** Manufacturer Warranty X Installation X Relocation X Preventive Maintenance X X Remedial Maintenance Refurbishment X Engineering Changes X X_ Conversion/Upgrade Training Software Maintenance X Programming/Consulting ____ Supplies/Accessories X Equipment Sale/Lease Other SERVICE DELIVERY MODES

Repair Depot/Carry-in

Remote Support Servi

X On-Site Maintenance

President: Allen Thodey ARGOS INC. 790 W. Shaw Avenue Suite 360 Fresno, CA 93704 (209) 221-7211 THE COMPANY **Total Service Employees:** Years Active in TPM: 7 1-19 Field Engineers: 1-19 Service Locations: 1-19 Entire U.S. Field Support Specialists: Geographic Coverage: Administration: Repair Depats: 1-19 1-19 Managers: PRODUCTS SERVICED Small Business Systems **Applications Software** Personal Computers Peripherals (disks, tapes, printers) Modems Terminals (dumb, intelligent, graphics) Networks Personal-Computer-Based Turnkey Systems Systems Software **BRANDS SERVICED** Ind (I.M.S.), Televideo, Kaypro, Corno, and Tava. SERVICES PROVIDED Manufacturer Warranty X Installation X Relocation X Preventive Maintenance X Refurbishment Remedial Maintenance X Engineering Changes X Conversion/Upgrade X Training X Software Maintenance X Programming/Consulting X Supplies/Accessories Equipment Sale/Lease Other SERVICE DELIVERY MODES

X Remote Support Services

X Repair Depot/Carry-in

On-Site Maintenance

ARINCO COMPUTER SYSTEMS 510 Jose Street Santa Fe, NM 87501 (505) 988-9743	President: Arthur Rubino
THE COMPANY Years Active in TPM: 6 Service Locations: 7 Geographic Coverage: West Coast Repair Depots: 7	Total Service Employees: 60-99 Field Engineers: 20-59 Field Support Specialists: 20-59 Administration: 20-59 Managers: 1-19
PRODUCTS SERVICED - Mainframes - Minicomputers - Small Business Systems - Peripherals - Personal Computers - Workstations - Telephone Key Systems - Modems BRANDS SERVICED	 Front-End Processors Systems Software Applications Software Terminals (dumb, intelligent, graphics Minicomputer-Based Turnkey Systems Personal-Computer-Based Turnkey Systems CAD/CAM Turnkey Systems
Apple, IBM, Kaypro, HP, and Franklin. SERVICES PROVIDED X Manufacturer Warranty X X Preventive Maintenance X Engineering Changes X Software Maintenance X X Equipment Sale/Lease SERVICE DELIVERY MODES	Installation Relocation Remedial Maintenance Refurbishment Conversion/Upgrade Training Programming/Consulting _X Supplies/Accessorie Other

On-Site Maintenance X Repair Depot/Carry-in Remote Support Servi

ARROW ELECTRONICS COMMUNICATION COMPANY PRODUCT GROUP

22 A Street Burlington, MA 01803 (617) 938-8700 President: Steve Goodwin

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Years Active in TPM:	10	Total Service Employees:	20-59
Service Locations:	25	Field Engineers:	20-59
Geographic Coverage:	Entire U.S.	Field Support Specialists:	1-19
Repair Depots:	25	Administration:	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems Networks
- Workstations Peripherals (disks, tapes, printer, other)
- Modems Terminals (dumb, intelligent, graphics)
- Front-End Processors

BRANDS SERVICED

DEC, Adds, C. Itoh, Corvis, Franklin, Tl, Anderson-Jacobson, Corona, Diablo, Hayes, Data Products, NEC, Okidata, Onix, Rixon, and Televideo – most all major brands.

SERVICES PROVIDED

<u>X</u>	Manufacturer Warranty	<u>X</u>	Installation	_X_	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	_X_	Refurbishment
X	Engineering Changes	_X_	Conversion/Upgrade	_X_	Training
	Software Maintenance		Programming/Consulting	_X_	Supplies/Accessories
X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

60% On-Site Maintenance 35% Repair Depot/Carry-in 5% Remote Support Services

ASSOCIATED COMPUTER ENGI 1250 Union Street San Diego, CA 92101 (619) 233-0103	INEERS	President: Neil William	ns
THE COMPANY			
Years Active in TPM: 6		Total Service Employee	s: 1-19
Service Locations:		Field Engineers:	1-19
Geographic Coverage: West	Coast	Field Support Specialist	s: 1-19
Repair Depots:		Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Mainframes		- Personal Comput	er
- Minicomputers		- Peripherals (disks	s, tapes, printers, othe
- Small Business Systems		- Terminals (dumb	, intelligent, graphics)
BRANDS SERVICED			
DEC, Control Data, IBM (PC), Pr	rintronix, and h	NEC.	
SERVICES PROVIDED			
Manufacturer Warranty X Preventive Maintenance X Engineering Changes Software Maintenance X Equipment Sale/Lease SERVICE DELIVERY MODES	X Conver	ial Maintenance rsion/Upgrade mming/Consulting	Relocation Refurbishment Training Supplies/Accessories
X On-Site Maintenance	Repair	Depot/Carry-in	Remote Support Serv

ASSOCIATED COMPUTER PRODUCTS IN 887 Main Street Monroe, CT 06568 (203) 261-6504	NC. President: Curt Tetrault
THE COMPANY	
Years Active in TPM: 10 Service Locations: 1 Geographic Coverage: East Coast Repair Depots: 1	Total Service Employees: Field Engineers: Field Support Specialists: Administration: Managers:
PRODUCTS SERVICED	
 Minicomputers Systems Software Applications Software BRANDS SERVICED	 Peripherals (disks, tapes, printers) Terminals (dumb, intelligent, graphics)
DG, NEC, and DEC.	
SERVICES PROVIDED	
X Preventive Maintenance X R X Engineering Changes C X Software Maintenance Preventive Maintenance	stallationX Relocation emedial Maintenance Refurbishment onversion/Upgrade Training rogramming/Consulting Supplies/Accessories ther
	epair Depot/Carry-in Remote Support Service:

ASSOCIATED DATA SER's 5022 Belair Road Baltimore, MD 21206 (301) 325-1110	VICES, INC.	President: Carl E. Bollinger	r	
THE COMPANY				
Years Active in TPM:	10	Total Service Employees:	1-19	
Service Locations:	1	Field Engineers:	1-19	
Geographic Coverage: Mid-Atlantic	East Coast,	Field Support Specialists:	1-19	
Repair Depots:		Administration:	1-19	
		Managers:	1-19	
PRODUCTS SERVICED				
 Small Business Systems Peripherals (disks, printers) Personal Computers Modems 		- Networks	 Front-End Processors Networks Terminals (dumb, intelligent, graphics) 	
BRANDS SERVICED				
IBM, Radio Shack, DEC, A SERVICES PROVIDED	pple, Zenith,	and IDS Data Products.		
X Manufacturer Warr X Preventive Mainten Engineering Change Software Maintena X Equipment Sale/Lea SERVICE DELIVERY MOD	nance X es nce nse	Remedial Maintenance Re		
X On-Site Maintenand	ce	Repair Depot/Carry-in Re	mote Support Serv	

ATLANTA MINICOMPUTER ASSOCIATES INC. 150 Technology Park, Suite 16 Norcross, GA 30092 (404) 448-0900	President: Cindy Hylleberg
THE COMPANY	
Years Active in TPM:	Total Service Employees:
Service Locations:	Field Engineers:
Geographic Coverage:	Field Support Specialists:
Repair Depots:	Administration:
	Managers:
PRODUCTS SERVICED	
Ansv	vering Service Only
BRANDS SERVICED	
Data General.	
SERVICES PROVIDED	
Manufacturer Warranty Ins	stallation Relocation
Preventive Maintenance Re	emedial Maintenance Refurbishment
Engineering Changes Co	onversion/Upgrade Training
Software Maintenance Pr	ogramming/Consulting Supplies/Accessories
Equipment Sale/Lease Ot	her
SERVICE DELIVERY MODES	
On-Site Maintenance Re	epair Depot/Carry-in Remote Support Services

Repair Depot/Carry-in Remote Support Services

AUTOMATED TEST ENGINEERING 524 Weddell #3 Sunnyvale, CA 94086 (408) 943-1852	President: Cheryl We	xler
THE COMPANY		
Years Active in TPM:	Total Service Employe	ees:
Service Locations:	Field Engineers:	
Geographic Coverage:	Field Support Specialis	sts:
Repair Depots:	Administration:	
	Managers:	
PRODUCTS SERVICED		
In	dependent Depot Repair	
BRANDS SERVICED		
	Answering Service Only	
SERVICES PROVIDED		
Manufacturer Warranty	Installation	Relocation
Preventive Maintenance	Remedial Maintenance	Refurbishment
Engineering Changes	Conversion/Upgrade	Training
Software Maintenance	Programming/Consulting	Supplies/Accessories
Equipment Sale/Lease	Other	
SERVICE DELIVERY MODES		
On-Site Maintenance X	Repair Depot/Carry-in	Remote Support Serv

BBA, LTD. (Business Builders Assoc.) 1414 Atwood Avenue Johnson, R.I. 02919 (401) 273-1440	President: Richard Armstrong
THE COMPANY	
Years Active in TPM: 4	Total Service Employees: 1-19
Service Locations:	Field Engineers: 1-19
Geographic Coverage: East Coast	Field Support Specialists: 1-19
Repair Depots:	Administration: 1-19
	Managers: 1-19
PRODUCTS SERVICED	
- Small Business Systems	- Terminals (dumb, intelligent, graphics)
- Modems	 Personal-Computer-Based Turnkey System
- Peripherals (disks, printers, tapes)	
BRANDS SERVICED	
Phillips, Zenith, NEC, Adds, Printronix, D	DEC, and Compupro.
SERVICES PROVIDED	
Software Maintenance X P	
SERVICE DELIVERY MODES	

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

BAUM CONTROL SYSTEMS, INC. DBA, The Computing Center 1025 N. Tioga Street Ithaca, NY 14850 (607) 257-3524	President: Larry Baum	
THE COMPANY		
Years Active in TPM: 5	Total Service Employees:	1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: East Coas	st Field Support Specialists:	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
- Small Business Systems	- Networks	
- Systems Software	- Peripherals (disks, t	apes, printers)
- Applications Software	- Terminals (dumb, intelligent, graphic	
- Personal Computers	- Personal-Computer	-Based Turnkey Sys
- Modems		
BRANDS SERVICED		
Apple, Zenith, Morrow, OKI, Daisy W	riter, and Byte Writer.	
SERVICES PROVIDED		
X Manufacturer Warranty X	Installation R	Relocation
Preventive Maintenance X	Remedial Maintenance F	Refurbishment
Engineering Changes X	_ Conversion/UpgradeX T	raining
X Software Maintenance X	Programming/Consulting X S	upplies/Accessories
Equipment Sale/Lease	Other	
SERVICE DELIVERY MODES		
X On-Site Maintenance X	Repair Depot/Carry-in R	Remote Support Serv

BELL AND HOWELL SERVICE COMPANY President: Robert B. Huff

7100 N. McCormick Road Chicago, IL 60645 (312) 675-7600			
THE COMPANY			
Years Active in TPM:	1.5	Total Service Empl	oyees: 800
Service Locations:	175	Field Engineers:	650
Geographic Coverage: Europe	Entire U.S./	Field Support Speci	alists: 65
Repair Depots:	40	Administration:	35
		Managers:	45
PRODUCTS SERVICED			
 Minicomputers Small Business Syst Personal Computer Modems Networks BRANDS SERVICED	rs .	- Terminals (d - Minicompute - Personal-Con	disks, tapes, printers) umb, intelligent, graphics) er-Based Turnkey Systems mputer-Based Turnkey System
IBM, Action, Anddex, Cen	ifronics, Colun	nbia, Actrix, Apple, Eagle, o	ind Okidata.
SERVICES PROVIDED			
Software Maintena Equipment Sale/Le	es X nce	Remedial Maintenance	
SERVICE DELIVERY MOD	DES		
40% On-Site Maintenan	ce <u>50%</u>	Repair Depot/Carry-in	0% Remote Support Services

BENCHMARK COMPUTER 200 First Avenue, W. Seattle, WA 98119 (206) 285-0380	R SYSTEMS, IN	NC. President: Joe Beyer	
THE COMPANY			
Years Active in TPM:	13	Total Service Employees	s: 20-59
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	Entire U.S.	Field Support Specialists	s: I-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Mainframes		- Front-End Proces	ssors
- Minicomputers		- Networks	
- Small Business Syste	ems	- Peripherals (disks	s, tapes, printers)
- Word Processors		- Terminals (dumb,	intelligent, graphics)
- Personal Computers	3	- Minicomputer-Ba	sed Turnkey Systems
- Workstations		- Personal-Comput	er-Based Turnkey Syste
- Modems			
BRANDS SERVICED			
Kado, Philips, TI, GE, Shug	gart, 3M, Linol	es, NEC, Okidata, and Control [Data.
SERVICES PROVIDED			
X Manufacturer Warra	anty X I	nstallation	Relocation
X Preventive Mainten		Remedial Maintenance X	Refurbishment
X Engineering Change		Conversion/Upgrade X	Training
Software Maintenan	nce X F	Programming/Consulting X	Supplies/Accessories
X Equipment Sale/Lea	ise (Other	
SERVICE DELIVERY MOD			1
X On-Site Maintenanc	e F	Repair Depot/Carry-in	Remote Support Servi

President: Jim Horwitz **BINARY SYSTEMS** 173 California Street Newton, MA 02158 (617) 527-7944 THE COMPANY **Total Service Employees:** Years Active in TPM: 1-19 Field Engineers: 1-19 Service Locations: Field Support Specialists: 1-19 Geographic Coverage: East Coast Repair Depots: Administration: 1-19 1-19 Managers: PRODUCTS SERVICED **Word Processors** Small Business Systems Peripherals Personal Computers Systems Software Personal Computer-Based Turnkey Systems **Applications Software** Modems **BRANDS SERVICED** Cannon, and IBM PC. **SERVICES PROVIDED** _X Manufacturer Warranty X Relocation Installation X X Preventive Maintenance X X Refurbishment Remedial Maintenance X Engineering Changes X Conversion/Upgrade X Training X Software Maintenance X Programming/Consulting X Supplies/Accessories

Remote Support Services

Other

Repair Depot/Carry-in

X

Equipment Sale/Lease

SERVICE DELIVERY MODES

100% On-Site Maintenance

THE BRAEGEN CORPOR 3340 E. La Palma Anaheim, CA 92806 (800) 854-8744	ATION	Vice President: John	n Walsh
THE COMPANY			
Years Active in TPM:	11	Total Service Employ	/ees:
Service Locations:	43	Field Engineers:	142
Geographic Coverage:	U.S./Europe	e Field Support Special	lists:
Repair Depots:	2	Administration:	8
		Managers:	
PRODUCTS SERVICED			
Data ProcessingOffice Products		- Personal Com	puters
BRANDS SERVICED			
DEC, Calcomp, Control D	ata, Dual Sys	stems, STC, Tecstor, Maxicom,	and Netcom.
SERVICES PROVIDED			
Manufacturer Warr X Preventive Mainter X Engineering Change Software Maintena Equipment Sale/Le	nance X es X nce	Remedial Maintenance	RelocationRefurbishmentTrainingSupplies/Accessories
SERVICE DELIVERY MOD	DES		

X Repair Depot/Carry-in X Remote Support Servi

X On-Site Maintenance

BRISTOL BABCOCK, INC. 40 Bristol Street Waterbury, CT 06708

(203) 575-3000

President: Roy S. Fine

THE COMPANY

Years Active in TPM:	20 to 30 years	Total Service Employees:	20-59
Service Locations:	17	Field Engineers:	20-59
Geographic Coverage:	Entire U.S.	Field Support Specialists:	20-59
Repair Depots:	1	Administration:	1-19
		Managers:	1-19

PRODUCTS SERVICED

- CAD/CAM
- Process Control Instrumentation

BRANDS SERVICED

Bristol Babcock, Fisher Porter, Honeywell, and Foxwell.

SERVICES PROVIDED

<u>X</u>	Manufacturer Warranty	<u>X</u>	Installation	_X_	Relocation
X	Preventive Maintenance	<u>X</u>	Remedial Maintenance	<u>X</u>	Refurbishment
X	Engineering Changes	<u>X</u>	Conversion/Upgrade	_X_	Training
<u>X</u>	Software Maintenance	_X_	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	20% Repair Depot/Carry-in	Remote Support Services

BUDGET COMPUTER SYSTEMS, INC 5111 Southwest 8th Street Miami, FL 33134 (305) 446-9624	• President: George Coto	
THE COMPANY		
Years Active in TPM: 3	Total Service Employees	s: 1-9
Service Locations: 4	Field Engineers:	1-9
Geographic Coverage: Southeast	Field Support Specialists	: 1-9
Repair Depots:	Administration:	1-9
	Managers:	1-9
PRODUCTS SERVICED		
- Personal Computers		
BRANDS SERVICED		
SERVICES PROVIDED		
Manufacturer Warranty X Preventive Maintenance X Engineering Changes Software Maintenance Equipment Sale/Lease SERVICE DELIVERY MODES		• •
On-Site Maintenance X	Repair Depot/Carry-in	Remote Support Ser

30 Nu Trumb	ER RAMO INFORMATION SYST tmeg Drive bull CT 06902 386-2011	TEMS .	Presi	dent:		
THE (COMPANY					
Yeo	ars Active in TPM:		Total	Service Empl	oyees:	
Ser	vice Locations:		Field	Engineers:		
Geo	ographic Coverage: Nationwid	е	Field	Support Speci	ialists:	
Rep	pair Depots:		Admi	nistration:		
			Mana	gers:		
PROD	OUCTS SERVICED					
-	Microcomputers		-	Modems		
-	Minicomputers		-	CRTs		
-	Peripherals (disk drives, POS terminals, printers)					
BRAN	IDS SERVICED					
SERV	ICES PROVIDED					
	Manufacturer Warranty	Installa	ation	_	Re	location
	Preventive Maintenance	Remed	ial Ma	intenance _	Re	furbishment
	Engineering Changes	Conver	sion/U	pgrade _		aining
	Software Maintenance		_	/Consulting _		oplies/Accessories
	Equipment Sale/Lease	Other_				
SERV	ICE DELIVERY MODES					
X	On-Site Maintenance	Repair	Depot	/Carry-in	Re	mote Support Services

BUSINESS EQUIPMENT	& SUPPLY
COMPANY	
Highway 45 North	
Columbus, MS 39701	

President: Irwin Tate

THE	COMP	ANY
1111	COM	

(601) 328-6860

Years Active in TPM:	29	Total Service Employees:	20-59
Service Locations:	2	Field Engineers:	20-59
Geographic Coverage:	Entire U.S.	Field Support Specialists:	1-19
Repair Depots:	2	Administration:	1-19
		Managers:	1_19

PRODUCTS SERVICED

-	Minicomputers	-	Modems
-	Small Business Systems	-	Word Processors
-	Peripherals	-	Personal Computers
-	Terminals	-	Copiers
-	Systems Software	-	Workstations
-	Applications Software	-	Minicoputer-Based Turnkey Systems
-	Data Communications	_	Personal Computer-Based Turnkey Syst

BRANDS SERVICED

Point 4, TI, Apple, Tally, Data General, Corvus, and Epson.

SERVICES PROVIDED

<u>X</u>	Manufacturer Warranty	<u>X</u>	Installation		Relocation
<u>X</u>	Preventive Maintenance	<u>X</u>	Remedial Maintenance	_X_	Refurbishment
	Engineering Changes	_X_	Conversion/Upgrade	_X_	Training
<u>X</u>	Software Maintenance	_X_	Programming/Consulting	_X_	Supplies/Accessories
X	Equipment Sale/Lease		Other		
CEDIA	107 07 1				

SERVICE DELIVERY MODES

 On-Site Maintenance	_X_	Repair Depot/Carry-in	Remote Support Serv

BUSINESS EQUIPMENT HOUSE, INC. 2934 W. Montrose Avenue Chicago, IL 60618 (312) 478-3800	President: Herald Root
THE COMPANY	
Years Active in TPM: 25	Total Service Employees: 1-19
Service Locations: 3	Field Engineers: 1-19
Geographic Coverage: Midwest	Field Support Specialists: 1-19
Repair Depots:	Administration: 1-19
	Managers: I-19
PRODUCTS SERVICED	
 Mainframes Minicomputers Small Business Systems Peripherals Terminals Modems BRANDS SERVICED Prime. SERVICES PROVIDED 	 Front-End Processors Systems Software Applications Software Minicomputer-Based Turnkey Systems CAD/CAM Turnkey Systems
X Manufacturer Warranty X X Preventive Maintenance X Engineering Changes X X Software Maintenance X X Equipment Sale/Lease SERVICE DELIVERY MODES	

30% On-Site Maintenance 60% Repair Depot/Carry-in 10% Remote Support Services

BUTLER KEYPUNCH COMPANY 10 Crowley Avenue Dedham, MA 02026 (617) 329-0046		Pre	sident: Leonar	d Butle	r		
THE	COMPANY						
Ye	ears Active in TPM:	16	Tot	al Service Emp	loyees:	1-19	
Se	rvice Locations:	1	Fie	ld Engineers:		1-19	
	eographic Coverage: England	Local and 1	New Fie	ld Support Spec	ialists:	1-19	
Re	epair Depots:	1	Adr	ninistration:		1-19	
			Mar	nagers:		1-19	
PRO	DUCTS SERVICED						
_	Mainframes		_	Systems Sof	tware		
-	Small Business Syst	tems	_	- Applications Software			
-	- Word Processors		_	- Peripherals (disks, tapes, printers)			
-	- Personal Computers		=	- Terminals (dumb, intelligent, graphic			
-	Workstations		***	Minicomput	er-Base	d Turnkey Systems	
-	Modems .		-	Personal-Co	mputer	-Based Turnkey Sy	
-	Front-End Processo	ors .	-	CAD/CAM	Turnkey	Systems	
-	Networks						
BRA	NDS SERVICED						
IBM.							
SER	VICES PROVIDED						
X X X X SER	Manufacturer Warr Preventive Mainten Engineering Chang Software Maintena Equipment Sale/Le	es X ence X ence X	Programmin		X F X 1 X 9	Relocation Refurbishment Fraining Supplies/Accessorie	

X Repair Depot/Carry-in Remote Support Serv

X On-Site Maintenance

BYTE SHOP COMPUTER SERVICE President: Pat Terrell 2030 5th Avenue Seattle, WA 98121 (206) 622-2983 THE COMPANY **Total Service Employees:** Years Active in TPM: 8 20-59 Т Field Engineers: Service Locations: 1-19 Geographic Coverage: West Coast Field Support Specialists: 1-19 Administration: Repair Depots: 1-19 1-19 Managers: PRODUCTS SERVICED Small Business Systems Systems Software Word Processors **Applications Software** Personal Computer Peripherals (Disks, printers, tapes, other) Modems Terminals (dumb, intelligent, graphics) Networks **BRANDS SERVICED** IBM, Compag, Apple, and TI. SERVICES PROVIDED X Manufacturer Warranty X Installation Relocation X X Preventive Maintenance Remedial Maintenance Refurbishment Engineering Changes Conversion/Upgrade X Training Software Maintenance X Programming/Consulting X Supplies/Accessories Equipment Sale/Lease Other

Repair Depot/Carry-in

Remote Support Services

SERVICE DELIVERY MODES

X On-Site Maintenance

President: Milton Jones BYTEX CORPORATION 3305 Northland Drive Suite 400 Austin, TX 78731 (512) 451-5282 THE COMPANY Years Active in TPM: 2.5 **Total Service Employees:** 3 Service Locations: Field Engineers: Central Texas Geographic Coverage: Field Support Specialists:

1

PRODUCTS SERVICED

Repair Depots:

Small Business Systems
 Systems Software
 Applications Software
 Word Processors
 Personal Computers
 Workstations
 Modems
 Peripherals (disks, printers)
 Terminals (dumb, intelligent, graphics)
 Personal-Computer-Based Turnkey Syst

Administration:

Managers:

BRANDS SERVICED

Fortune Computer Systems, IBM PC, Qume, Northern TeleComm, Raytheon, Exxon Office Systems, Okidata, NEC, and most major compatibles.

SERVICES PROVIDED

X

On-Site Maintenance

X	Manufacturer Warranty	<u>X</u>	Installation	_X_	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	_X_	Refurbishment
X	Engineering Changes	_X_	Conversion/Upgrade	_X_	Training
X	Software Maintenance		Programming/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lease		Other		
SERV	ICE DELIVERY MODES				

Repair Depot/Carry-in

Remote Support Serv

1-19

1-19

1-19

1-19 1-19

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C & L TERMINALS, INC. President: Ken Landgraver 1215 S. E. Ivon Portland, OR 97202 (503) 231-0333 THE COMPANY Years Active in TPM: 13 **Total Service Employees:** 20-59 Service Locations: 5 Field Engineers: 20-59 West Coast Field Support Specialists: 1-19 Geographic Coverage: Administration: Repair Depots: 5 1-19 Managers: 1-19 PRODUCTS SERVICED Modems Terminals (dumb, intelligent, graphics) **BRANDS SERVICED** Lear Siegler, DEC, Televideo, Teletype, Adds, Perkin-Elmer, C. Itoh, Tl, and Diablo.

Manufacturer Warranty X Installation X Relocation _X X Preventive Maintenance Refurbishment Remedial Maintenance X Engineering Changes Conversion/Upgrade Training Programming/Consulting X Software Maintenance X Supplies/Accessories X Equipment Sale/Lease SERVICE DELIVERY MODES X On-Site Maintenance Repair Depot/Carry-in Remote Support Services

SERVICES PROVIDED

CAP-INFO SYSTEMS INC. 521 5th Avenue New York, NY 10175 (212) 599-7000		President: Jenner	
THE COMPANY			
Years Active in TPM: 9		Total Service Employees	20-59
Service Locations:		Field Engineers:	20-59
Geographic Coverage: Eas	t Coast	Field Support Specialists	:: I-19
Repair Depots:		Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
Systems SoftwareApplications Software BRANDS SERVICED			sed Turnkey Systems er-Based Turnkey Sy
Any brand.			
SERVICES PROVIDED			
 X Manufacturer Warranty X Preventive Maintenance Engineering Changes X Software Maintenance Equipment Sale/Lease 		Installation Remedial Maintenance Conversion/Upgrade Programming/Consulting Other	Relocation Refurbishment Training Supplies/Accessorie
SERVICE DELIVERY MODES			
50% On-Site Maintenance	50%	Repair Depot/Carry-in	Remote Support Se

CBC SERVICES 969 Burrell Avenue Columbus, OH 43212 (614) 222-5496 President: Jim Emery

THE	COMPANY						
Ye	ars Active in TPM:	15		Total	Service Em	ployee	s: 20-59
Ser	vice Locations:	3		Field F	Engineers:		20-59
Geo	ographic Coverage:	Entire U	.S.	Field S	Support Spe	ecialist	s: 1-19
Re	pair Depots:	1		Admin	istration:		1-19
				Manag	ers:		1-19
PROD	OUCTS SERVICED						
_	Minicomputers			-	Workstatio	ons	
-	Small Business Syst	rems		-	Systems S	oftware	e
-	Peripherals			-	Application	ns Soft	ware
-	Terminals			-	Modems		
-	Word Processors			-	Personal-0	Comput	er–Based Turnkey Systems
-	Personal Computer	s					
BRAN	NDS SERVICED						
DEC.							
SERV	ICES PROVIDED						
	Manufacturer Warr	anty X	Install	ation		_X_	Relocation
X	Preventive Mainter	nance X	Remed	lial Mair	ntenance		Refurbishment
X	Engineering Change	es X	Convei	rsion/Up	grade	_X_	Training
X	Software Maintena	nce X	Progra	mming/	Consulting	<u>X</u>	Supplies/Accessories
<u>X</u>	Equipment Sale/Lea	ase	Other				
SERV	ICE DELIVERY MOD	DES					
	On-Site Maintenand	ce X	Repair	Depot/	Carry-in		Remote Support Services

President: Craig Morris CCI UPTIME 5360 S. Bahnock Suite 5 Littleton, CO 80120 (303) 798-2911 THE COMPANY Years Active in TPM: 2 **Total Service Employees:** 1-19 Service Locations: 1 Field Engineers: 1-19 Geographic Coverage: Midwest Field Support Specialists: 1-19 Administration: 1-19 Repair Depots: Managers: 1-19 PRODUCTS SERVICED Mainframes Workstations (semi-intelligent) Minicomputers Modems Small Business Systems Front-End Processors Terminals (dumb, intelligent) Peripherals (disks, printers, tapes) **BRANDS SERVICED** Data General, Data South, Printronix Printer, Diablo Disc, Wang, Kennedy Drive, CDC, and Televideo Terminals. **SERVICES PROVIDED** Manufacturer Warranty X Installation Relocation X Preventive Maintenance X Refurbishment Remedial Maintenance X **Engineering Changes** X Conversion/Upgrade Training Software Maintenance X Programming/Consulting X Supplies/Accessories X Equipment Sale/Lease Other ____ SERVICE DELIVERY MODES

Repair Depot/Carry-in

X Remote Support Serv

On-Site Maintenance

CDC/COMMA 5720 Smetana Drive Minnetonka, MN 55343 (612) 853-8100 President: Robert M. Price

THE	COMPANY									
Ye	ars Active in TPM:	Н			Total	Service Em	ployees	s:	1,200+	
Ser	vice Locations:	100			Field	Engineers:			1,000+	
	ographic Coverage: urope	Entire	U.S.	and	Field	Support Spe	cialists	5 :	40	
Re	pair Depots:	1			Admi	nistration:			100+	
					Mana	gers:			100+	
PROE	DUCTS SERVICED									
	Mainframes				-	Workstatio	ons			
-	Minicomputers				-	Front-End	Proces	sors		
-	Small Business Syste	ems			_	Peripheral	s (disks	, tapes,	printers, of	hers)
•	Personal Computers	•			-	Terminals	(dumb,	intellig	ent, graphic	es)
BRAI	NDS SERVICED									
вм,	DEC, Data General, E	Emulex,	Spec	tra Logi	c, and	Altos.				
SERV	ICES PROVIDED									
X	Manufacturer Warro	inty _	X	Installa	ition		_X_	Reloca	ition	
X	Preventive Mainten	ance	X	Remedi	ial Mai	ntenance	_X_	Refurb	ishment	
X	Engineering Change	s _	X	Conver	sion/U _l	ograde	X	Trainin	ng	
	Software Maintenar	nce	X	Program	nming/	'Consulting		Supplie	s/Accessori	es
	Equipment Sale/Lea	ise _		Other _		-				
SERV	ICE DELIVERY MOD	ES								
X	On-Site Maintenanc	е	X	Repair	Depot/	Carry-in	X	Remote	e Support Se	ervices

5301 Beethoven Street Culver, CA 90230 (213) 306-6700	INC.	President: (not known)	
THE COMPANY			
Years Active in TPM:	N/A	Total Service Employees	s: N/A
Service Locations:	N/A	Field Engineers:	N/A
Geographic Coverage:	Nationwide	Field Support Specialists	s: N/A
Repair Depots:	N/A	Administration:	N/A
		Managers:	N/A
PRODUCTS SERVICED			
- Peripherals (printe	rs)		
BRANDS SERVICED			
C. Itoh and TEC.			
SERVICES PROVIDED			
X Manufacturer Warr	anty	Installation	Relocation
X Preventive Mainter	nance X	Remedial Maintenance X	Refurbishment
X Engineering Chang	es	Conversion/Upgrade	Training
Software Maintena	nce	Programming/Consulting	Supplies/Accessorie
Equipment Sale/Le	ase	Other	
SERVICE DELIVERY MOD	DES		
X On-Site Maintenan	re X	Renair Depot/Carry-in	Remote Support Se

CKT TEST, INC. 5403-B Southern Comfort Boulevard Tampa, FL 33614 (not listed)	President: (not known)	
THE COMPANY		
Years Active in TPM:	Total Service Employee	S:
Service Locations:	Field Engineers:	
Geographic Coverage:	Field Support Specialist	s:
Repair Depots:	Administration:	
	Managers:	
PRODUCTS SERVICED		
Inc	dependent Depot Repair	
BRANDS SERVICED		
SERVICES PROVIDED		
Manufacturer Warranty	Installation	Relocation
Preventive Maintenance	Remedial Maintenance	Refurbishment
Engineering Changes	Conversion/Upgrade	Training
Software Maintenance	Programming/Consulting	Supplies/Accessories
Equipment Sale/Lease	Other	
SERVICE DELIVERY MODES		

On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

President: Charles W. Mann

Yucca Valley, CA 92284 (619) 365-9718 THE COMPANY **Total Service Employees:** Years Active in TPM: 8 100-159 12 Field Engineers: Service Locations: 100-159 Entire U.S. Field Support Specialists: Geographic Coverage: 20-59 Administration: Repair Depots: 20-59 Managers: 1-19 PRODUCTS SERVICED Small Business Systems Systems Software Word Processors **Applications Software** Peripherals (disks, printers, tapes) Personal Computers **Networks** Personal-Computer-Based Turnkey Sy

BRANDS SERVICED

CMA MICROCOMPUTER

55722 Santa Fe Trail

IBM, DEC, Wang, NCR, Apple, Tandy, TI, and AT&T.

SERVICES PROVIDED

Manufacturer Warranty X Installation Χ Relocation X Preventive Maintenance X Remedial Maintenance Refurbishment X **Engineering Changes** X Conversion/Upgrade **Training** Software Maintenance X X Programming/Consulting Supplies/Accessorie Equipment Sale/Lease Other SERVICE DELIVERY MODES

15% On-Site Maintenance 40% Repair Depot/Carry-in 35% Remote Support Ser

CMG COMPUTER SERVICES, INC. President: Mike Costello 187 Billerica Road Chelmsford, MA 01824 (617) 256-6698 THE COMPANY Years Active in TPM: **Total Service Employees:** 1-19 Service Locations: Field Engineers: 1-19 Entire U.S. Field Support Specialists: Geographic Coverage: 1-19 Administration: Repair Depots: 1-19 1-19 Managers: PRODUCTS SERVICED Systems Software Minicomputers Small Business Systems **Applications Software** Modems Peripherals (disks, tapes, printers, others) Front-End Processors Terminals (dumb, intelligent, graphics) Networks Minicomputer-Based Turnkey Systems **BRANDS SERVICED** Data General and all compatibles. SERVICES PROVIDED Manufacturer Warranty X Relocation Installation X X X Refurbishment Preventive Maintenance Remedial Maintenance Conversion/Upgrade Engineering Changes X X Training Supplies/Accessories Software Maintenance Programming/Consulting X X X Equipment Sale/Lease Other

Repair Depot/Carry-in

Remote Support Services

SERVICE DELIVERY MODES

On-Site Maintenance

CPS INC. 2705 Pan American, N.E. Suite E Albuquerque, NM 87107 (505) 294–8886	President: Fred Hav	wken	
THE COMPANY			
Years Active in TPM: Service Locations: Geographic Coverage: Repair Depots:	Total Service Employees: Field Engineers: Field Support Specialists: Administration: Managers:		
PRODUCTS SERVICED - Personal Computers BRANDS SERVICED	ma lagers.		
	Answering Service Only		
SERVICES PROVIDED			
Manufacturer Warranty Preventive Maintenance Engineering Changes Software Maintenance Equipment Sale/Lease SERVICE DELIVERY MODES	Installation Remedial Maintenance Conversion/Upgrade Programming/Consulting Other		
On-Site Maintenance	Rengir Depot/Carry-in	Romato Support Sor	

North	Nordhoff Street ridge, CA 91324 709-4003		Pres	ident: Larry	· Levins	on
THE (COMPANY					
Yeo	ars Active in TPM:	8	Tota	ıl Service Em	ployees	s: 1-19
Ser	vice Locations:	1	Fiel	d Engineers:		1-19
	ographic Coverage:	Entire U.S.	and Fiel	d Support Sp	ecialists	s: 1-9
Rep	oair Depots:	1	Adm	ninistration:		1-19
			Man	agers:		1-19
PROE	OUCTS SERVICED					
-	Minicomputers		-	Periphera	ls (disks	s, tapes, printers, others)
-	Small Business Syst	tems				
BRAN	DS SERVICED					
Ampe	x, Xerox, CDC, Cen	tury Data, M	emorex, DEC,	Data Gener	al, and (all major brands.
SERV	ICES PROVIDED					
	Manufacturer Warr	anty	Installation			Relocation
<u>X</u>	Preventive Mainter	nance X	Remedial M	aintenance	X	Refurbishment
<u>X</u>	Engineering Change	es X	Conversion/	Jpgrade		Training
	Software Maintena	nce	Programmin	g/Consulting		Supplies/Accessories
	Equipment Sale/Le	ase	Other			
SERV	ICE DELIVERY MOE	DES				
X	On-Site Maintenand	ce X	Repair Depo	t/Carry-in		Remote Support Services

CRT SYSTEMS, INC. 480 Roland Way Oakland, CA 94621 (415) 430-8870		President: Jac	ck Melvin	
THE COMPANY				
Years Active in TPM:	22	Total Service	Employees	s: 13
Service Locations:	1	Field Engineer	rs:	7
Geographic Coverage: (Bay Area)	California	Field Support	Specialists	s: 2
Repair Depots:	1	Administration	n:	3
		Managers:		1
PRODUCTS SERVICED				
- Small Business		- Termin	als (all)	
- Mini		- Turnkey	y Systems	
- Peripherals (all)		- Data Co	ommunica	tions (all modems)
BRANDS SERVICED				
Televideo, TI, Printronix,	Priam (disk).	CDC, Datasouth, and D	iablo.	
SERVICES PROVIDED	, ,	· · · , · · · · · · · · · · · · · · · ·		
Manufacturer Warı	ranty X	Installation	×	Relocation
X Preventive Mainte	nance X	Remedial Maintenance		Refurbishment
Engineering Chang	es X	Conversion/Upgrade		Training
Software Maintena		Programming/Consulti	ng X	Supplies/Accessories
X Equipment Sale/Le	ease	Other		
SERVICE DELIVERY MO	DES			
X On-Site Maintenan	ce X	Repair Depot/Carry-in	X	Remote Support Servi

CALIFORNIA MINICOMPUTER SYSTEM 5534 Westlawn Los Angeles, CA 90066 (714) 730-6250	President: Robert Mowry			
THE COMPANY				
Years Active in TPM: 8	Total Service Employees: 20-59			
Service Locations:	Field Engineers: 1-19			
Geographic Coverage: Entire U.S.	Field Support Specialists: 1-19			
Repair Depots:	Administration: 20-59			
	Managers: 1-19			
PRODUCTS SERVICED				
- Minicomputers	- Networks			
- Small Business Systems	- Word Processors			
- Systems Software	- Peripherals (disks, printers, tapes)			
- Applications Software	- Terminals (dumb, intelligent, graphics)			
- Modem	 Minicomputer-Based Turnkey Systems 			
- Front-End Processors				
BRANDS SERVICED				
Perkin-Elmer.				
SERVICES PROVIDED				
X Manufacturer Warranty X I	Installation X Relocation			
X Preventive Maintenance X	Remedial Maintenance X Refurbishment			
X Engineering Changes X (Conversion/Upgrade X Training			
X Software Maintenance X	Programming/Consulting Supplies/Accessories			
Equipment Sale/Lease (Other			
SERVICE DELIVERY MODES				
X On-Site Maintenance	Repair Depot/Carry-in Remote Support Services			

CAPE COD COMPUTER INC. 337 Whies Path S. Yarmouth, MA 02664 (617) 398-2494	President: Harry Belmo	an
THE COMPANY		
Years Active in TPM:	Total Service Employee	es:
Service Locations:	Field Engineers:	
Geographic Coverage:	Field Support Specialist	's:
Repair Depots:	Administration:	
	Managers:	
PRODUCTS SERVICED		
- Personal Computers		
BRANDS SERVICED		
	Answering Service Only	
SERVICES PROVIDED		
Manufacturer Warranty X Preventive Maintenance Engineering Changes Software Maintenance Equipment Sale/Lease SERVICE DELIVERY MODES	Installation Remedial Maintenance Conversion/Upgrade Programming/Consulting X Other	• •
On-Site Maintenance	Rangir Danat/C	D
··· ··· ··· ··· ··· ··· ··· ··· ···	_ Repair Depot/Carry-in	Remote Support Serv

CARTERFONE COMMON CORPORATION IIII W. Mockingbird Lane Dallas, TX 75247 (214) 630-9700		President: 10m Brady	
THE COMPANY			
Years Active in TPM:	10	Total Service Employees	200-499
Service Locations:	42	Field Engineers:	200-499
Geographic Coverage:	Entire U.S.	Field Support Specialists	: 100-159
Repair Depots:	4	Administration:	20-59
		Managers:	1-19
PRODUCTS SERVICED			
- Terminals (dumb, in - Word Processors	ntelligent)	ModemsFront-End Process	sors
BRANDS SERVICED			
Any major manufacturer.			
SERVICES PROVIDED			
 X Manufacturer Warr X Preventive Mainter X Engineering Change Software Maintena X Equipment Sale/Lea 	nance X es X nce X	Installation X Remedial Maintenance X Conversion/Upgrade X Programming/Consulting X Other	Relocation Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MOD	DES		

Repair Depot/Carry-in X Remote Support Services

X On-Site Maintenance

CENTRAL COMPUTER S CORPORATION 305 S. Main Street N. Syracuse, NY 13212 (315) 458–9485	ERVICES	President: Robert Sosenko	
THE COMPANY			
Years Active in TPM:	7	Total Service Employees:	20-59
Service Locations:	3	Field Engineers:	20-59
Geographic Coverage: Midwest	East Coast and	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Mainframes		- Minicomputer-Based	Turnkey Systems
- Minicomputers		- Modems	
- Peripherals		- Front-End Processors	5
- Terminals			
BRANDS SERVICED			
Data General.			
SERVICES PROVIDED			
X Manufacturer WarrX Preventive MainterX Engineering Change	nance X Reme es X Conve	dial Maintenance Re	location furbishment aining
Software Maintena X Equipment Sale/Le			oplies/Accessorie

90% On-Site Maintenance 10% Repair Depot/Carry-in ___ Remote Support Servi

SERVICE DELIVERY MODES

CIRCLE COMPUTER SERVICES, INC. 920 Remington Road Schaumburg, !L 60195 (312) 884-2424		President: Joe C	Conroy		
THE	COMPANY				
Ye	ars Active in TPM:	10	Total Service Em	nployees	20-59
Ser	vice Locations:	50	Field Engineers:		20-59
Geo	ographic Coverage:	Midwest	Field Support Spo	ecialists	: 1-19
Rep	pair Depots:	1	Administration:		1-19
			Managers:		1-19
PROD	OUCTS SERVICED				
_	Mainframes		- Networks		
_	Modem		- Periphera	ls (disks	, printers, tapes)
_	Front-End Processo	rs	·		intelligent, graphics)
BRAN	NDS SERVICED				
IBM.					
SERV	ICES PROVIDED				
	Manufacturer Warr	anty X	Installation	_X_	Relocation
<u>X</u>	Preventive Mainten	ance X	Remedial Maintenance		Refurbishment
<u>X</u>	X Engineering Changes X		Conversion/Upgrade		Training
	Software Maintenar	nce X	Programming/Consulting		Supplies/Accessories
_X	Equipment Sale/Lea	ise	Other		
SERV	ICE DELIVERY MOD	ES			
X	On-Site Maintenar	nce X	Repair Depot/Carry-in		Remote Support Services

CIRDATA CORPORATION IIII Lawrence Drive Newbury Park, CA 91320 (805) 499-5780	N	President: Joe Mosied	
THE COMPANY			
Years Active in TPM:	6	Total Service Employees	20-59
Service Locations:	3	Field Engineers:	20-59
Geographic Coverage:	West Coast	Field Support Specialists	: 1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
Small Business SystPeripherals (printer		- Word Processors	
BRANDS SERVICED			
Hewlett-Packard, DEC, Pr	intronix, Dic	ablo, and Xerox.	
SERVICES PROVIDED			
 X Manufacturer Warre X Preventive Mainten X Engineering Change Software Maintenar X Equipment Sale/Lea SERVICE DELIVERY MOD 	es X nce X	Installation X Remedial Maintenance X Conversion/Upgrade X Programming/Consulting X Other	Relocation Refurbishment Training Supplies/Accessori
X On-Site Maintenance	e <u>X</u>	Repair Depot/Carry-in X	Remote Support Se

CIRVIS, INC. General Manager: Liz Neumann P.O. Box 1096 Huntington Beach, CA 92647 (714) 891-2000 THE COMPANY Years Active in TPM: 12 **Total Service Employees:** 1-19 Service Locations: Field Engineers: 1-19 Geographic Coverage: West Coast Field Support Specialists: 1-19 Repair Depots: Administration: 1-19 Managers: 1-19 PRODUCTS SERVICED **Applications Software** Minicomputers Small Business Systems Modems Personal Computers Peripherals (disks, tapes, printers, others) Terminals (dumb, intelligent, graphics) Workstations Systems Software **BRANDS SERVICED** Apple, Radio Shack, IBM, Altos, IMS, Cromemco, Plexus, Adds, Hazeltine, Soroc, Televideo, Shugart, Printronix, Centronics, Diablo, and Plexis. SERVICES PROVIDED Relocation Manufacturer Warranty X Installation X X X X Refurbishment Preventive Maintenance Remedial Maintenance X X Conversion/Upgrade Training **Engineering Changes** Programming/Consulting Supplies/Accessories Software Maintenance Other Equipment Sale/Lease SERVICE DELIVERY MODES

Remote Support Services

20% Repair Depot/Carry-in

80% On-Site Maintenance

CLINTON COMPUTER 6443 Old Alexander Ferry R Clinton, MD 20735 (301) 856-3342	oad	President: Arthu	r Lundquist	
THE COMPANY				
Years Active in TPM: 3	3	Total Service Em	ployees:	20-59
Service Locations:	l	Field Engineers:		1-19
Geographic Coverage: E	East Coast	Field Support Spe	cialists:	1-19
Repair Depots:		Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
 Small Business System Terminals Personal Computers BRANDS SERVICED Apple, Eagle, Manor, Zenith 		- Peripheral	s (disks, prin	
Systems.				
X Manufacturer Warran X Preventive Maintenan Engineering Changes Software Maintenance Equipment Sale/Lease SERVICE DELIVERY MODES	e X F	nstallation Remedial Maintenance Conversion/Upgrade Programming/Consulting Other	X Refu	ies/Accessories
50% On-Site Maintenance	40% F	Repair Depot/Carry-in	10% Remo	ote Support Serv

COMM BASIC ASSO. President: Joseph Jatliano 7920 Chambersburg Road Huber Heights, OH 45424 (513) 233-9904 THE COMPANY Years Active in TPM: **Total Service Employees:** 7 1-19 Service Locations: Field Engineers: 1-19 Geographic Coverage: Midwest Field Support Specialists: 1-19 Repair Depots: Administration: 1-19 Managers: 1-19 PRODUCTS SERVICED Small Business Systems Minicomputer-Based Turnkey Systems Systems Software Personal-Computer-Based Turnkey Systems **Applications Software** Peripherals (disks, tapes, printers) **Word Processors** Terminals (dumb, intelligent, graphics) Personal Computers **BRANDS SERVICED**

Altos, IBM, Vector, and Apple.

SERVICES PROVIDED

JCI (V)	CESTROVIDED				
	Manufacturer Warranty	_X_	Installation	X	Relocation
X	Preventive Maintenance	<u>X</u>	Remedial Maintenance	<u>X</u>	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	<u>X</u>	Training
X	Software Maintenance	_X_	Programming/Consulting		Supplies/Accessories
<u>X</u>	Equipment Sale/Lease		Other		
SERV	ICE DELIVERY MODES				

X	On-Site Maintenance	Renair Denot/Carry-in	Remote Support Service

COMPU-FIX 253 Amy Hollow Road, Suite I Pittsburgh, PA 15236 (412) 653-7726	President: Dan D. Babco	ock
THE COMPANY		
Years Active in TPM:	Total Service Employees	
Service Locations:	Field Engineers:	
Geographic Coverage:	Field Support Specialists	
Repair Depots:	Administration:	
	Managers:	9
PRODUCTS SERVICED		1
BRANDS SERVICED		
	Answering Service Only	
SERVICES PROVIDED		1
Manufacturer Warranty Preventive Maintenance	Installation	Relocation Refurbishment
Engineering Changes	Conversion/Upgrade	Training
Software Maintenance Equipment Sale/Lease	Programming/Consulting	Supplies/Accessories
SERVICE DELIVERY MODES	Other	
On-Site Maintenance	Repair Depot/Carry-in	Remote Support Serv

COMPUDATA, INC. President: Fred Rump 417 N. 8th Street Philadelphia, PA 19123 (215) 592-9996 THE COMPANY Years Active in TPM: 10 **Total Service Employees:**

2

East Coast

PRODUCTS SERVICED

Repair Depots:

Service Locations:

Geographic Coverage:

-	Minicomputers	-	Personal Computers
-	Small Business Systems	-	Minicomputer-Based Turnkey Systems
-	Systems Software	450	Personal-Computer-Based Turnkey Systems
-	Applications Software	400	Peripherals (disks, tapes, printers)
-	Data Communications Modems	-	Terminals (dumb, intelligent)

Field Engineers:

Administration:

Managers:

Field Support Specialists:

BRANDS SERVICED

Point 4 Minicomputer, IBM, Nixdorf, D.C.C., Super Brain, Dyna Byte, Eagle, and Xerox.

SERVICES PROVIDED

	Manufacturer Warranty	_X_	Installation	<u>X</u>	Relocation
<u>X</u>	Preventive Maintenance	_X_	Remedial Maintenance	_X_	Refurbishment
X	Engineering Changes	<u>X</u>	Conversion/Upgrade	_X_	Training
X	Software Maintenance	<u>X</u>	Programming/Consulting	_X_	Supplies/Accessories
<u>X</u>	Equipment Sale/Lease		Other		
SERV	ICE DELIVERY MODES				

30% Repair Depot/Carry-in Remote Support Services 70% On-Site Maintenance

1-19

1-19

1-19

1-19

1-19

COMPUPAIR 2094 S. Downing Street, Suite Denver, CO 80210 (303) 744-1303	107	President: James Lilla	rd
THE COMPANY			
Years Active in TPM: 1, 5		Total Service Employee	es: 1-19
Service Locations:		Field Engineers:	1-19
Geographic Coverage: Oth	er	Field Support Specialist	ts: 1-19
Repair Depots:		Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Small Business Systems		- Systems Softwar	e
- Terminals		 Applications Sof 	tware
- Modems		- Peripherals (disk	s, printers, tapes)
BRANDS SERVICED			
Inter Tech, Compupro, Altos, N	lorthsta	r, Small Business Micro, Morrow,	and Plexis.
SERVICES PROVIDED			
X Manufacturer Warranty	X	Installation X	Relocation
X Preventive Maintenance	X	Remedial Maintenance	Refurbishment
X Engineering Changes	X	Conversion/Upgrade X	Training
X Software Maintenance	<u>X</u>	Programming/Consulting X	Supplies/Accessories
X Equipment Sale/Lease		Other	·····
SERVICE DELIVERY MODES			
50% On-Site Maintenance	50%	Repair Depot/Carry-in	Remote Support Ser

COMPUTECH President: Toby Tyler 2642 Pt. Oak Road Abilene, TX 79605 (915) 692-9141 THE COMPANY Years Active in TPM: 7 **Total Service Employees:** 1-19 Field Engineers: Service Locations: 1-19 Geographic Coverage: South Field Support Specialists: 1-19 Repair Depots: 1 Administration: 1-19 Managers: 1-19 PRODUCTS SERVICED Mainframes **Terminals** Small Business Systems Modems Peripherals **BRANDS SERVICED** IBM and Decision Data. **SERVICES PROVIDED** Manufacturer Warranty X Installation X Relocation X Preventive Maintenance X Remedial Maintenance X Refurbishment _X _X **Engineering Changes** Conversion/Upgrade Training Software Maintenance X Programming/Consulting X Supplies/Accessories

10% Repair Depot/Carry-in

Remote Support Services

Other

X

Equipment Sale/Lease

SERVICE DELIVERY MODES

90% On-Site Maintenance

COMPUTER APPLICATION INC. 3004 Center Road Poland, OH 44514 (216) 757-3711	ONS COMPAI	NY, President: Jim I	sabella	
THE COMPANY				
Years Active in TPM:	5	Total Service En	nployees	: I-19
Service Locations:	1	Field Engineers:		1-19
Geographic Coverage:	Midwest	Field Support Sp	ecialists	: 1-19
Repair Depots:	1	Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Small Business Syst	ems	- Personal-	Compute	er-Based Turnkey Sy
- Personal Computers		- Modems		
- Workstations		- Periphera	ls (disks	, printers, tapes)
BRANDS SERVICED				
Ohio, Franklin, Leading E	dge, and Scie	ntific.		
SERVICES PROVIDED				
X Manufacturer Warr	anty X	Installation	X	Relocation
X Preventive Mainter	nance X	Remedial Maintenance	X	Refurbishment
X Engineering Change	es X	Conversion/Upgrade	X	Training
Software Maintena	nce X	Programming/Consulting	_X_	Supplies/Accessorie
Equipment Sale/Le	ase	Other		
SERVICE DELIVERY MOD	DES			
X On-Site Maintenan	ce <u>X</u>	Repair Depot/Carry-in		Remote Support Ser

COMPUTER BOARD REPAIR DEPOT President: Mrs. R. M. Tessier 14 Essex Avenue, Unit #34 Thornhill, Ontario L3T3ZI Canada (416) 731-0088 THE COMPANY Years Active in TPM: N/A **Total Service Employees:** N/A Service Locations: N/A Field Engineers: N/A Field Support Specialists: Geographic Coverage: N/A N/A Administration: Repair Depots: N/A N/A N/A N/A Managers: PRODUCTS SERVICED Independent Depot Repair **BRANDS SERVICED SERVICES PROVIDED** Manufacturer Warranty Installation Relocation Preventive Maintenance X Remedial Maintenance X Refurbishment Engineering Changes Conversion/Upgrade Training Programming/Consulting Software Maintenance Supplies/Accessories Equipment Sale/Lease Other SERVICE DELIVERY MODES

Repair Depot/Carry-in

Remote Support Services

X

On-Site Maintenance

COMPUTER CENTER President: Monty Howryla 330 W. Jefferson Street Butler, PA 16001 (412) 282-6149 THE COMPANY **Total Service Employees:** Years Active in TPM: 5 1-19 Field Engineers: Service Locations: 1-19 East Coast Field Support Specialists: Geographic Coverage: 1-19 Administration: Repair Depots: 1-19 Managers: 1-19 PRODUCTS SERVICED Mainframes Systems Software Minicomputers **Applications Software** Small Business Systems Terminals (dumb, intelligent, graphics) Peripherals Minicomputer-Based Turnkey Systems Personal Computers Personal-Computer-Based Turnkey Sys Modems **BRANDS SERVICED SERVICES PROVIDED** Manufacturer Warranty X Installation Relocation Preventive Maintenance X_ X Remedial Maintenance Refurbishment Engineering Changes Conversion/Upgrade X Training Χ Software Maintenance Χ Programming/Consulting Χ Supplies/Accessories Equipment Sale/Lease Other

Repair Depot/Carry-in

Remote Support Serv

SERVICE DELIVERY MODES

On-Site Maintenance

COMPUTER ENGINEEERING ASSOC. INC. 1935 Landsdowne Baltimore, MD 21227 (301) 247-5244	President: Dan New
THE COMPANY	
Years Active in TPM: 2 Service Locations: Geographic Coverage: Entire U.S. Repair Depots:	Total Service Employees: Field Engineers: Field Support Specialists: Administration:
	Managers:
PRODUCTS SERVICED	
 Minicomputers Small Business Systems Peripherals Word Processors Workstations BRANDS SERVICED	 Minicomputer-Based Turnkey Systems Front-End Processors Networks Terminals (dumb, intelligent, graphics)
Data General and all compatible peripl	h <mark>erals.</mark>
SERVICES PROVIDED	
X Engineering Changes X	Remedial Maintenance X Refurbishment Conversion/Upgrade X Training Programming/Consulting Supplies/Accessories
SERVICE DELIVERY MODES	
X On-Site Maintenance	Renair Depot/Carry in Remote Support Service

COMPUTER EQUIPMENT SERVICES 12624 Daphne Avenue Hawthorne, CA 90250 (213) 777-4070		President: Chuck Williams			
THE COMPANY					
Years Active in TPM:	: 12	Total Service Employees	: 20-59		
Service Locations:	82	Field Engineers:	1-19		
Geographic Coverage	: Nationwide	Field Support Specialists	: 1-19		
Repair Depots:	1	Administration:	1-19		
		Managers:	1-19		
PRODUCTS SERVICED					
- Minicomputers		- Minicomputer-Bas	sed Turnkey Systems		
- Small Business Sy	/stems	- Personal-Compute	Personal-Computer-Based Turnkey S		
- Word Processors	Word Processors		CAD/CAM Turnkey Systems		
- Personal Comput	Personal Computers		Peripherals (disks, tapes, printers, oth		
- Workstations		- Terminals (dumb,	Terminals (dumb, intelligent, graphic		
- Networks					
BRANDS SERVICED					
G.E., Sci Data System, CAD/CAM.	Diablo, CMI, T	ally, Winchester, IBM, Shugart, and	Data General -		
SERVICES PROVIDED					
X Manufacturer Wo	arranty X	Installation X	Relocation		
X Preventive Main	tenance X	Remedial Maintenance X	Refurbishment		
X Engineering Char	nges X	Conversion/Upgrade X	Training		
Software Mainte	nance	Programming/Consulting X	Supplies/Accessorie		
X Equipment Sale/I	_ease	Other			
SERVICE DELIVERY M	ODES				
X On-Site Mainten	ance	Repair Depot/Carry-in	Remote Support Sei		

485 Lo	COMPUTER FACTO exington Avenue NY 10017 687-5000	ORY, INC	•	Presi	dent: Jay (Gottlieb	
THE (COMPANY						
Yeo	rs Active in TPM:	7		Total	Service En	nployee	s: 1-19
Ser	vice Locations:	8		Field	Engineers:		1-19
Geo	ographic Coverage:	North (Coast	Field	Support Sp	ecialist	s: I-19
Rep	oair Depots:	8		Admi	nistration:		1-19
				Mana	gers:		1-19
PROD	OUCTS SERVICED						
-	Small Business Sys Word Processors	tems		-	Networks Periphera	Is (disks	, printers, tapes, other)
ole.	Personal Computers		_		_	intelligent, graphics)	
_	Workstations			_		Í	er-Based Turnkey System
_	Modems						2, 2, 22
BRAN	IDS SERVICED						
IBM a	nd Apple.						
SERV	ICES PROVIDED						
X	Manufacturer War	ranty _	X Ir	nstallation		X	Relocation
<u>X</u>	Preventive Mainte	nance _	<u>X</u> R	emedial Ma	intenance	<u>X</u>	Refurbishment
<u>X</u>	Engineering Chang	jes _	<u>X</u> C	Conversion/U	pgrade	<u>X</u>	Training
<u>X</u>	_						Supplies/Accessories
SERV	ICE DELIVERY MO	DES					
X	On-Site Maintenan	ice	X R	engir Denot	/Carry-in		Remote Support Services

COMPUTER FIELD SERVICES, INC. 6 Federal Street Exit 24 on 128 Danvers, MA 10923 (617) 774-2930	President: Dan Cronin	
THE COMPANY		
Years Active in TPM: 3 Service Locations: 1 Geographic Coverage: East Coast Repair Depots: 1	Total Service Employees: Field Engineers: Field Support Specialists: Administration: Managers:	1-19 1-19 1-19 1-19
PRODUCTS SERVICED	, and the second	
 Minicomputers Small Business Systems Word Processors Personal Computers Workstations Modems Networks BRANDS SERVICED	 Applications Softw Systems Software Peripherals (disks, Terminals (dumb, in Minicomputer-Base Personal-Computer 	tapes, printers, oth ntelligent, graphic ed Turnkey System r-Based Turnkey Sy
Data General, DEC, Diablo, Hazeltine, Corporation, and IBM.	Printronix, Pertec, Xylogies, Wang	, Control Data
SERVICES PROVIDED		
Manufacturer Warranty X X Preventive Maintenance X Engineering Changes X X Software Maintenance X Equipment Sale/Lease SERVICE DELIVERY MODES	Remedial Maintenance X F Conversion/Upgrade X	Relocation Refurbishment Training Supplies/Accessori
X On-Site Maintenance	Repair Depot/Carry-in F	Remote Sunnort Se

Repair Depot/Carry-in

Remote Support Serv

COMPUTER HARDWARE MAINTENANCE, President: Jo CO., INC. 528 Street Road Southampton, PA 18966 (215) 364-4444	ack Haring		
THE COMPANY			
Years Active in TPM: 10 Total Service Service Locations: 2 Field Enginee Geographic Coverage: East Coast Field Support Repair Depots: 2 Administration Managers:	ers: 20-59 t Specialists: 1-19		
PRODUCTS SERVICED			
- Small Business Systems - Termin - Word Processors - Person	 Peripherals (disks, printers, tapes) Terminals (dumb, intelligent, graphics) Personal-Computer-Based Turnkey System CAD/CAM Turnkey Systems 		
BRANDS SERVICED			
IBM and DEC.			
SERVICES PROVIDED			
	ce X Refurbishment		

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

COMPUTER HARDWARE COMPANY 11 Vincent Circle Ivyland, PA 18974 (215) 443-9220	SERVICE	President: Joseph Co	lyar
THE COMPANY			
Years Active in TPM:		Total Service Employe	ees: 20-59
Service Locations:	1	Field Engineers:	20-59
Geographic Coverage: Europe, and Canada	Entire U.S./	Field Support Speciali	sts: 1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
MainframesTerminals (dumb, in	ntelligent, grap		sks, tapes, printers)
BRANDS SERVICED			
IBM only.			
SERVICES PROVIDED			
Manufacturer Warr Preventive Mainter X Engineering Change Software Maintena	nance F es X (Remedial Maintenance X Conversion/Upgrade Programming/Consulting	Refurbishment Training Supplies/Accessories
X Equipment Sale/Le		Other	
50% On-Site Maintenand	ce <u>50%</u> F	Repair Depot/Carry-in	Remote Support Servi

COMPUTER MAINTENANCE CO 1636 Wilshire Boulevard Los Angeles, CA 90017 (213) 483-2400	OMPAN	IY Presi	dent: David	Heim	
THE COMPANY					
Years Active in TPM: 6 Service Locations: 3 Geographic Coverage: West Repair Depots: 3	Coast	Field Field Adm	I Service Em I Engineers: I Support Spe inistration: igers:		1-19
PRODUCTS SERVICED					
 Minicomputers Small Business Systems Systems Software BRANDS SERVICED		- - -	·	s (disks	vare , tapes, printers) intelligent, graphics)
Data General, Nova Compatible,	, and Pa	pint 4.			
SERVICES PROVIDED					
Manufacturer Warranty	<u>X</u> <u>X</u> <u>X</u> <u>X</u> _X	Installation Remedial Ma Conversion/U Programming Other	Jpgrade J/Consulting		
SERVICE DELIVERY MODES					
90% On-Site Maintenance	10%	Repair Depot	/Carry-in		Remote Support Service

COMPUTER MAINTENAN CORPORATION 15350 31st Avenue, North Plymouth, MN 55447 (612) 559-5636		ASING President: Pat R	asmusse	n
THE COMPANY				
Years Active in TPM:	8	Total Service Em	ployees:	1-19
Service Locations:	4	Field Engineers:		1-19
Geographic Coverage:	U.S.	Field Support Spe	cialists:	1-19
Repair Depots:	None	Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Mainframes				
- Small Business Syst	tems			
BRANDS SERVICED				
IBM.				
SERVICES PROVIDED				
Manufacturer Warr	anty X	Installation	X	Relocation
X Preventive Mainter	nance X	Remedial Maintenance		Refurbishment
Engineering Change	es	Conversion/Upgrade		Training
X Software Maintena	nce	Programming/Consulting		Supplies/Accessories
X Equipment Sale/Le	ase	Other		
SERVICE DELIVERY MOD	DES			
X On-Site Maintenand	ce	Repair Depot/Carry-in		Remote Support Servi

COMPUTER MAINTENANCE CORPORATION

III Enterprise Avenue, S. Secaucus, NJ 07094 (201) 866-6400

President:	Robert	Weber
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THE COMPANY					
Years Active in TPM:	7	Tota	Service Em	ployee	es: 60-99
Service Locations:	5	Field	Engineers:		20-59
Geographic Coverage:	East Coast	Field	Support Spe	cialist	ts: 1-19
Repair Depots:	2	Admi	inistration:		1-19
		Mana	igers:		1-19
PRODUCTS SERVICED					
- Mainframes		-	Workstatio	กร	
- Minicomputers		-	Modems		
- Small Business Syst	ems	-	Peripheral	s (disk	s, tapes, printers, others)
- Personal Computers	s	- Terminals (dumb, i		, intelligent, graphics)	
BRANDS SERVICED					
IBM, Hewlett-Packard, DE	EC, Apple, ar	nd Pertec.			
SERVICES PROVIDED					
X Manufacturer Warra	anty X	Installation		X	Relocation
X Preventive Mainten	ance X	Remedial Ma	intenance	_X_	Refurbishment
X Engineering Change	es X	Conversion/U	lpgrade	_X_	Training
Software Maintenar	nce X	Programming	/Consulting	_X_	Supplies/Accessories
Equipment Sale/Lea	ise	Other			
SERVICE DELIVERY MOD	ES				

___ Remote Support Services

80% On-Site Maintenance 20% Repair Depot/Carry-in

COMPUTER MAINTENAN 1433 W. Fullerton Avenue Addison, IL 60101 (312) 953-1555	•	President: Danie	el Erem	ienchuk	
THE COMPANY					
Years Active in TPM:	13	Total Service En	ployee	s: 1-19	
Service Locations:	1	Field Engineers:		1-19	
Geographic Coverage:	Midwest	Field Support Spo	ecialist	s: 1-19	
Repair Depots:	1	Administration:		1-19	
		Managers:		1-19	
PRODUCTS SERVICED					
- Minicomputers		- Peripherals (disks, tapes, printers)			
- Small Business Syst	tems	- Terminals (dumb, intelligent, graphic			
- Modems	·		- Minicomputer-Based Turnkey Systems		
- Front-End Processo	ors	- Personal-0	Comput	er-Based Turnkey Syst	
BRANDS SERVICED					
DEC (all compatible), Dia	blo, Eclipse,	and Data General.			
SERVICES PROVIDED					
Manufacturer Warr	anty X	Installation	_X_	Relocation	
X Preventive Mainter	nance X	Remedial Maintenance	X	Refurbishment	
X Engineering Change		Conversion/Upgrade	<u>X</u>	Training	
Software Maintena		Programming/Consulting		Supplies/Accessories	
Equipment Sale/Le	ase	Other			
SERVICE DELIVERY MOD	DES				
X On-Site Maintenand	ce	Repair Depot/Carry-in		Remote Support Servi	

COMPUTER	MANAGEMENT	ASSISTANCE
COMPANY		

104 N. 9th Street P.O. Box 1298 Mt. Vernon, IL 62864 (618) 242-4020 President: S. Heitmeyer

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Years Active in TPM:	5	Total Service Employees:	20-59
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	Entire U.S.	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputer
- Small Business Systems
- Modems
- Systems Software

- Applications Software
- Peripherals (disks, printers, tapes)
- Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Apple, Nixdorf, Process, Centronix, Point 4, Printronix, Omni, DCC, Diablo, Hazeltine, and CDC.

SERVICES PROVIDED

	Manufacturer Warranty	_X_	Installation	<u>X</u>	Relocation
X	Preventive Maintenance	_X_	Remedial Maintenance	<u>X</u>	Refurbishment
X	Engineering Changes	_X_	Conversion/Upgrade	<u>X</u>	Training
X	Software Maintenance	X_	Programming/Consulting	_X_	Supplies/Accessories
X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

40% On-Site Maintenance 30% Repair Depot/Carry-in 30% Remote Support Services

COMPUTER MARKETING CORPORAT 12283 Nicollet Avenue, So. Burnsville, MN 55337 (612) 894-7150	TION President: Richard Dolan
THE COMPANY	
Years Active in TPM: 6	Total Service Employees: 1-19
Service Locations:	Field Engineers: 1-19
Geographic Coverage: Entire U.S.	Field Support Specialists: 1-19
Repair Depots:	Administration: 1-19
	Managers: 1-19
PRODUCTS SERVICED	
- Peripherals (printers)	- Applications Software
- Modems	- Terminals (dumb, intelligent, graphics)
- Systems Software	
BRANDS SERVICED	
Any - except IBM.	
SERVICES PROVIDED	
X Manufacturer Warranty X	Installation Relocation
X Preventive Maintenance X	Remedial Maintenance X Refurbishment
X Engineering Changes X	Conversion/Upgrade Training
X Software Maintenance	Programming/Consulting X Supplies/Accessories
X Equipment Sale/Lease	Other
SERVICE DELIVERY MODES	
60% On-Site Maintenance 35%	Repair Depot/Carry-in 5% Remote Support Service

COMPUTER MART, INC. 1824 W. Maple Troy, MI 48084 (313) 649-0910 President: Ken Schbloher

THE	-	A A A		NIV
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Years Active in TPM:	8	Total Service Employees:	60-99
Service Locations:	35	Field Engineers:	60-99
Geographic Coverage:	Entire U.S.	Field Support Specialists:	1-19
Repair Depots:	5	Administration:	1-19
		Managers:	1-19

PRODUCTS SERVICED

-	Small Business Systems	-	Modems
	Wand Duagassana		Davishanda (diales Assas surintares

- Word Processors Peripherals (disks, tapes, printers, others)
- Personal Computers Terminals (dumb, intelligent, graphics)

 Workstations Personal Computer-Based Turnkey Systems
- Data Communications CAD/CAM Turnkey Systems

BRANDS SERVICED

IBM, Apple-compatible peripherals, and Compaq.

SERVICES PROVIDED

<u>X</u>	Manufacturer Warranty	X	Installation	X_	Relocation
X	Preventive Maintenance	_X_	Remedial Maintenance	_X_	Refurbishment
<u>X</u>	Engineering Changes	<u>X</u>	Conversion/Upgrade	<u>X</u>	Training
	Software Maintenance		Programming/Consulting	_X_	Supplies/Accessories
X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

40%	On-Site Maintenance	_58%_	Repair Depot/Carry-in	2%	Remote Support Services
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1982 Nordhoff Street Northridge, CA 91324 (818) 709-4003	HANGE INC.	President: Larry Levinson	
THE COMPANY			
Years Active in TPM:	8	Total Service Employees:	20-59
Service Locations:	2	Field Engineers:	20-59
Geographic Coverage:	Entire U.S.	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
Support Third-PartIndependent Depot		endors	
BRANDS SERVICED			
SERVICES PROVIDED			
Manufacturer Warr Preventive Mainter Engineering Chang Software Maintena Equipment Sale/Le	nance Re es Co nce Pro	emedial Maintenance Reportersion/Upgrade Tr	elocation efurbishment aining pplies/Accessorie
SERVICE DELIVERY MOD	DES		

____ Remote Support Service

1% On-Site Maintenance 99% Repair Depot/Carry-in

COMPUTER PERIPHERALS AND SYSTEMS President: (not known) 363 Cliffwood Park, Suite E Brea, CA 92621 (714) 528-2962 (714) 528-4072 THE COMPANY Years Active in TPM: N/A **Total Service Employees:** N/A N/A Service Locations: Field Engineers: N/A Field Support Specialists: Geographic Coverage: N/A N/A Repair Depots: N/A Administration: N/A N/A Managers: PRODUCTS SERVICED Independent Depot Repair **BRANDS SERVICED SERVICES PROVIDED** Manufacturer Warranty Installation Relocation X Preventive Maintenance Remedial Maintenance Refurbishment X X **Engineering Changes** Conversion/Upgrade Training Programming/Consulting ____ Software Maintenance Supplies/Accessories Equipment Sale/Lease Other SERVICE DELIVERY MODES

Repair Depot/Carry-in

X

Remote Support Services

On-Site Maintenance

490 W. Main Street Avon, MA 02322 (617) 583-6460	EN, INC	Fresideni: Didise	: сеере	er.
THE COMPANY				
Years Active in TPM:	4	Total Service Em	ployee	s: 20-59
Service Locations:	l	Field Engineers:		1-19
Geographic Coverage:	East Coast	Field Support Spe	ecialist	s: 1-19
Repair Depots:	l	Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Mainframes		- Minicompu	rter-Ba	sed Turnkey Systems
- Minicomputers	Minicomputers		Comput	er-Based Turnkey Syste
- Small Business System	ns	- CAD/CAN	\ Turnk	ey Systems
- Peripherals		- Systems So	oftware	•
- Terminals		- Applicatio	ns Soft	ware
BRANDS SERVICED				
Data General.				
SERVICES PROVIDED				
X Manufacturer Warran	ity X	Installation	_X_	Relocation
X Preventive Maintenar	nce X	Remedial Maintenance	X	Refurbishment
X Engineering Changes	X	Conversion/Upgrade	<u>X</u>	Training
X Software Maintenanc	e <u>X</u>	Programming/Consulting	<u>X</u>	Supplies/Accessories
X Equipment Sale/Leas	e	Other		
SERVICE DELIVERY MODE	S			
60% On-Site Maintenance	30%	Repair Depot/Carry-in	10%	Remote Support Service

THE COMPUTER ROOM President: Clifford Flom 3928 Bean d'Rue Drive Eagan, MN 55122 (612) 452-2567 THE COMPANY Years Active in TPM: N/A **Total Service Employees:** N/A N/A Service Locations: Field Engineers: N/A Geographic Coverage: N/A Field Support Specialists: N/A Repair Depots: N/A Administration: N/A Managers: N/A PRODUCTS SERVICED Personal Computers **BRANDS SERVICED Answering Service Only** SERVICES PROVIDED Manufacturer Warranty Installation Relocation Preventive Maintenance Remedial Maintenance Refurbishment **Engineering Changes** Conversion/Upgrade Training Software Maintenance Programming/Consulting ____ Supplies/Accessories Equipment Sale/Lease Other

Repair Depot/Carry-in

Remote Support Services

X

SERVICE DELIVERY MODES

On-Site Maintenance

COMPUTER SALES & SERVICE

COMPUTER SALES & SERVICE CORPORATION 3444 Olympic Drive Merairie, LA 70003 (504) 455-5500		President: Kenneth Sch	hroyer
THE COMPANY	· · · · · · · · · · · · · · · · · · ·		
Years Active in TPM:	3	Total Service Employee	es: 40
Service Locations:	4	Field Engineers:	30
Geographic Coverage:	Southeast	Field Support Specialist	rs: I
Repair Depots:	1	Administration:	6
		Managers:	3
PRODUCTS SERVICED			
MicrocomputersMinicomputers			
BRANDS SERVICED			
General Automation.			
SERVICES PROVIDED			
Manufacturer Warra	ance X	Installation Remedial Maintenance Conversion/Upgrade Programming/Consulting Other	Relocation Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MOD	ES		
X On-Site Maintenanc	e	Repair Depot/Carry-in	Remote Support Servi

COMPUTER SERVICES, INC. 150 F New Boston Woburn, MA 01801 (617) 933-6905	President: Bernie Scoste	k
THE COMPANY		
Years Active in TPM: N/A	Total Service Employees:	N/A
Service Locations: N/A	Field Engineers:	N/A
Geographic Coverage: N/A	Field Support Specialists:	N/A
Repair Depots: N/A	Administration:	N/A
	Managers:	N/A
PRODUCTS SERVICED		
Independent Depot Repair.		
BRANDS SERVICED		
SERVICES PROVIDED		
Manufacturer Warranty Preventive Maintenance X X Engineering Changes Software Maintenance Equipment Sale/Lease	Remedial Maintenance X Conversion/Upgrade	Relocation Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MODES		

On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

COMPUTER SYSTEMS SU CORPORATION 13257 Prospect Road Strongsville, OH 44136 (216) 238-8166	JPPORT	President: (not known)	
THE COMPANY			
Years Active in TPM:	5	Total Service Employee	es: 60
Service Locations:	10	Field Engineers:	40
Geographic Coverage:	Nationwide	Field Support Specialist	ts: 4
Repair Depots:	2	Administration:	10
		Managers:	6
PRODUCTS SERVICED			
- CRTs			
- Peripherals (disks,	tapes, printer	rs)	
BRANDS SERVICED			
NEC.			
SERVICES PROVIDED			
X Manufacturer Warr	anty X	Installation	Relocation
X Preventive Mainter	nance X	Remedial Maintenance	Refurbishment
X Engineering Changes		Conversion/Upgrade	Training
Software Maintena	nce	Programming/Consulting	Supplies/Accessories
Equipment Sale/Le	ase	Other	
SERVICE DELIVERY MO	DES		
X On-Site Maintenan	ce	Repair Depot/Carry-in	Remote Support Servi

COMPUTER TASK GROUP, IN 800 Delaware Avenue Buffalo, NY 14209 (716) 882-8000	NC.	President: David	N. Can	npbell
THE COMPANY	3-11-11-11-11-11-11-11-11-11-11-11-11-11			
Years Active in TPM: 18		Total Service Emp	loyees	999+
Service Locations:		Field Engineers:		999+
Geographic Coverage: En	tire U.S.	Field Support Spec	cialists	999+
Repair Depots: 35		Administration:		999+
		Managers:		999+
PRODUCTS SERVICED				
Systems SoftwareApplications Software				
BRANDS SERVICED				
All applications and hardware.	•			
SERVICES PROVIDED				
Manufacturer Warranty X Preventive Maintenance Engineering Changes X Software Maintenance Equipment Sale/Lease	e X Remedie X Convers	al Maintenance	×	Relocation Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MODES				

80% On-Site Maintenance 20% Repair Depot/Carry-in Remote Support Services

COMPUTER TECHNOLOGY, INC. 1442 W. Collins Avenue, Unit B Orange, CA 92667 (714) 538-2344	President: Phillip Means		
THE COMPANY			
Years Active in TPM: 6	Total Service Employees	s: I-19	
Service Locations:	Field Engineers:	1-19	
Geographic Coverage: Entire U.	S. Field Support Specialists	s: I-19	
Repair Depots:	Administration:	1-19	
	Managers:	1-19	
PRODUCTS SERVICED			
- Mainframes	- Networks		
- Minicomputers	- Peripherals (disks	, tapes, printers)	
- Modems	- Terminals (dumb,	intelligent, graphics)	
- Front-End Processors			
BRANDS SERVICED			
SERVICES PROVIDED			
Manufacturer Warranty X	Installation X	Relocation	
X Preventive Maintenance X		Refurbishment	
X Engineering Changes X	Conversion/Upgrade X	Training	
Software Maintenance X	Programming/Consulting	Supplies/Accessories	
Equipment Sale/Lease	Other		
SERVICE DELIVERY MODES			
_X On-Site Maintenance	Repair Depot/Carry-in	Remote Support Service	

COMPUTER TERMINAL SERVICE CORPORATION 4400 Will Rogers Parkway, Suite 201 Oklahoma City, OK 73108 (405) 947-1011	Vice President: Michael	Ross
THE COMPANY		
Years Active in TPM: 1.5	Total Service Employees	: 1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: Southwest	Field Support Specialists:	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
Small Business SystemsModems	- Terminals (dumb,	intelligent)
BRANDS SERVICED		
I.S.C. (terminals), Apple, and Tally.		
SERVICES PROVIDED		
Manufacturer Warranty X X Preventive Maintenance X Engineering Changes Software Maintenance Equipment Sale/Lease	Remedial Maintenance Conversion/Upgrade	Relocation Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MODES		

On-Site Maintenance ____ Repair Depot/Carry-in ___ Remote Support Services

COMPUTER TIMESHARING CORPORATION 3055 Rosecrans Place San Diego, CA 92110 (619) 226-1334	President: Dave Lewis
THE COMPANY	
Years Active in TPM:	Total Service Employees: 1-19
Service Locations:	Field Engineers: 1-19
Geographic Coverage: Midwest (San Diego County)	Field Support Specialists: 1-19
Repair Depots:	Administration: 1-19
	Managers: 1-19
PRODUCTS SERVICED	
 Mainframes Minicomputers Small Business Systems Word Processors Personal Computers Workstations Modems BRANDS SERVICED DEC, Hewlett-Packard, IBM PC, Communication SERVICES PROVIDED 	- Front-End Processors - Networks - Peripherals (disks, printers, tapes) - Terminals (dumb, intelligent, graphics - Minicomputer-Based Turnkey Systems - Personal-Computer-Based Turnkey Sy
X Manufacturer Warranty X X Preventive Maintenance X X Engineering Changes X Software Maintenance Equipment Sale/Lease SERVICE DELIVERY MODES	Installation X Relocation Remedial Maintenance X Refurbishment Conversion/Upgrade Training Programming/Consulting Supplies/Accessories Other

Repair Depot/Carry-in Remote Support Service

X On-Site Maintenance

3246 Mandan Drive Doraville, GA 30340 (404) 455-4542	RS, INC.	President: Marc Bradt	
THE COMPANY			
Years Active in TPM:	3	Total Service Employees	: 1-19
Service Locations:	2	Field Engineers:	1-19
Geographic Coverage:	Southeast	Field Support Specialists	: 1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Minicomputers			
BRANDS SERVICED			
Data General.			
SERVICES PROVIDED			
Manufacturer Warra	anty X	Installation X	Relocation
X Preventive Mainten	ance X	Remedial Maintenance	Refurbishment
X Engineering Change	es X	Conversion/Upgrade	Training
Software Maintenar	nce	Programming/Consulting	Supplies/Accessories
X Equipment Sale/Lea	ise	Other	
SERVICE DELIVERY MOD	ES		

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

COMPUTERATION 2428 N. Grand Avenue, Suite H Santa Ana, CA 92701 (714) 953-5700	President: Gora Bhaun	nik
THE COMPANY		
Years Active in TPM:	Total Service Employe	es:
Service Locations:	Field Engineers:	
Geographic Coverage:	Coverage: Field Support Specialists:	
Repair Depots:	Administration:	
	Managers:	
PRODUCTS SERVICED		
BRANDS SERVICED		
	Answering Service Only	
SERVICES PROVIDED		
Manufacturer Warranty	Installation	Relocation
Preventive Maintenance	Remedial Maintenance	Refurbishment
Engineering Changes	Conversion/Upgrade	Training
Software Maintenance Equipment Sale/Lease	Programming/Consulting Other	Supplies/Accessories
SERVICE DELIVERY MODES		
On-Site Maintenance	Repair Depot/Carry-in	Remote Support Servi

COMSEL President: Douglas Ross 8453 Ntyco Road Vienna, VA 22180 (703) 734-3880 THE COMPANY Years Active in TPM: 5 **Total Service Employees:** 1-19 Service Locations: 1 Field Engineers: 1-19 Field Support Specialists: Geographic Coverage: East Coast 1-19 Repair Depots: Administration: 1-19 1-19 Managers: PRODUCTS SERVICED Terminals (dumb) Peripherals (disks, printers, tapes) Modems **BRANDS SERVICED** Centronix, Datec (modems), DEC, and Kinex (modems). SERVICES PROVIDED X Manufacturer Warranty X Installation Relocation X Preventive Maintenance X Remedial Maintenance Refurbishment X Training Engineering Changes Conversion/Upgrade Programming/Consulting ____ Software Maintenance Supplies/Accessories X Equipment Sale/Lease Other SERVICE DELIVERY MODES 80% On-Site Maintenance 20% Repair Depot/Carry-in Remote Support Services

President: Larry Eiler

COMSHARE INC.

Hardware Systems Division 3001 South State Street Ann Arbor, MI 48104 (313) 994–4800				
THE COMPANY				
Years Active in TPM: 10		Total Service Em	ployees	: 20
Service Locations: 12		Field Engineers:		18
Geographic Coverage: U. the U.K., and Northern Eu	S., Canada, rope	Field Support Spe	cialists	: 2
Repair Depots: 2		Administration:		1
		Managers:		
PRODUCTS SERVICED				
- Mainframes		- Terminals		
- Minicomputers		- Software		
BRANDS SERVICED				
IBM.				
SERVICES PROVIDED				
Manufacturer Warranty	/ X Install	ation	X	Relocation
X Preventive Maintenance	e X Reme	dial Maintenance	X	Refurbishment
Engineering Changes	Conve	rsion/Upgrade	<u>X</u>	Training
X Software Maintenance	X Progra	amming/Consulting		Supplies/Accessories
Equipment Sale/Lease	Other			
SERVICE DELIVERY MODES				
X On-Site Maintenance	X Repair	Depot/Carry-in		Remote Support Serv

CONSTANT DATA CONTROL CORPORATION 2616 E. Tamarind Avenue

W. Palm Beach, FL 33407 (305) 471-8448

President: George Simon

THE COMPANY				
Years Active in TPM:	7	Total Service Em	ployees	20-59
Service Locations:	2	Field Engineers:		1-19
Geographic Coverage:	East Coast	Field Support Spe	ecialists	: 1-19
Repair Depots:	2	Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Mainframes		- Periphera	ls (disks,	tapes, printers)
- Minicomputers		- Minicompo	uter-Bas	ed Turnkey Systems
- Small Business Syst	ems			
BRANDS SERVICED				
All removable disk drives,	all computer ro	ooms, and all printers.		
SERVICES PROVIDED				
Manufacturer Warr	anty Ir	nstallation	X	Relocation
X Preventive Mainter	nance X R	Remedial Maintenance	X	Refurbishment
Engineering Change	es X C	Conversion/Upgrade	X	Training
Software Maintena	nce X P	Programming/Consulting	X	Supplies/Accessories
X Equipment Sale/Lea	ase O	Other		
SERVICE DELIVERY MOD	DES			

60% On-Site Maintenance 40% Repair Depot/Carry-in Remote Support Services

COPY-PLUS, INC. 5744 W. Goodhope Road Milwaukee, WI 53223 (414) 353-2704		President: Bob F	eutz	
THE COMPANY				
Years Active in TPM:	38	Total Service Em	ployees	s: 15
Service Locations:	I	Field Engineers:		15
Geographic Coverage:	Wisconsin	Field Support Spe	cialists	:
Repair Depots:	1	Administration:		1
		Managers:		
PRODUCTS SERVICED				
- Office Products		- Terminals		
- Copiers				
BRANDS SERVICED				
Sharp, Adler, Brother, IBM,	Smith Coro	na, and Zenith.		
SERVICES PROVIDED				
X Manufacturer Warran	nty X	Installation	_X_	Relocation
X Preventive Maintenar	nce X	Remedial Maintenance	X	Refurbishment
X Engineering Changes	<u>X</u>	Conversion/Upgrade		Training
Software Maintenanc X Equipment Sale/Lease		Programming/Consulting Other	_X_	Supplies/Accessories
SERVICE DELIVERY MODE	S			
X On-Site Maintenance	<u>_X</u>	Repair Depot/Carry-in		Remote Support Servi

President: Mary A. Masey

THE CORE HOUSE

Preventive Maintenance

Engineering Changes

Software Maintenance

Equipment Sale/Lease

On-Site Maintenance

SERVICE DELIVERY MODES

3008 W. Burbank Boulevard Burbank, CA 91505 (213) 843-2114 THE COMPANY Years Active in TPM: N/A **Total Service Employees:** N/A Service Locations: N/A Field Engineers: N/A Geographic Coverage: N/A Field Support Specialists: N/A Administration: Repair Depots: N/A N/A Managers: N/A PRODUCTS SERVICED Independent Depot Repair. **BRANDS SERVICED** SERVICES PROVIDED Manufacturer Warranty Relocation

Installation

X

X

Remedial Maintenance

Conversion/Upgrade

Other

Programming/Consulting

Repair Depot/Carry-in

Refurbishment

Supplies/Accessories

Remote Support Services

Training

CREATIVE SOFTWARE, II 1051 Williamson Street Madison, WI 53703 (608) 258–8668	NC.	President: Billy Camper	lino
THE COMPANY			
Years Active in TPM:	6 years	Total Service Employees	: 1-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	West Coast	Field Support Specialists	: 1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
Systems SoftwareApplications Software	are		
BRANDS SERVICED			
AII.			
SERVICES PROVIDED			
Manufacturer Warre Preventive Mainten Engineering Change X Software Maintenan Equipment Sale/Lea SERVICE DELIVERY MOD	nance X es X nance X ase	Remedial Maintenance Conversion/Upgrade X	Relocation Refurbishment Training Supplies/Accessories
X On-Site Maintenand	ce	Repair Depot/Carry-in	Remote Support Serv

CREDIMATION SYSTEMS, INC. 1511 Bingle Road, A-6 Houston, TX 77055 (713) 468-6643	President: Floyd Marceaux	
THE COMPANY		
Years Active in TPM: 7	Total Service Employees:	1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: East Coast	Field Support Specialists:	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
- Mainframes	- Minicomputer-Based 7	urnkey Systems
- Minicomputers	- CAD/CAM Turnkey Sy	vstems
- Small Business Systems	- Modems	
- Systems Software	- Peripherals (disks, prin	nters, tapes)
- Applications Software	- Terminals (dumb, inte	lligent, graphics)
BRANDS SERVICED		
Most major brands.		
SERVICES PROVIDED		
X Manufacturer Warranty X	Installation Rela	ocation
X Preventive Maintenance X	Remedial Maintenance Ref	urbishment
Engineering Changes X	Conversion/Upgrade X Trai	ning
X Software Maintenance X	Programming/Consulting Supp	olies/Accessories
Equipment Sale/Lease	Other	

80% On-Site Maintenance ____ Repair Depot/Carry-in ___ Remote Support Services

SERVICE DELIVERY MODES

CUSTOM COMPUTER SP 300 Vanderbilt Haupauge, NY 11788 (516) 231-1155	ECIALIST IN	C. President: Gregory G. C	Goldi
THE COMPANY			
Years Active in TPM:	6	Total Service Employees	20-59
Service Locations:	1	Field Engineers:	I - 19
Geographic Coverage:	East Coast	Field Support Specialists	: 1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Minicomputers		- Systems Software	
- Small Business Systems		 Applications Softs 	ware
- Personal Computers		- Peripherals (disks	, tapes, printers)
- Workstations		- Terminals (dumb,	intelligent, graphics)
- Modems		- Personal-Compute	er-Based Turnkey Syst
- Front-End Processors		- CAD/CAM Turnke	ey Systems
- Networks			
BRANDS SERVICED			
DEC, Apple, Cromemco, I	Hewlett-Pack	kard, IBM, and Seiko.	
SERVICES PROVIDED			
X Manufacturer Warr X Preventive Mainter Engineering Chang X Software Maintena X Equipment Sale/Le	nance X les X ance X	Installation X Remedial Maintenance X Conversion/Upgrade X Programming/Consulting X Other	Relocation Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MOI	DES		
X On-Site Maintenan	ice X	Repair Depot/Carry-in	Remote Support Serv

CYBERIA INC. 2330 Lincoln Way Ames, IA 50010 (515) 292-7634 President: Ken McConnell

THE COMPANY				
Years Active in TPM:	N/A	Tota	I Service Employ	ees: N/A
Service Locations:	N/A	Field	d Engineers:	N/A
Geographic Coverage:	N/A	Field	d Support Speciali	sts: N/A
Repair Depots:	N/A	Adm	ninistration:	N/A
		Man	agers:	N/A
PRODUCTS SERVICED				
Personal computer	rs			
BRANDS SERVICED				
Apple.				
SERVICES PROVIDED				
Manufacturer War	ranty	lnstallation		Relocation
X Preventive Mainte	nance >	Remedial Ma	aintenance	Refurbishment
Engineering Chang	jes	_ Conversion/l	Jpgrade	Training
Software Mainten	nce	Programming	g/Consulting	Supplies/Accessories
Equipment Sale/Lo	ease	Other		
SERVICE DELIVERY MO	DES			
On-Site Maintenar	nce >	Repair Depo	t/Carry-in	Remote Support Services

CYBERTYPE CORPORATION 901 W. Monroe Chicago, IL 60607 (312) 421-4380		President: John Bedfo	President: John Bedford		
THE COMPANY					
Years Active in TPM:	N/A	Total Service Employe	es: N/A		
Service Locations:	N/A	Field Engineers:	N/A		
Geographic Coverage:	N/A	Field Support Specialis	sts: N/A		
Repair Depots:	N/A	Administration:	N/A		
		Managers:	N/A		
PRODUCTS SERVICED					
- Personal Computers	s				
BRANDS SERVICED					
All major brands.					
SERVICES PROVIDED					
Manufacturer Warra X Preventive Mainten Engineering Change Software Maintenan Equipment Sale/Lea SERVICE DELIVERY MOD	ance X ace	Installation Remedial Maintenance Conversion/Upgrade Programming/Consulting Other			
On-Site Maintenanc	e <u>X</u>	Repair Depot/Carry-in	Remote Support Servi		

D&O LEASING INC. 23361 Peralta Drive Laguna Hills, CA 92653 (714) 581-0333

X

On-Site Maintenance

President: Dwayne Stapk

THE COMPANY				
Years Active in TPM:	9	Total Service Em	ployees	s: I-19
Service Locations:	5	Field Engineers:		1-19
Geographic Coverage:	West Coast	Field Support Spe	cialists	s: I-19
Repair Depots:	1	Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Personal Computer	rs			
- Peripherals (printe	rs)			
BRANDS SERVICED				
Printronix, TI, NEC, IBM,	Data Products, (C. Itoh, and Trilog.		
SERVICES PROVIDED				
X Manufacturer Wari	ranty X Ins	stallation	_X_	Relocation
X Preventive Mainte	nance X Re	emedial Maintenance	_X_	Refurbishment
X Engineering Chang	es X Co	onversion/Upgrade		Training
Software Maintena	ince Pr	ogramming/Consulting	_X_	Supplies/Accessories
X Equipment Sale/Le	ease Ot	her		
SERVICE DELIVERY MO	DES			

X Repair Depot/Carry-in

Remote Support Services

One Mayfair Road Eastchester, NY 10707 (914) 632–2816		President: Ed Baron	
THE COMPANY			
Years Active in TPM:	N/A	Total Service Employees	: N/A
Service Locations:	N/A	Field Engineers:	N/A
Geographic Coverage:	N/A	Field Support Specialists	: N/A
Repair Depots:	N/A	Administration:	N/A
		Managers:	N/A
PRODUCTS SERVICED			
- Personal Computer	rs		
BRANDS SERVICED			
		Answering Service Only	
SERVICES PROVIDED			
Manufacturer Warr	ranty	Installation	Relocation
X Preventive Mainter	nance X	Remedial Maintenance	Refurbishment
Engineering Chang	es	Conversion/Upgrade	Training
Software Maintena	ince	Programming/Consulting	Supplies/Accessories
Equipment Sale/Le	ease	Other	
SERVICE DELIVERY MOI	DES		
On-Site Maintenan	ce X	Repair Depot/Carry-in	Remote Support Servi

President: Clarence Emmeking DMA, INC. 611 Development Boulevard Amery, WI 54001 (715) 268-8106 THE COMPANY Years Active in TPM: 7.5 **Total Service Employees:** 1-19 Service Locations: Field Engineers: 1-19 Field Support Specialists: Geographic Coverage: Entire U.S. 1-19 Europe Administration: 1-19 Repair Depots: 1-19 Managers: PRODUCTS SERVICED Mainframes Front-End Processors Minicomputers Peripherals (disks, tapes, printers) Personal Computers Terminals (dumb, intelligent, graphics) **BRANDS SERVICED** Apple, Data General, Computer Automation, DEC, and Hewlett-Packard. **SERVICES PROVIDED** Relocation Manufacturer Warranty X Installation X Refurbishment Preventive Maintenance X Remedial Maintenance X X **Engineering Changes** Conversion/Upgrade Training Software Maintenance X Programming/Consulting Supplies/Accessories X Equipment Sale/Lease Other SERVICE DELIVERY MODES

X Repair Depot/Carry-in

Remote Support Services

On-Site Maintenance

DMC SYSTEMS, INC. (bought by Equatorial) 2300 Owen Street Santa Clara, CA 95051 (408) 727-4444 (415) 969-9500		Director: Martin Troy (415) 969–950	0		
THE COMPANY					
Years Active in TPM:	2	Total Service Employees:	100-159		
Service Locations:	102	Field Engineers:	60-99		
Geographic Coverage: Canada	Entire U.S./	Field Support Specialists:	1-19		
Repair Depots:	1	Administration: Managers: 1-19	1-19		
PRODUCTS SERVICED		maragers. 1-17			
- Minicomputers		- Peripherals (disks,	tapes, printers, other		
- Small Business Systems		- Terminals (dumb, ir	- Terminals (dumb, intelligent, graphics)		
- Word Processors		- Minicomputer-Base	d Turnkey Systems		
- Modems					
BRANDS SERVICED					
DMC, Avera, Datum, and	Victory - all com	patibles.			
SERVICES PROVIDED					
X Manufacturer Warr	anty X Ins	tallation <u>X</u> F	Relocation		
X Preventive Mainter	nance X Re	emedial Maintenance X F	Refurbishment		
X Engineering Change	es <u>X</u> Co	onversion/Upgrade X 7	Training		
Software Maintena	nce Pr	ogramming/Consulting X S	Supplies/Accessories		

Other _____

20% Repair Depot/Carry-in ___ Remote Support Service

Software Maintenance
Equipment Sale/Lease

SERVICE DELIVERY MODES

80% On-Site Maintenance

DSI, INC. President: Larry Johnston 1440 So. Lipan Street Denver, CO 80223 (800) 641-5215 THE COMPANY Years Active in TPM: II years **Total Service Employees:** 20-59 3 Service Locations: Field Engineers: 20 - 59Geographic Coverage: Field Support Specialists: Entire U.S. 1-19 3 Administration: Repair Depots: 1-19 Managers: 1-19 PRODUCTS SERVICED Terminals (dumb) Peripherals (printers, others) **Applications Software BRANDS SERVICED** Burroughs, ISC, Data Products, Lear Siegler, Data Max, SRI, and Televideo. SERVICES PROVIDED Manufacturer Warranty Relocation X Installation X X X Preventive Maintenance Refurbishment Remedial Maintenance X X **Engineering Changes** Conversion/Upgrade Training _X X Software Maintenance Programming/Consulting X Supplies/Accessories X Equipment Sale/Lease Other

Remote Support Services

20% Repair Depot/Carry-in

SERVICE DELIVERY MODES

80% On-Site Maintenance

DATA ACCESS SYSTEMS, P.O. Box 1230 Blackwood, NJ 08012 (609) 228-0700	INC.	President: Howa	rd Crysta	1
THE COMPANY				
Years Active in TPM:	16	Total Service Em	ployees:	20-59
Service Locations:	20	Field Engineers:		20-59
Geographic Coverage:	Entire U.S.	Field Support Spe	ecialists:	1-19
Repair Depots:	1	Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Mainframes		- Front-End	Processo	rs
- Minicomputers		- Networks		
- Word Processors		- Peripheral	s (disks, t	apes, printers, other
- Personal Computers		- Terminals	(dumb, in	telligent, graphics)
- Modems				
BRANDS SERVICED				
TI, Diablo, Rixon, Selanar,	IBM , Digital	, and Eagle.		
SERVICES PROVIDED				
X Manufacturer Warra	nty X	Installation	_X R	elocation
X Preventive Maintena	ince X	Remedial Maintenance	XR	efurbishment
X Engineering Changes X		Conversion/Upgrade	<u>X</u> T	raining
Software Maintenand	ce	Programming/Consulting	S	upplies/Accessories
Equipment Sale/Lease		Other		
SERVICE DELIVERY MODE	ES			
90% On-Site Maintenance	e <u>10%</u>	Repair Depot/Carry-in	R	emote Support Serv

DATA CARD CORPORATION IIIII Brewd Road, W.

Minnetonka, MN 55343

(612) 933-1223

President: Gary Holland

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11		CO	3 V	u s	A 15	

15 200-499 Years Active in TPM: **Total Service Employees:**

Service Locations: 20 Field Engineers: 200-499

Geographic Coverage: Entire U.S. Field Support Specialists: 20-59

Administration: 1-19 Repair Depots:

> 1-19 Managers:

PRODUCTS SERVICED

Minicomputers Peripherals (disks, printers, tapes)

Small Business Systems Terminals (dumb, intelligent, graphics)

Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Data Card, Bowe, Troy, Arbitron, and Lee Data.

SERVICES PROVIDED

Manufacturer Warranty Relocation X Installation X

Refurbishment Preventive Maintenance X Remedial Maintenance

X X Engineering Changes Conversion/Upgrade Training

Programming/Consulting ____ X Supplies/Accessories Software Maintenance

Equipment Sale/Lease Other

SERVICE DELIVERY MODES

Remote Support Services 10% Repair Depot/Carry-in 90% On-Site Maintenance

DATA CLEAN CORPORA 99 Highway 35 Keyport, NJ 07735 (201) 787-2564	ATION	President: Philip Bertino	
THE COMPANY			
Years Active in TPM:	N/A	Total Service Employees:	N/A
Service Locations:	N/A	Field Engineers:	N/A
Geographic Coverage:	N/A	Field Support Specialists:	N/A
Repair Depots:	N/A	Administration:	N/A
		Managers:	N/A
PRODUCTS SERVICED			
BRANDS SERVICED			
		Answering Service Only	
SERVICES PROVIDED			
Manufacturer Warr	ranty	Installation Re	elocation
Preventive Mainter	nance	Remedial Maintenance Re	efurbishment
Engineering Chang	es	Conversion/Upgrade Tr	aining
Software Maintena	ince	Programming/Consulting Su	pplies/Accessories
Equipment Sale/Le	ease X	_ Other: Disk Pack Cleaning Services	S
SERVICE DELIVERY MOI	DES		
On-Site Maintenan	ice X	Repair Depot/Carry-in Re	emote Support Serv

DATA COLLECTION SYSTEMS, INC. President: Ron Bothe

1740 W. Ogden Avenue Downers Grove, IL 60515 (312) 960-4050

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	_ (M	Δ	VI

Years Active in TPM:	9	Total Service Employees:	60-99
Service Locations:	7	Field Engineers:	20-59
Geographic Coverage:	Entire U.S.	Field Support Specialists:	1-19
Repair Depots:	3	Administration:	1-19
		Managers:	1_19

PRODUCTS SERVICED

-	Small Business Systems	-	Networks
-	Personal Computers	-	Peripherals (disks, printers, tapes)
-	Modems	-	Terminals (dumb, intelligent, graphics)
-	Front-End Processors	-	Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

TI, DEC, 3M, Mier, Multitech, C. Itoh, and Teletype.

SERVICES PROVIDED

X	Manufacturer Warranty	<u>X</u>	Installation	<u>X</u>	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	_X_	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	<u>X</u>	Training
	Software Maintenance	_X_	Programming/Consulting	_X_	Supplies/Accessories
X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

80%	On-Site Maintenance	15%	Repair Depot/Carry-in	5%	Remote Support Services
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DATA CONSULTANTS 6001 Montrose Road, Suite 22 Rockville, MD 20852 (301) 984-7070		President: William T. Scheff	
THE COMPANY			
Years Active in TPM: 8		Total Service Employees:	1-19
Service Locations:		Field Engineers:	1-19
Geographic Coverage: Eas	t Coast	Field Support Specialists:	1-19
Repair Depots:		Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
 Minicomputers Small Business Systems Modems BRANDS SERVICED		 Peripherals (disks, tape Terminals (dumb, intel Minicomputer-Based T 	ligent, graphics)
Data General, Printronix, Cent	ury, and	Mico.	
SERVICES PROVIDED			
 X Manufacturer Warranty X Preventive Maintenance X Engineering Changes Software Maintenance X Equipment Sale/Lease SERVICE DELIVERY MODES 	X X X	Remedial Maintenance X Refu Conversion/Upgrade X Train Programming/Consulting X Supp	lies/Accessories
X On-Site Maintenance		Repair Depot/Carry-in Rem	ote Support Serv

DATA ENTRY, INC. 6442 Edgewater Drive Orlando, FL 32810 (305) 299-6520

95% On-Site Maintenance

President: Jim Walton

THE COMPANY				
Years Active in TPM:	11	Total Service Employees:	20-59	
Service Locations:	5	Field Engineers:	1-19	
Geographic Coverage:	South Florida	Field Support Specialists:	1-19	
Repair Depots:	5	Administration:	1-19	
		Managers:	1-19	
PRODUCTS SERVICED				
- Mainframes		- Front-End Processor	s	
- Minicomputers		 Networks 		
- Small Business Syst	rems	- Systems Software		
- Terminals (dumb)		- Applications Software		
- Word Processors		- Peripherals (disks, pr	inters, tapes)	
- Personal Computer	s	- Minicomputer-Based	Turnkey Systems	
- Modems		- Personal-Computer-E	Based Turnkey Systems	
BRANDS SERVICED				
Data General, DEC, Gene	ral Automation, Co	mputer Automation, Northstar,	, Horizon, Point 4, and	
Ampex.				
SERVICES PROVIDED				
X Manufacturer Warr	anty X Insta	Ilation X Re	location	
X Preventive Mainter	nance X Reme	edial Maintenance X Re	furbishment	
X Engineering Change	es <u>X</u> Conv	ersion/Upgrade X Tr	aining	
X Software Maintena	nce X Progr	amming/Consulting Su	pplies/Accessories	
X Equipment Sale/Le	ase Other			
SERVICE DELIVERY MOD	DES			

4% Repair Depot/Carry-in 1% Remote Support Services

DATA INVESTORS CORPORATION 545 Cedar Lane Teaneck, NJ 07660 (201) 836-7801		President: Charl	es Mas	oomian
THE COMPANY				
Years Active in TPM: 6		Total Service Em	ployee	s: 1-19
Service Locations:		Field Engineers:		1-19
Geographic Coverage: East	st Coast	Field Support Spe	ecialist	s: 1-19
Repair Depots:		Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Minicomputers		- Applicatio	ns Soft	ware
- Small Business Systems		- Peripheral	s (disks	s, tapes, printers, other
- Systems Software		- Terminals	(dumb,	intelligent, graphics)
BRANDS SERVICED				
Data General – all compatibles	5 .			
SERVICES PROVIDED				
Manufacturer Warranty	_X_	Installation	_X_	Relocation
X Preventive Maintenance	• <u>X</u>	Remedial Maintenance	_X_	Refurbishment
X Engineering Changes	_X_	Conversion/Upgrade	_X_	Training
X Software Maintenance	<u> </u>	Programming/Consulting	<u>X</u>	Supplies/Accessories
X Equipment Sale/Lease		Other		
SERVICE DELIVERY MODES				
X On-Site Maintenance		Repair Depot/Carry-in		Remote Support Servi

President: Harold Pingel

Terminals (dumb, intelligent, graphics)

48 Brook Mill Chesterfield, MO 63017 (314) 532-1530 THE COMPANY Years Active in TPM: 7 **Total Service Employees:** 1-19 Service Locations: 1 1-19 Field Engineers: Geographic Coverage: East Coast/ Field Support Specialists: 1-19 Midwest Administration: 1-19 Repair Depots: Managers: 1-19 PRODUCTS SERVICED Mainframes Front-End Processors Minicomputers **Networks** Small Business Systems Minicomputer-Based Turnkey Systems Word Processors Personal-Computer-Based Turnkey Systems Personal Computers Peripherals (disks, tapes, printers)

BRANDS SERVICED

Modems

Data General, DEC, and IBM.

Workstations

DATA PROCESSING EQUIPMENT

REPAIR CORPORATION

SERVICES PROVIDED

	Manufacturer Warranty	X	Installation	<u>X</u>	Relocation
_X	Preventive Maintenance	X	Remedial Maintenance	_X_	Refurbishment
<u>X</u>	Engineering Changes	_X	Conversion/Upgrade		Training
	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
<u>X</u>	Equipment Sale/Lease		Other		
SERV	ICE DELIVERY MODES				

X	On-Site Maintenance	Repair Depot/Carry-in	Remote Support Service

CC L 94 EI <i>N</i>	A PRODUCTS MAIN PRPORATION 60 Telstar Avenue, Unionte, CA 91713 994-4180		President: Don Moser	
THE	COMPANY			
Y	ears Active in TPM:	15	Total Service Employees:	1-19
Se	ervice Locations:	1	Field Engineers:	1-19
G	eographic Coverage:	West Coast	Field Support Specialists:	1-19
R	epair Depots:	-1	Administration:	1-19
	Managers:		Managers:	1-19
PRO	DUCTS SERVICED			
-	Mainframes		- Minicomputer-Based	Turnkey Systems
-	Minicomputers		- Personal-Computer-E	Based Turnkey Sys
-	Small Business Syst	tems	- Modems	
-	Word Processors		- Front-End Processors	.
-	Personal Computer	s	- Networks	
-	Workstations		- Peripherals (disks, ta	pes, printers)
-	Telephone Key Sys	tems	- Terminals (dumb, into	elligent, graphics)
BRA	NDS SERVICED			
IBM	, Hewlett-Packard, Se	iko, Data Pro	, Fortune, and Apple.	
SER	VICES PROVIDED			
_X	_ Manufacturer Warr	anty X	Installation X Re	location
X	Preventive Mainter	nance X	Remedial Maintenance X Re	furbishment
_X	_ Engineering Chang	es X	Conversion/Upgrade X Tro	aining
X	Software Maintena Equipment Sale/Le		Programming/Consulting X Sup Other	oplies/Accessories
SER	VICE DELIVERY MOI	DES		



75% On-Site Maintenance 15% Repair Depot/Carry-in 10% Remote Support Service

DATA SYSTEMS SERVICES 271 Schilling Circle Hunt Valley, MD 21031

(301) 683-5910

President: Mr. G. Wolley

THE COMPANY

Years Active in TPM: 15

6 Service Locations:

Geographic Coverage: Entire U.S.

Repair Depots:

Total Service Employees:

500-999 Field Engineers: 200-499

Field Support Specialists: 60-99

Administration: 60-99

Managers: 20-59

PRODUCTS SERVICED

Mainframes

Minicomputers

Small Business Systems

Modems

Networks

- Minicomputer-Based Turnkey Systems
- Personal-Computer-Based Turnkey Systems
- Peripherals (disks, tapes, printers)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

DEC, DG, and Sytek - most major brands.

SERVICES PROVIDED

X Relocation X Manufacturer Warranty X Installation

X Preventive Maintenance X Remedial Maintenance X Refurbishment

X Training X Engineering Changes Conversion/Upgrade

Programming/Consulting X Supplies/Accessories Software Maintenance X X Other ____ Equipment Sale/Lease

SERVICE DELIVERY MODES

75% On-Site Maintenance 22% Repair Depot/Carry-in 3% Remote Support Services

DATA SYSTEMS OF EL PASO, INC. 7618 Boeing, Suite E El Paso, TX 79925 (915) 778-3349		Sales Manager: Marshall Saari			
THE COMPANY					
Years Active in TPM:	7	Total Service Employees	: 3		
Service Locations:	1	Field Engineers:	2		
Geographic Coverage: and West Texas	South New Mexico	Field SupportSpecialists:			
Repair Depots:	1	Administration:			
		Managers:	1		
PRODUCTS SERVICED					
NCR, and Burroughs.	ntelligent) are	·	ed Turnkey Systems r-Based Turnkey Syst		
SERVICES PROVIDED					
 X Manufacturer Warr X Preventive Mainter Engineering Change X Software Maintena X Equipment Sale/Le SERVICE DELIVERY MOD 	conversion of the conversion o	ial Maintenance	Relocation Refurbishment Training Supplies/Accessories		
X On-Site Maintenand	ce <u>X</u> Repair	Depot/Carry-in X	Remote Support Serv		

DATA/TECH RELIANCE President: Mike Dean 1020 S. 344th, #212 Federal Way, WA 98003 (206) 952-2440 THE COMPANY Years Active in TPM: N/A **Total Service Employees:** N/A Service Locations: N/A Field Engineers: N/A Field Support Specialists: Geographic Coverage: N/A N/A N/A Repair Depots: Administration: N/A N/A Managers: PRODUCTS SERVICED Independent Depot Repair. **BRANDS SERVICED** SERVICES PROVIDED Manufacturer Warranty Installation Relocation X X Preventive Maintenance Remedial Maintenance Refurbishment **Engineering Changes** Conversion/Upgrade Training Software Maintenance Programming/Consulting Supplies/Accessories Equipment Sale/Lease Other ___ SERVICE DELIVERY MODES

Repair Depot/Carry-in

Remote Support Services

X

DATAFLEX CORPORATION 777 New Durham Road Edison, NJ 08817 (201) 321-1100	ON	President: Geoffrey L	amm
THE COMPANY			
Years Active in TPM:	8	Total Service Employe	es: 20-59
Service Locations:	3	Field Engineers:	1-19
Geographic Coverage:	East Coast	Field Support Specialis	its: 1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
Personal ComputersModemsNetworks BRANDS SERVICED	5		ks, tapes, printers) b, intelligent, graphics
DEC, IBM, Adds, Corvus, E Televideo, Vectorgraphics, SERVICES PROVIDED		ine, TI, Apple, Data Products, E y other.	Diablo, G.T.C., NEC, L
 X Manufacturer Warra X Preventive Mainten X Engineering Change Software Maintenar X Equipment Sale/Lea 	ance X es X nce	Installation X Remedial Maintenance X Conversion/Upgrade X Programming/Consulting X Other	Refurbishment Training

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Servi

SERVICE DELIVERY MODES

DATAFORCE SERVICE C 56 Airport Road Westfield, MA 01085 (413) 737-2654	COMPANY	President: Steve Kowals	ski
THE COMPANY			
Years Active in TPM:	N/A	Total Service Employees	:: N/A
Service Locations:	N/A	Field Engineers:	N/A
Geographic Coverage:	N/A	Field Support Specialists	: N/A
Repair Depots:	N/A	Administration:	N/A
		Managers:	N/A
PRODUCTS SERVICED			
BRANDS SERVICED			
	1	Answering Service Only	
SERVICES PROVIDED			
Manufacturer Warr		Installation	Relocation
Preventive Mainter		Remedial Maintenance	Refurbishment
Engineering Change		Conversion/Upgrade	Training
Software Maintena		Programming/Consulting	Supplies/Accessories
Equipment Sale/Le	ase	Other	
SERVICE DELIVERY MOD	DES		

Repair Depot/Carry-in

Remote Support Services

DATASERV COMPUTER INC. 509 2nd Avenue, South Hopkins, MN 55343 (612) 933-2575	MAINTENAN	ICE Director of Com	nmunica	itions: Ed Finley
THE COMPANY				
Years Active in TPM:	4	Total Service Er	mployee	es: 110
Service Locations:	21	Field Engineers:	}	70
Geographic Coverage: Europe	Entire U.S.	/ Field Support Sp	Field Support Specialists:	
Repair Depots:	5	Administration:	Administration:	
		Managers:		21
PRODUCTS SERVICED				
Data ProcessingOffice Productions		- All Turnk	key Syst	ems
BRANDS SERVICED				
IBM-compatible periphera	Is, NCR, and	Memorex (just beginning)		
SERVICES PROVIDED				
X Manufacturer Warr	anty <u>X</u>	Installation	_X_	Relocation
X Preventive Mainter	nance X	Remedial Maintenance	<u>X</u>	Refurbishment
X Engineering Change	X Engineering Changes X Cor		Conversion/Upgrade X Train	
Software Maintenance X		Consulting X Supp		Supplies/Accessories
X Equipment Sale/Le	ase	Other		
SERVICE DELIVERY MOD	DES			
X On-Site Maintenand	ce X	Repair Depot/Carry-in	_X_	Remote Support Servi

DATCO, INC. 865 W. 2nd Avenue Eugene, OR 97402 (503) 687-0070 President: Robert Thompson

THE (COMPANY						
Years Active in TPM: 8			Total Service Employees: 1-19			s: I-19	
Ser	vice Locations:			Field	Engineers:		1-19
Geo	graphic Coverage: West	Coast		Field	Support Spe	ecialist	s: I-19
Rep	air Depots:			Admir	istration:		1-19
				Manag	ers:		1-19
PROD	OUCTS SERVICED						
_	Mainframes			_	Front-End	Proces	ssors
	Minicomputers			-	Systems So	oftwar	e
-	Small Business Systems			-	Applications Software		
_	Word Processors			_	Peripherals (disks, tapes, printers)		
_	- Personal Computers			- Terminals (dumb, intelligent)			
-	Modems						
BRAN	IDS SERVICED						
Kaypr	o, Freedom, American, Xe	rox, Al	tos, Gem	nini, No	orthstar, GE	E, and (Omni.
SERV	ICES PROVIDED						
X	Manufacturer Warranty	_X_	Installa	tion		_X_	Relocation
X	Preventive Maintenance	X	Remedi	al Mair	ntenance	X	Refurbishment
X	Engineering Changes	X	Convers	sion/Up	grade	X	Training
X	Software Maintenance	_X_	Progran	nming/	Consulting	X	Supplies/Accessories
	Equipment Sale/Lease		Other _				
SERV	ICE DELIVERY MODES						
40%	On-Site Maintenance	60%	Repair	Depot/	Carry-in		Remote Support Service

DAVID JAMISON CARLYLE 5700 Buckingham Parkway Culver City, CA 90230 (213) 410-9250		President: Peter Rickard			
THE COMPANY		.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
Years Active in TPM: 7		Total Service Em	ployees	: 1-19	
Service Locations:		Field Engineers:		1-19	
Geographic Coverage: We	st Coast	Field Support Spe	cialists	: 1-19	
Repair Depots:		Administration:		1-19	
		Managers:		1-19	
PRODUCTS SERVICED					
- Peripherals (disks, tapes, printers)		- Terminals	(dumb,	intelligent, graphics)	
- Terminals (dumb, intelli graphics)	gent,				
BRANDS SERVICED					
SERVICES PROVIDED					
Manufacturer Warranty Preventive Maintenance Engineering Changes	<u>X</u> <u>X</u>	Installation Remedial Maintenance Conversion/Upgrade	<u>X</u> X	Relocation Refurbishment Training	
Software Maintenance X Equipment Sale/Lease	<u>X</u>	Programming/Consulting Other		Supplies/Accessories	
SERVICE DELIVERY MODES					
X On-Site Maintenance		Repair Depot/Carry-in		Remote Support Serv	

DECISION DATA COMPUTER CORPORATION 100 Whitner Road Horsham, PA 19044 (215) 674-3300

X On-Site Maintenance

President: Richard Schineler

Repair Depot/Carry-in Remote Support Services

HE COMPANY					
Years Active in TPM:			Total Service Em	ployees	3:
Service Locations:	100		Field Engineers:		
Geographic Coverage:	U.S. and Ca	anada	Field Support Spe	cialists	3:
Repair Depots:			Administration:		
			Managers:		
RODUCTS SERVICED					
RANDS SERVICED					
BM, Sony, Remanco, Floi	rida Data, and	d Decisio	n Data.		
ERVICES PROVIDED					
X Manufacturer Warı	ranty X	Installa	ıtion		Relocation
X Preventive Mainte	nance	Remed	ial Maintenance		Refurbishment
Engineering Chang	es	Conver	sion/Upgrade		Training
Software Maintena	ince	Program	mming/Consulting		Supplies/Accessories
Equipment Sale/Le	ease	Other _			
ERVICE DELIVERY MOI	DES				

DELPHI DATA SYSTEMS CORPORATION 3425 Meadowview Drive Riverside, CA 92503 (714) 689-7408	l President: Jim Sparks		
THE COMPANY			
Years Active in TPM: 9	Total Service Employees: 1-19		
Service Locations:	Field Engineers: 1-19		
Geographic Coverage: Entire U.S.	Field Support Specialists: 1-19		
Repair Depots:	Administration: 1-19		
	Managers: 1-19		
PRODUCTS SERVICED			
- Mainframes	- Networks		
- Minicomputers	- Systems Software		
- Small Business Systems	- Applications Software		
- Word Processors	- Peripherals (disks, tapes, printers)		
- Personal Computers	- Terminals (dumb, intelligent, graphics		
- Workstations	 Minicomputer-Based Turnkey Systems 		
- Modems	- Personal-Computer-Based Turnkey Sys		
- Front-End Processors	- CAD/CAM Turnkey Systems		
BRANDS SERVICED			
Data General, all generic, Ardent, Info N	ow, Digit, Point 4, and Fairchild.		
SERVICES PROVIDED			
Manufacturer Warranty _X II	nstallation X Relocation		
X Preventive Maintenance X F	Remedial Maintenance X Refurbishment		
X Engineering Changes X	Conversion/Upgrade X Training		
X Software Maintenance X F	Programming/Consulting X Supplies/Accessorie		
X Equipment Sale/Lease (Other		
SERVICE DELIVERY MODES			
X On-Site Maintenance X F	Repair Depot/Carry-in Remote Support Ser		

President: Robert Smallacombe

T	595 Metropolitan Drive revose, PA 19047 215) 322-5400				
T	HE COMPANY				
	Years Active in TPM:	2.5	Total	Service Employees:	100-159
	Service Locations:	175	Field	Engineers:	100-159
	Geographic Coverage: Europe, Canada, Puerto	Entire U.S./ o Rico	Field	Support Specialists:	1-19
	Repair Depots:	3	Admi	nistration:	1-19
			Mana	gers:	1-19
P	RODUCTS SERVICED				
_	Minicomputers		-	Front-End Processors	
-	Small Business Syste	ems	-	Systems Software	
-	Word Processors		-	Applications Software	
-	Personal Computers	S	-	Peripherals (disks, prir	nters, tapes)
-	Workstations		-	Terminals (dumb, intel	ligent, graphics)
-	Modems		-	Minicomputer-Based T	urnkey Systems
B	RANDS SERVICED				
	BM PC, SRI, Beehive, Oki ncoterm, Honeywell, Lear				Qume, Univac,
S	ERVICES PROVIDED				

Equipment Sale/Lease SERVICE DELIVERY MODES

X Software Maintenance

X Manufacturer Warranty X Installation

X Preventive Maintenance X Remedial Maintenance X

_X

X Engineering Changes X Conversion/Upgrade X Training

DELTA DATA SYSTEMS CORPORATION

80% On-Site Maintenance 20% Repair Depot/Carry-in Remote Support Services

Programming/Consulting X

____ Other _____

X Relocation

Refurbishment

Supplies/Accessories

DELTA SYSTEMS, INC.

President: Donald W. Hall

9030 Yukon Street, Suite 3 Westminister, CO 80020 (303) 422-0857	2600			
THE COMPANY				
Years Active in TPM:	6	Total Service Emp	oloyees	: 28
Service Locations:	3	Field Engineers:		6
Geographic Coverage:	Entire U .S.	Field Support Spec	cialists	: 3
Repair Depots:	3	Administration:	14	
		Managers:		5
PRODUCTS SERVICED				
- Mainframes		- Terminals		
- Peripherals		- R/D for So	ftware	
BRANDS SERVICED				
Control Data-compatible	peripherals.			
SERVICES PROVIDED				
Manufacturer Warr	anty X	Installation	_X_	Relocation
X Preventive Mainter	nance X	Remedial Maintenance		Refurbishment
X Engineering Change	es X	Conversion/Upgrade		Training
X Software Maintena	nce X	Programming/Consulting	_X_	Supplies/Accessories
X Equipment Sale/Le	ase	Other		
SERVICE DELIVERY MOD	DES			
X On-Site Maintenand	ce X	Repair Depot/Carry-in	_X_	Remote Support Servi

DELTA TECHNOLOGY 701 A Whitney Street San Leandro, CA 9457 (415) 638-1206		Presider	nt: William Cho	amberlain
THE COMPANY				
Years Active in TPM	: 4	Total Se	ervice Employee	es: 1-19
Service Locations:	1	Field Er	ngineers:	1-19
Geographic Coverage	Entire U.S.	. Field Su	pport Specialist	ts: 1-19
Repair Depots:	1	Adminis	stration:	1-19
		Manage	rs:	1-19
PRODUCTS SERVICED				
 Mainframes Minicomputers Systems Softwar Applications Sof Word Processors Personal Computer BRANDS SERVICED Most major brands, Applications 	tware ters	- N - F - T - N - F	erminals (dumb	as, printers, tapes, other) o, intelligent, graphics) ased Turnkey Systems ter-Based Turnkey System
X Manufacturer Work X Preventive Main X Engineering Cha X Software Mainte X Equipment Sale/	tenance X nges X enance	Conversion/Upg Programming/C	radeonsulting X	Training Supplies/Accessories
SERVICE DELIVERY M	IODES			
X On-Site Mainten	ance X	Repair Depot/Co	arry-in	Remote Support Service

DIGITAL APPLICATIONS 2101 Executive Drive Tower Box 32 Hampton, VA 23666 (804) 827-1250	, INC.	President:	William Schumate
THE COMPANY			
Years Active in TPM:	10	Total Servi	ice Employees:
Service Locations:		Field Engir	neers:
Geographic Coverage:	East Coast	Field Suppo	ort Specialists:

PRODUCTS SERVICED

Repair Depots:

-	Minicomputers	-	Modems
-	Small Business Systems	-	Front-End Processors
-	Word Processors	-	Networks
-	Personal Computers		Peripherals (disks, printers, tapes)
-	Workstations	-	Terminals (dumb, intelligent, graphics)
440	Systems Software	-	Minicomputer-Based Turnkey Systems
_	Applications Software	_	Personal-Computer-Based Turnkey Syst

Administration:

Managers:

BRANDS SERVICED

Printronix, Phillips Information Systems, Alpha Micro Mini, Rixon, RUSW, Access Control Syste and Olivetti.

SERVICES PROVIDED

<u>X</u>	Manufacturer Warranty	<u>X</u>	Installation	_X_	Relocation
X	Preventive Maintenance	X	Remedial Maintenance	_X_	Refurbishment
X	Engineering Changes	<u>X</u>	Conversion/Upgrade	_X_	Training
X	Software Maintenance	_X_	Programming/Consulting	<u>X</u>	Supplies/Accessories
	Equipment Sale/Lease		Other		
SERV	ICE DELIVERY MODES				

60%	On-Site Maintenance	40% Repair Depot/Carry-in	Remote Support Servi ⁽⁾

1-19 1-19 1-19

1-19

1-19

DIGITAL BUSINESS SYSTI 95 Main Street Reading, MA 01867 (617) 942-0220	EMS	President: Joseph McGonag	le
THE COMPANY			
Years Active in TPM:	9	Total Service Employees:	1-19
Service Locations:	I	Field Engineers:	1-19
Geographic Coverage: Europe and other	Entire U.S./	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
 Mainframes Minicomputers Small Business Syst Systems Software Applications Software Word Processors Personal Computer BRANDS SERVICED Data General, Printronix, SERVICES PROVIDED 	are s	 Workstations Minicomputer-Based Personal-Computer-Based Modems Front-End Processors Peripherals (disks, processors) 	Based Turnkey System
Manufacturer Warr X Preventive Mainter Engineering Change X Software Maintena X Equipment Sale/Leco	nance X Re es X Co nce X Pr ase Ot	emedial Maintenance Re	

Remote Support Services

X Repair Depot/Carry-in

DIGITAL DATA SYSTEMS, INC. President: Alfred Gomez 1551 Northwest 65th Avenue Plantation, FL 33313 (305) 792-3290 THE COMPANY Years Active in TPM: **Total Service Employees:** 10 1-19 Field Engineers: Service Locations: 1-19 Entire U.S./ Field Support Specialists: Geographic Coverage: 1-19 Europe, South America, Scandinavia Repair Depots: Administration: 1-19 1-19 Managers: PRODUCTS SERVICED Minicomputers Peripherals (disks, tapes, printers, other) Personal Computers Terminals (dumb, intelligent, graphics) **BRANDS SERVICED** All memories, DEC, DG, Hewlett-Packard, Ampex, Control Data, Intel, Apple, and IBM PC. **SERVICES PROVIDED** X Manufacturer Warranty X Installation X Relocation X Preventive Maintenance X Remedial Maintenance X Refurbishment X **Engineering Changes** X Conversion/Upgrade X Training X Software Maintenance X Programming/Consulting X Supplies/Accessories X Equipment Sale/Lease Other SERVICE DELIVERY MODES

Remote Support Servic

Repair Depot/Carry-in

X

5600 Rollir	TAL EQUIPMENT CORPORATION Apollo Drive ngs Meadow, IL 60008 496-9920	l Pre	sident: Ken Olson	
THE	COMPANY			
Ye	ars Active in TPM: 20	Total	al Service Employees:	999+
Ser	vice Locations:	Fiel	d Engineers:	999+
Geo	ographic Coverage: Entire U.S.	Fiel	d Support Specialists:	999+
Re	pair Depots:	Adn	ninistration:	999+
		Mar	nagers:	999+
PROD	OUCTS SERVICED			
_	Mainframes	-	Networks	
-	Minicomputers	649	Systems Software	
_	Small Business Systems	-	Applications Softwar	e
-	Word Processors	600	Peripherals (disks, pr	inters, tapes)
-	Personal Computers	-	Terminals (dumb, inte	elligent, graphics)
-	Workstations	-	Minicomputer-Based	Turnkey Systems
-	Modems	-	Personal-Computer-E	Based Turnkey Systems
-	Front-End Processors	-	CAD/CAM Turnkey S	systems
BRAN	NDS SERVICED			
SERV	ICES PROVIDED			
	Software Maintenance X Equipment Sale/Lease		aintenance Re Upgrade Tro	location furbishment aining oplies/Accessories
SERV	ICE DELIVERY MODES			

__ Repair Depot/Carry-in ___ Remote Support Services

DOW JONES & COMPANY, INC. P.O. Box 300 Princeton, NJ 08540 (800) 922-0358		President: Richo	President: Richard Langford		
THE COMPANY					
Years Active in TPM:	10	Total Service Em	ployees	s: 200-499	
Service Locations:	72	Field Engineers:		200-499	
Geographic Coverage: Canada	Entire U.S. ar	nd Field Support Spe	ecialist:	s: 1-19	
Repair Depots:	38	Administration:		60-99	
		Managers:		1-19	
PRODUCTS SERVICED					
 Small Business Syst Word Processors Personal Computers Other, FAX Modems 		- Terminals	ls (disks (dumb,	ssors s, tapes, printers, other intelligent, graphics) er-Based Turnkey Syst	
BRANDS SERVICED					
Avery, Lear Siegler, Information, IBM, Apple, Electron SERVICES PROVIDED			, Falco,	NEC, NEC-AM, Comr	
X Manufacturer Warr X Preventive Mainten X Engineering Change Software Maintenan Equipment Sale/Lec SERVICE DELIVERY MOD	nance X F es X C nce X F ase C	nstallation Remedial Maintenance Conversion/Upgrade Programming/Consulting Other		Relocation Refurbishment Training Supplies/Accessories	
80% On-Site Maintenand	ce 10% F	Repair Depot/Carry-in	10%	Remote Support Servi	

E-O DATA President: Mario Caponegro 534 Fellowship Road Mt. Lauren, NJ 08201 (609) 234-0600 THE COMPANY Years Active in TPM: 3 **Total Service Employees:** 100-159 Service Locations: 26 Field Engineers: 60-99 Entire U.S. Geographic Coverage: Field Support Specialists: 1-19 15 Administration: 1-19 Repair Depots: 1-19 Managers: PRODUCTS SERVICED Peripherals (printers) Modems Personal Computers Terminals (dumb, intelligent, graphics) **BRANDS SERVICED** IBM, TI, DEC, Hewlett-Packard, Apple, Lear Siegler, and Compag. SERVICES PROVIDED Manufacturer Warranty X Installation X Relocation X Refurbishment X Preventive Maintenance X Remedial Maintenance X X **Engineering Changes** Conversion/Upgrade Training Software Maintenance Programming/Consulting X Supplies/Accessories X Equipment Sale/Lease Other ____ SERVICE DELIVERY MODES

25% Repair Depot/Carry-in 5% Remote Support Services

EATON CORPORATION	
Data Systems Service Division	n
5875 Green Valley Circle	
Culver City, CA 90230	
(213) 215-0853	

President: Fred Adams

THE COMPANY					
Years Active in TPM:	20		Total Service Em	nployee	es: 200-499
Service Locations:	70		Field Engineers:		200-499
Geographic Coverage: Europe, Far East	Entire U.S.	/	Field Support Sp	ecialist	s: 60-99
Repair Depots:	11		Administration:		20-59
			Managers:		20-59
PRODUCTS SERVICED					
- Mainframes			- Front-End	l Proce	ssors
- Minicomputers			- Periphera	ls (disk	s, tapes, printers)
- Small Business Syst	tems		- Terminals	(dumb	, intelligent, graphics)
- Personal Computer	·s		- Minicomp	uter-Bo	ased Turnkey Systems
- Workstations			- Personal-	Comput	ter-Based Turnkey System
- Modems					
BRANDS SERVICED					
DEC-based systems and a	ll compatible	products	•		
SERVICES PROVIDED	·				
X Manufacturer Warr	anty X	Installa	tion	X	Relocation
X Preventive Mainter		Remedi	al Maintenance	X	Refurbishment
X Engineering Change	es X	Convers	ion/Upgrade	X	Training
Software Maintena	nce	Progran	nming/Consulting		Supplies/Accessories
Equipment Sale/Le	ase	Other _			
SERVICE DELIVERY MOD	DES				
90% On-Site Maintenan	ce <u>10%</u>	Repair (Depot/Carry-in		Remote Support Service

EDLUND INDUSTRIAL ELECTRONICS 1035 Armando, Suite 4 Anaheim, CA 92806 (714) 630-8350	President: Bob Edlund	
THE COMPANY		
Years Active in TPM: 10	Total Service Employees	i: I-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: West Coast	Field Support Specialists	s: I-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
MinicomputersDirect Numerical Control	- Computer Numer	ical Control
BRANDS SERVICED		
DEC, GE, Westinghouse, Numerica, and	l Japanese Controls.	
SERVICES PROVIDED		
X Manufacturer Warranty X X Preventive Maintenance X X Engineering Changes Software Maintenance X Equipment Sale/Lease	Installation X Remedial Maintenance Conversion/Upgrade Programming/Consulting Other	Relocation Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MODES		
X On-Site Maintenance X	Repair Depot/Carry-in	Remote Support Services

ELECTRONIC ENGINEERING COMPANY	President:	Martin Leibowitz
6896 West Snowville Road		
Breeksville, OH 44141		
(216) 526-4350		

THE COMPANY

Years Active in TPM:	46	Total Service Employees:	160-199
Service Locations:	8	Field Engineers:	100-159
Geographic Coverage:	Entire U.S.	Field Support Specialists:	20-59
Repair Depots:	8	Administration:	60-99
		Managers:	20-59

PRODUCTS SERVICED

-	Small Business Systems	-	Front-End Processors
-	Peripherals	-	Networks
-	Word Processors	-	Telephone Key Systems
-	Personal Computers	-	Systems Software
-	Copiers	-	Applications Software

- Workstations - Terminals (dumb, intelligent, graphics)
- PBX/PABX (main) - Personal-Computer-Based Turnkey System

- Modems

BRANDS SERVICED

Rolm, Isotech, IBM PC, TI, Epson, and Data Tech (most major brands, peripherals).

SERVICES PROVIDED

X	Manufacturer Warranty	_X_	Installation	_X_	Relocation
X	Preventive Maintenance	_X_	Remedial Maintenance	<u>X</u>	Refurbishment
<u>X</u>	Engineering Changes	<u>X</u>	Conversion/Upgrade	_X_	Training
<u>X</u>	Software Maintenance	_X_	Programming/Consulting	_X_	Supplies/Accessories
X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

95% On-Site Maintenance	3%	Repair Depot/Carry-in	2%	Remote Support Service
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ELECTRONIC PRODUC INC. 6000 Dawson Boulevard, Norcross, GA 30093 (404) 448-0749		President: W. H. Bowins	
THE COMPANY			
Years Active in TPM:	7	Total Service Employees:	1-19
Service Locations:	2	Field Engineers:	1-19
Geographic Coverage:	Entire U.S.	Field Support Specialists:	1-19
Repair Depots:	2	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Minicomputers		- Front-End Processo	ors
- Small Business Sy	stems	- Networks	
- Systems Software		- Minicomputer-Base	d Turnkey Systems
 Applications Soft 		·	-Based Turnkey System
- Word Processors		- CAD/CAM Turnkey	
- Personal Comput	ers	- Peripherals (disks,	
- Workstations		· ·	ntelligent, graphics)
- Modems			
BRANDS SERVICED			
DEC, Apple, Molecular,	Radio Shack,	Toshiba, IBM, Plexis, and Sony.	
SERVICES PROVIDED			
X Manufacturer Wa	rranty X	Installation X F	Relocation
	-		Refurbishment
			raining
		Programming/Consulting S	upplies/Accessories
Equipment Sale/L		Other	
SERVICE DELIVERY MO	ODES		
X On-Site Maintena	ince X	Repair Depot/Carry-in	Remote Support Services

ELECTRONIC SYSTEMS IIII Stewart Avenue Bethpage, NY 11714 (516) 575-6650	MAINTENANO	CE President: Al Andrus				
THE COMPANY						
Years Active in TPM:	14	Total Service Employees:	200-499			
Service Locations:	12	Field Engineers:	200-499			
Geographic Coverage:	Entire U.S.	Field Support Specialists:	20-59			
Repair Depots:	4	Administration:	20-59			
		Managers:	1-19			
PRODUCTS SERVICED						
- Mainframes		- Modems				
- Minicomputers		- Front-End Processors				
- Small Business Syst	ems	- Networks				
- Word Processors		- Peripherals (disks, tap	es, printers)			
- Personal Computers		- Terminals (dumb, intel	ligent, graphics)			
- Copiers		- Minicomputer-Based Turnkey Systems				
- Workstations		- Personal-Computer-Bo	- Personal-Computer-Based Turnkey System			
- PBX/PABX		- CAD/CAM Turnkey Sy	stems			
BRANDS SERVICED						
DEC, Data General, Perki	n-Elmer, IBM	, Hewlett-Packard, Tl, and Apple.				
SERVICES PROVIDED						
X Manufacturer Warr	anty X	Installation X Rela	ocation			
X Preventive Mainter			urbishment			
X Engineering Change			ning			
			olies/Accessories			
Equipment Sale/Le		Other				
SERVICE DELIVERY MOR						

75% On-Site Maintenance 25% Repair Depot/Carry-in Remote Support Service

President: Darrell Newton

ELECTRONIC SYSTEMS, USA 1014 E. Broadway Louisville, KY 40204 (502) 589-1000 THE COMPANY Years Active in TPM: 5 **Total Service Employees:** 20-59 Service Locations: Field Engineers: 1-19 Geographic Coverage: Entire U.S. Field Support Specialists: 1-19 Repair Depots: Administration: 1-19 Managers: 1-19 PRODUCTS SERVICED Minicomputers Peripherals (disks, tapes, printers) Systems Software Terminals (dumb, intelligent, graphics) **Applications Software** Minicomputer-Based Turnkey Systems **BRANDS SERVICED** Honeywell (data gather panels - building control console). SERVICES PROVIDED X Manufacturer Warranty X Installation X Relocation X Preventive Maintenance X Remedial Maintenance X Refurbishment X **Engineering Changes** X X Conversion/Upgrade Training X Software Maintenance X Supplies/Accessories Programming/Consulting X X Equipment Sale/Lease Other

Repair Depot/Carry-in

Remote Support Services

SERVICE DELIVERY MODES

ELECTRONIC VENTURES 660 Main Street Woburn, MA 01801 (617) 933-2002		Office Manager: Rit	a Munoz
THE COMPANY			
Years Active in TPM: 10		Total Service Employ	/ees: 5
Service Locations:		Field Engineers:	3
Geographic Coverage: East Island, Massachusetts, New H	Coast/Rhode Hampshire	Field Support Special	lists:
Repair Depots:		Administration:	1
		Managers:	1
PRODUCTS SERVICED			
- Minicomputers		- Workstations	
- Small Business Systems		- Modems	
- Terminals		 Networks 	
- Peripherals		- Mini-PCs	
- Personal Computers		 Printers 	
BRANDS SERVICED			
IBM, DEC, Compaq, Xerox, Tele	evideo, Okidata	, Diablo, Epson, Radio	Shack, and NEC.
SERVICES PROVIDED	·		
X Manufacturer Warranty	X Installa	ation X	Relocation
X Preventive Maintenance	X Remed	lial Maintenance X	Refurbishment
X Engineering Changes	X Conver	rsion/Upgrade	Training
Software Maintenance	X Progra	mming/Consulting	_ Supplies/Accessories
Equipment Sale/Lease	Other		
SERVICE DELIVERY MODES			
X On-Site Maintenance	X Repair	Depot/Carry-in X	Remote Support Serv

Property of the service of the servi

PRESIDENT: Greg Deo

THE (COMPANY									
Yeo	ars Active in TPM:	3			Total	Service Em	ployee	s:	20-59	
Ser	vice Locations:	1			Field	Engineers:			1-19	
Geo	ographic Coverage:	East	Coast		Field	Support Spe	ecialist	s:	1-19	
Rep	pair Depots:	1			Admi	nistration:			19	
					Mana	gers:			1-19	
PROE	OUCTS SERVICED									
	Minicomputers				_	Networks				
	Small Business System	ems			-	Peripheral	s (disk	s, tapes,	printers, c	other)
	Personal Computers	S			-	Terminals	(dumb	, intellig	jent, graphi	ics)
	Modems				-	Minicompo	uter-Bo	ised Tur	nkey Systei	ms
	Front-End Processo	rs			-	Personal-0	Comput	er-Base	d Turnkey	Systems
BRAN	NDS SERVICED									
Data	General (compatible	periph	erals),	Okidata	ı, Epsoi	n, Wang (PC), and	Fujitsu (PC).	
SERV	ICES PROVIDED									
X	Manufacturer Warre	anty	×	Installa	ation		_X_	Reloco	ition	
X	Preventive Mainten	ance	X	Remed	ial Mai	ntenance	_X_	Refurb	oishment	
X	Engineering Change	es	_X_	Conver	sion/U	pgrade		Traini	ng	
	Software Maintenar	nce		Progra	mming	/Consulting	_X_	Supplie	es/Accessor	ries
X	Equipment Sale/Lea	ase		Other						
SERV	ICE DELIVERY MOD	ES								
X	On-Site Maintenand	e		Repair	Depot	/Carry-in		Remot	e Support S	ervices

President: Winfield Schiras

EXIDE CORPORATION

Horsham, PA 19044 (215) 674-9500			
THE COMPANY			
Years Active in TPM:	90	Total Service Employees	s: 100-159
Service Locations:	47	Field Engineers:	60-99
Geographic Coverage: Worldwide	Entire U.S./	Field Support Specialists	s: 1 - 19
Repair Depots:	29	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Back Battery Syste	m Power		
BRANDS SERVICED			
Exide, Gould, C&D, and G	lobe (support	battery sales).	
SERVICES PROVIDED			
Manufacturer Warre	anty	Installation	Relocation
Preventive Mainten	ance	Remedial Maintenance	Refurbishment
Engineering Change	es	Conversion/Upgrade	Training
Software Maintenar	nce	Programming/Consulting	Supplies/Accessories
Equipment Sale/Lea	ise	Other	
SERVICE DELIVERY MOD	ES		

Remote Support Service

65% On-Site Maintenance 35% Repair Depot/Carry-in

FESSENDEN COMPUTERS 116 North 3rd Street Ozark, MO 65721 (417) 485-2501	S	President: Glenn	Fessenden	
THE COMPANY				
Years Active in TPM:	5	Total Service Em	ployees:	3
Service Locations:	1	Field Engineers:		1
Geographic Coverage:		Field Support Spe	cialists:	
Repair Depots:		Administration:		1
		Managers:		1
PRODUCTS SERVICED				
	Inc	dependent Depot Repair		
BRANDS SERVICED				
Winchester Disk Drives.				
SERVICES PROVIDED				
Manufacturer Warr	anty	Installation	Reloc	ation
X Preventive Mainter	nance X	Remedial Maintenance	X Refur	bishment
X Engineering Change	es	Conversion/Upgrade	Train	ing
Software Maintena	nce	Programming/Consulting	Suppli	ies/Accessories
Equipment Sale/Lea	ase	Other		
SERVICE DELIVERY MOD	DES			
On-Site Maintenand	ce X	Repair Depot/Carry-in	Remo	te Support Services

FISHER SCIENTIFIC CON 585 Alpha Drive Pittsburgh, PA 15238 (412) 963-1669	MPANY	General Manager	: Richo	ard Wilson
THE COMPANY				
Years Active in TPM:	59	Total Service Em	ployee	s: 100-159
Service Locations:	35	Field Engineers:		100-159
Geographic Coverage:	Entire U.S.	Field Support Spe	cialist	s: I-19
Repair Depots:	17	Administration:		20-59
		Managers:		20-59
PRODUCTS SERVICED				
 Minicomputers Small Business Syst BRANDS SERVICED Commodore, Franklin, Fis SERVICES PROVIDED 			s (disks	, tapes, printers, other
X Manufacturer Warr X Preventive Mainter X Engineering Change Software Maintena Equipment Sale/Le	nance X es X nce ase	Installation Remedial Maintenance Conversion/Upgrade Programming/Consulting Other		Relocation Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MOD	DES			
70% On-Site Maintenand	ce <u>25%</u>	Repair Depot/Carry-in	_5%_	Remote Support Servi

President: Bernard Flank

Administration:

Managers:

I-19 I-19

7809 Atlanta Drive
Wheaton, MD 20906
(301) 933-6049

THE COMPANY

Years Active in TPM: | 12 | Total Service Employees: | 1-19
Service Locations: | Field Engineers: | 1-19
Geographic Coverage: East and West | Field Support Specialists: | 1-19

PRODUCTS SERVICED

Repair Depots:

Coast/Maryland local area

FLANK ASSOCIATES

-	Mainframes	-	Workstations
-	Minicomputers	-	Minicomputer-Based Turnkey Systems
-	Small Business Systems	-	Personal-Computer-Based Turnkey Systems
-	Systems Software	-	Modems
-	Applications Software	-	Networks
-	Word Processors	-	Peripherals (disks, printers, tapes)
-	Personal Computers	-	Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Computer Automation, Santec, and Data General.

SERVICES PROVIDED

	Manutacturer Warranty	<u>X</u>	Installation	_X_	Relocation
<u>X</u>	Preventive Maintenance	<u>X</u>	Remedial Maintenance	_X_	Refurbishment
X	Engineering Changes	X_	Conversion/Upgrade	_X_	Training
<u>X</u>	Software Maintenance	_X_	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

FORMATION, INC. Vice President: William Rennie 4319 Covington Highway Decatur, GA 30035 (404) 288-7511 THE COMPANY Years Active in TPM: 14 **Total Service Employees:** 60-99 20 Service Locations: Field Engineers: 60-99 1-19 Geographic Coverage: Entire U.S./ Field Support Specialists: Europe Repair Depots: I Administration: 1-19 Managers: 1-19 PRODUCTS SERVICED Mainframes Minicomputer-Based Turnkey Systems Personal-Computer-Based Turnkey System Minicomputers Small Business Systems Front-End Processors Personal Computers Peripherals (disks, printers, tapes) **BRANDS SERVICED** IBM, Formation, and DEC. **SERVICES PROVIDED** X Manufacturer Warranty Relocation X Installation X X X X Preventive Maintenance Refurbishment Remedial Maintenance X **Engineering Changes** X Conversion/Upgrade X **Training** Programming/Consulting Software Maintenance Supplies/Accessories X Equipment Sale/Lease Other



Remote Support Service

Repair Depot/Carry-in

X

SERVICE DELIVERY MODES

X On-Site Maintenance

12191 Arva	ER AND KROGH, INC Ralston Road, Suite da, CO 80004 431-4236		Presid	lent: John Ge	eiger	
THE	COMPANY					
Ye	ars Active in TPM:	5	Total	Service Empl	oyees:	1-19
Ser	vice Locations:	1	Field	Engineers:		1-19
Geo	ographic Coverage:	Midwest	Field	Support Speci	alists:	1-19
Rep	pair Depots:	1	Admir	nistration:		1-19
			Manag	gers:		1-19
PROE	OUCTS SERVICED					
_	Minicomputers		_	Workstations	5	
-	Small Business Systems		-	- Telephone Key Systems		
-	Systems Software		-	- Personal-Computer-Based Turnkey Sys		sed Turnkey Systems
-889	Applications Softwa	re	-	Modems		·
-	Word Processors		-	Front-End P	rocessors	
-0.0	Personal Computers			Peripherals (disk, printe	ers, tapes, other)
BRAN	NDS SERVICED					
Wang	, IBM, Diablo, Harris,	Televideo,	and Sperry.			
SERV	ICES PROVIDED					
X X X	Manufacturer Warro Preventive Maintend Engineering Change Software Maintenan Equipment Sale/Lea	ance X s X ace X ase	Installation Remedial Main Conversion/Up Programming/ Other	ograde _ Consulting _	X Refu Train Suppl	ies/Accessories
2%	On-Site Maintenanc	e <u>98%</u>	Repair Depot/	Carry-in _	Remo	ote Support Services

GENERAL COMPUTER E COMPANY 20820 Greenfield Road, St Oak Park, MI 48237 (313) 968-1279		President: Bob Batten	
THE COMPANY			
Years Active in TPM:	8	Total Service Employees:	1-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	Midwest	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
 Minicomputers Small Business Syst Word Processors Modems Networks 	ems	 Systems Software Applications Software Peripherals (disks, tap Terminals (dumb, inte 	es, printers, oth
BRANDS SERVICED			
Point 4, Prodata, Micro D Dynex, and Trident. SERVICES PROVIDED	ata, Bytronix	, Control Data, Televideo, Hazeltine,	Adds, Soroc, Wes
	nance X es X nce X ase	Remedial Maintenance X Ref	

X On-Site Maintenance ___ Repair Depot/Carry-in ___ Remote Support Service

GENERAL DIAGNOSTICS, INC. 13009 S. Broadway Los Angeles, CA 90061 (213) 327-6763	President: Pat Lydon			
THE COMPANY				
Years Active in TPM: 5	Total Service Employees:	60-99		
Service Locations:	Field Engineers:	60-99		
Geographic Coverage: Entire U.S.	Field Support Specialists:	1-19		
Repair Depots: 4	Administration:	20-59		
	Managers:	1-19		
PRODUCTS SERVICED				
- Mainframes	- Peripherals (disks, tap	es, printers)		
- Minicomputers	- Terminals (dumb, intel	- Terminals (dumb, intelligent, graphics)		
- Small Business Systems	- Minicomputer-Based T	- Minicomputer-Based Turnkey Systems		
- Modems	- Personal-Computer-Bo	sed Turnkey System		
- Front-End Processors	- CAD/CAM Turnkey Sy	rstems		
- Networks				
BRANDS SERVICED				
IBM, Apple, TI, and Hewlett-Packard (most major brands).			
SERVICES PROVIDED				
X Manufacturer Warranty	Installation Relo	ocation		
Preventive Maintenance X	Remedial Maintenance X Refu	urbishment		
X Engineering Changes X	Conversion/Upgrade X Trai	ning		
Software Maintenance	Programming/Consulting Supp	olies/Accessories		
X Equipment Sale/Lease	Other			
SERVICE DELIVERY MODES				

Remote Support Services

On-Site Maintenance 100% Repair Depot/Carry-in

GENERAL ELECTRIC CO Instrumentation & Compu- Service Department Building 4, Room 210 I River Road Schenectady, NY 12345 (518) 385-3899		President: Jim Pelegreno	
THE COMPANY			
Years Active in TPM:	20	Total Service Employees:	999+
Service Locations:	66	Field Engineers:	999+
Geographic Coverage:	Entire U.S.	Field Support Specialists:	200-499
Repair Depots:	45	Administration:	200-499
		Managers:	200-499
PRODUCTS SERVICED			
- Mainframes, Minic	omputers	- Terminals (dumb, inte	lligent, graphics
- Telephone Key Systems		- Minicomputer-Based 7	Turnkey Systems
- Small Business Systems		- Personal-Computer-Be	ased Turnkey Sy
- Word Processors, F	Personal Computers	- Modems, Networks	
- PBX/PABX		- Front-End Processors	
- Systems Software		 Workstations 	
- Applications Softw	are	- Peripherals (disks, tap	es, printers)
BRANDS SERVICED			
Apple and IBM (most maje	or brands).		
SERVICES PROVIDED			
X Manufacturer Warr	ranty X Install	ation X Rel	ocation
X Preventive Mainte	nance X Remed		urbishment
	es <u>X</u> Conve	rsion/Upgrade X Tra	ining
X Software Maintena	nce X Progra	amming/Consulting X Supp	plies/Accessorie
X Equipment Sale/Le	ease Other		
SERVICE DELIVERY MO	DES		

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Service

GENERAL INSTRUMEN [*] 271 Shilling Circle Hunt Valley, MD 21031 (301) 828-7600	T CORPORATION	President: (not know	n)
THE COMPANY			
Years Active in TPM:	8	Total Service Employ	ees: 100+
Service Locations:	250	Field Engineers:	60+
Geographic Coverage:	U.S. and Canada	Field Support Special	ists:
Repair Depots:		Administration:	20
		Managers:	10
PRODUCTS SERVICED			
BRANDS SERVICED			
Ampex, Calcomp, Centro Quantex, STC, Shugart, o		, Control Data, Dataflex,	DEC, Panasonic, Pertec,
SERVICES PROVIDED			
X Manufacturer War	ranty X Inst	allation	Relocation
X Preventive Mainte	enance X Rem	nedial Maintenance	Refurbishment
Engineering Chang	ges Con	version/Upgrade	Training
Software Mainten	ance Prog	gramming/Consulting	Supplies/Accessories
Equipment Sale/L	ease Othe	er	
SERVICE DELIVERY MO	DDES		
X On-Site Maintenar	nce Rep	air Depot/Carry-in	Remote Support Services

GENTRY ASSOCIATES, IN 7665 Currency Drive Orlando, FL 32809 (305) 859-7450	IC.	President: Bob Theodo	ore		
THE COMPANY					
Years Active in TPM:	5	Total Service Employe	es: 20-59		
Service Locations:	13	Field Engineers:	20-59		
Geographic Coverage:	South	Field Support Specialis	sts: 1-19		
Repair Depots:	13	Administration:	1-19		
		Managers:	1-19		
PRODUCTS SERVICED					
- Small Business Syste	ems	- Systems Softwa	re		
- Word Processors		- Applications So	ftware		
- Personal Computers		- Peripherals (dis	- Peripherals (disks, tapes, printers)		
- PBX/PABX		- Terminals (dum	b, graphics, intelligent)		
- Modems					
BRANDS SERVICED					
Direct, Data Printers, Prin	tronix, Sony	, IDS, Juki, Televideo, and Quali	ty Micro Systems.		
SERVICES PROVIDED	, ,	, , , , , ,	,		
X Manufacturer Warra	inty X	Installation X	Relocation		
X Preventive Maintena	ance X	Remedial Maintenance X	Refurbishment		
X Engineering Changes	s <u>X</u>	Conversion/Upgrade X	Training		
X Software Maintenan	ce	Programming/Consulting	Supplies/Accessories		
Equipment Sale/Lea	se	Other			
SERVICE DELIVERY MODE	ES				
75% On-Site Maintenance	e 25%	Repair Depot/Carry-in	Remote Support Servi		

GEORGE FOLVARY SERVICE CORPORATION 400 S. Beverly Drive

400 S. Beverly Drive Beverly Hills, CA 90212 (213) 551-2840

President:	George	Folve	ıry
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THE	COMPANY							
Ye	ars Active in TPM:	6		Total	Service Em	ployee	s: 1-19	
Ser	vice Locations:	1		Field	Engineers:		1-19	
Ge	ographic Coverage:	Entire U.S.		Field	Support Spe	cialist	s: 1-19	
Re	pair Depots:	1		Admi	nistration:		1-19	
				Mana	gers:		1-19	
PROE	OUCTS SERVICED							
-	Mainframes			-	Application	ns Soft	tware	
-	Minicomputers			-	Peripherals	s (disk	s, printers, tapes)	
_	Small Business Syste	ems			Terminals	(intelli	igent)	
-	Systems Software							
BRA	NDS SERVICED							
DEC	(OEM), Data Products	, TecStor, C	CDC, and	l Emule	ex (OEM).			
SERV	ICES PROVIDED							
	Manufacturer Warra	nty X	Installa	ation			Relocation	
X	Preventive Maintena	ance X	Remed	ial Ma	ntenance		Refurbishment	
	Engineering Changes	s	Conver	sion/U	pgrade	_X_	Training	
X	Software Maintenand	ce X	Progra	mming	/Consulting	_X_	Supplies/Accessories	
<u>X</u>	Equipment Sale/Leas	se	Other					
SERV	ICE DELIVERY MODE	ES						
	On-Site Maintenance	е	Repair	Depot	/Carry-in		Remote Support Servi	ces

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GRANADA DATA SYSTEMS

President: John Webster

31284 San Antonio Street Hayward, CA 94544 (415) 487–4042			
THE COMPANY			
Years Active in TPM:	4.5	Total Service Employ	/ees: 20-59
Service Locations:	1	Field Engineers:	20-59
Geographic Coverage: Europe, and Canada	Entire U.S.,	/ Field Support Special	lists: 20-59
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
MainframesMinicomputersSmall Business Sys	tems	· ·	isks, printers, tapes, oth mb, intelligent, graphics ors
BRANDS SERVICED			
DEC, Centronics, Ampex,	CDC, Data (General, Kennedy, Epson, ISS, o	and Century Data.
SERVICES PROVIDED			
Manufacturer Warr	anty	Installation	Relocation
Preventive Mainte	nance X	Remedial Maintenance	Refurbishment
Engineering Chang	es	Conversion/Upgrade	_ Training
Software Maintend Equipment Sale/Le		Programming/ConsultingOther	_ Supplies/Accessorie
SERVICE DELIVERY MOI	DES		
On-Site Maintenan	ce 100%	Repair Depot/Carry-in	Remote Support Ser

GRAUMMAN SYSTEM SUI CORPORATION 15895 Gaither Drive Gaithersburg, MD 20877 (301) 948-6830	PPORT	President: Lloyd Root	
THE COMPANY			
Years Active in TPM:	10	Total Service Employees	: 60-99
Service Locations:	10	Field Engineers:	20-59
Geographic Coverage:	Entire U.S.	Field Support Specialists	: 1-19
Repair Depots:	2	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Minicomputers - Minicomputer-Base	d Turnkey Systems	· ·	, tapes, printers, others) intelligent, graphics)
BRANDS SERVICED			
Data General, Data Produc	cts, DEC, and Contro	l Data Corporation.	
SERVICES PROVIDED			
Manufacturer Warro	anty X Installa	ation X	Relocation
X Preventive Mainten	ance X Remed	ial Maintenance X	Refurbishment
X Engineering Change	s <u>X</u> Conver	sion/Upgrade X	Training
Software Maintenar	nce Program	mming/Consulting	Supplies/Accessories
X Equipment Sale/Lea	use Other_		

X Repair Depot/Carry-in Remote Support Services

SERVICE DELIVERY MODES

X On-Site Maintenance

GREYHOUND CAPITAL CORPO Greyhound Tower Phoenix, AZ 85077 (602) 222-8200	PRATION	Manager, Maintenance	Service: Bill Lahti
THE COMPANY			
Years Active in TPM: 2 Service Locations: 10		Total Service Employee Field Engineers:	es: 15
	e U . S.	Field Support Specialist Administration: Managers:	
PRODUCTS SERVICED - All Data Processing - Personal Computers BRANDS SERVICED IBM.		- Data Communica - Tubes, Controlle	
SERVICES PROVIDED			
Manufacturer Warranty X Preventive Maintenance X Engineering Changes Software Maintenance X Equipment Sale/Lease	X Conve	dial Maintenance X rsion/Upgrade X mming/Consulting	Training Supplies/Accessories
SERVICE DELIVERY MODES			
X On-Site Maintenance	X Repair	Depot/Carry-in	Remote Support Serv

4507 F Des M	ERT ELECTRONICS COF orest Avenue oines, IA 50311 274-3102	RPORA ⁻	TION Vice	President:	Robert	Headley	
THE C	COMPANY				• • • • • • • • • • • • • • • • • • • •		
Yea	rs Active in TPM: 33		Tota	I Service En	nployee	s: 9	
Serv	rice Locations:		Field	d Engineers:		5	
Geo	graphic Coverage: lowe	1	Field	d Support Sp	ecialist:	s: 2	
Rep	air Depots:		Adm	inistration:		2	
			Man	agers:		2	
PROD	UCTS SERVICED						
_	Mainframes		_	Word Pro	cessors		
-	Minicomputers			- Personal Computers			
_				- Workstations			
_	Peripherals		-	Personal-	Comput	er-Based Turnkey Systems	
-	Terminals		-	CAD/CAI	M Turnk	ey Systems	
-	Systems Software		-	Data Com	nmunica	tions (all)	
-	Applications Software						
BRAN	DS SERVICED						
Comm	odore, IBM, Johnsons, GE	, Printr	onix, Burroug	ns, Lea Data	ı, and Sy	vstem Communications.	
SERVI	CES PROVIDED						
X	Manufacturer Warranty	×	Installation		_X_	Relocation	
X	Preventive Maintenance		Remedial Ma	intenance		Refurbishment	
X	Engineering Changes					Training	
X	Software Maintenance						
	Equipment Sale/Lease		Other				
SERVI	CE DELIVERY MODES						
60%	On-Site Maintenance	40%	Repair Depo	t/Carry-in		Remote Support Services	

			DOR PROFILE		
, .	54900	1 6.71	suc		
GRU Syste 90 C Wood (516)	JMMAN DATA SYSTEMS CORPOR ems Maintenance Service rossways Park Drive dbury, NY 11797 349-5304				
-	COMPANY			1	
Ye	ears Active in TPM: 14 /5		Total Service Employees:	200-499	
Se	ervice Locations: 10 13			50. 160-199	
Ge	eographic Coverage: East Coast	2 m. J.	Field Support Specialists:	60-99	
Re	epair Depots: 4		Administration:	20-59	
			Managers:	1-19	
PRO	DUCTS SERVICED				
-	Mainframes		- Networks		
-	Minicomputers		- Systems Software		
-	Small Business Systems		- Applications Softwa	re	
-	Word Processors		- Peripherals (disks, tapes, printers, other		
-	Personal Computers		- Terminals (dumb, in		
-	PBX/PABX		- Minicomputer-Based		
-	Modems		- Personal Computer-		
-	Front-End Processors		- CAD/CAM Turnkey	Systems	
BRA	NDS SERVICED				
DEC	, Perkin-Elmer, SEL, Modcon, Dato	Genero	ıl, CDC, Kennedy, Emulex, o	ind IBM (PC).	
SER	VICES PROVIDED				
<u>X</u>	Manufacturer Warranty X	Installa	ation X R	elocation	
X	Preventive Maintenance X	Remed	ial Maintenance X R	efurbishment	
	Engineering Changes X	Conver	sion/Upgrade X Ti	raining	
_X	Software Maintenance	Progra	mming/Consulting Su	pplies/Accessories	
	Equipment Sale/Lease	Other_			
SER	VICE DELIVERY MODES				

____ Repair Depot/Carry-in

Remote Support Service

On-Site Maintenance

HALTRONICS CORPORA 9741 Canoga Avenue Chatsworth, CA 91311 (213) 341-9303	ATION		President: Joseph	n Halla	m
THE COMPANY					
Years Active in TPM:	N/A		Total Service Em	ployees	: N/A
Service Locations: N/A			Field Engineers:		N/A
Geographic Coverage:	N/A		Field Support Spe	cialists	: N/A
Repair Depots:	N/A		Administration:		N/A
			Managers:		N/A
PRODUCTS SERVICED					
		In	dependent Depot Repair		
BRANDS SERVICED					
		A	Answering Service Only		
SERVICES PROVIDED					
Manufacturer Warr	anty		Installation		Relocation
Preventive Mainter	nance	_X	Remedial Maintenance	X	Refurbishment
X Engineering Chang	es		Conversion/Upgrade		Training
Software Maintena	nce		Programming/Consulting		Supplies/Accessories
Equipment Sale/Le	ase		Other		
SERVICE DELIVERY MOI	DES				
On-Site Maintenan	ce	_X_	Repair Depot/Carry-in		Remote Support Services

HAMPTON BUSINESS MA Division of Data Processin Services Inc. 5559 N. Elston Avenue Chicago, IL 60630 (312) 774–2556		President: Peter Hampto	on	
THE COMPANY				
Years Active in TPM:	17	Total Service Employees:	I - 19	
Service Locations:	3	Field Engineers:	1-19	
Geographic Coverage:	Midwest	Field Support Specialists:	I - 19	
Repair Depots:	1	Administration:	1-19	
		Managers:	1-19	
PRODUCTS SERVICED				
- Minicomputers		- Systems Software		
- Small Business Syst	tems	- Applications Softw	vare	
- Word Processors		- Peripherals (disks,	printers, tapes)	
- Personal Computer	'S	- Terminals (dumb, intelligent, graphi		
- Modems		 Minicomputer-Based Turnkey Syste 		
- Networks		 Personal-Computer-Based Turnkey S 		
BRANDS SERVICED				
Data General, Diablo, Eps	on, Lear Sieg	gler, Zenith, Jacquard, and MPI.		
SERVICES PROVIDED				
X Manufacturer Warr	anty X	Installation	Relocation	
X Preventive Mainter	nance X	Remedial Maintenance X	Refurbishment	
X Engineering Change	es X	Conversion/Upgrade X	Training	
X Software MaintenaX Equipment Sale/Le		Programming/Consulting X Other	Supplies/Accessories	
SERVICE DELIVERY MOD)EC			

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Service

HANSON DATA SYSTEMS, INC. 60 Brigham Street Marlboro, MA 01752 (617) 481–3901	President: Howard Hanson
THE COMPANY	
Years Active in TPM: 4	Total Service Employees: 1-19
Service Locations:	Field Engineers: 1-19
Geographic Coverage: Entire U.S.	Field Support Specialists: 1-19
Repair Depots:	Administration: 1-19
	Managers: 1-19
PRODUCTS SERVICED	
- Minicomputers	- Peripherals (disks, tapes, printers)
- Small Business Systems	- Terminals (dumb, intelligent, graphics)
- Minicomputer-Based Turnkey Sys	
BRANDS SERVICED	
Data General – all compatible periphera	ale
	413.
SERVICES PROVIDED	
Manufacturer Warranty X	Installation X Relocation
X Preventive Maintenance X	Remedial Maintenance X Refurbishment
X Engineering Changes X	Conversion/Upgrade X Training
Software Maintenance X	Programming/Consulting X Supplies/Accessories
X Equipment Sale/Lease	Other
SERVICE DELIVERY MODES	
X On-Site Maintenance	Repair Depot/Carry-in Remote Support Service

HARDWARE SERVICES NORTH 2810 Richards Road Southwest Bellevue, WA 98005 (206) 746-6030	HWEST	President: Jack Showalter			
THE COMPANY					
Years Active in TPM: 5		Total Service Emp	oloyees:	1-19	
Service Locations:		Field Engineers:		1-19	
Geographic Coverage: West	t Coast	Field Support Spec	cialists:	1-19	
Repair Depots:		Administration:		1-19	
		Managers:		1-19	
PRODUCTS SERVICED					
- Minicomputers		- Minicomputer-Based Turnkey Systems			
- Small Business Systems		 Personal-Computer-Based Turnkey Sys 			
- Personal Computers		- CAD/CAM Turnkey Systems			
- Copiers		- Peripherals	disks, tapes	, printers)	
- Modems		- Terminals ((dumb, intelli	gent, graphics)	
BRANDS SERVICED					
Intracolor, Trilogy, Numergraphi	ics, Inforscibe,	Kennedy, and Imag	en.		
SERVICES PROVIDED					
X Manufacturer Warranty	X_ Installa	tion	_X_ Reloc	ation	
X Preventive Maintenance	X Remed	ial Maintenance	X Refur	bishment	
X Engineering Changes	X Conver	sion/Upgrade	X Train	ing	
Software Maintenance	Program	mming/Consulting	X Suppli	ies/Accessories	
Equipment Sale/Lease	Other _				
SERVICE DELIVERY MODES					

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Service

1446 Mey	BIOMED SERVICE ers Street HI 96819 -6587	ES, INC.		President: Georg	ge N. To	amashiro	
THE COA	MPANY						
Years /	Active in TPM:	4		Total Service Em	nployee	s: 1-19	
Service Locations:			Field Engineers:		1-19		
	phic Coverage: nii only)	West Coast		Field Support Spo	ecialist	s: I-19	
Repair	Depots:	1		Administration:		1-19	
				Managers:		1-19	
PRODUC	TS SERVICED						
	tient Monitoring emical						
BRANDS	SERVICED						
Abbott, E	lectro Diag, Gilfa	ord Inst., Bak	ker Inst.,	Davol DMX, and	Corning	g Medical.	
SERVICE	S PROVIDED						
X Mo	anufacturer Warro	inty X	Installat	ion		Relocation	
X Pr	eventive Mainten	ance X	Remedie	al Maintenance	<u>X</u>	Refurbishment	
X En	gineering Change	s <u>X</u>	Convers	ion/Upgrade	<u>X</u>	Training	
	ftware Maintenan			nming/Consulting		Supplies/Accessories	
Eq	uipment Sale/Lea	ise	Other				
SERVICE	DELIVERY MOD	ES					
X Or	n-Site Maintenanc	e	Repair [Depot/Carry-in		Remote Support Services	

HEALTHDYNE PRODUCTS SERVICE (505 Mason Mill Business Center Huntington Valley, PA 19006 (215) 657-6060	GROUP President: Adam Koneski
THE COMPANY	
Years Active in TPM:	Total Service Employees:
Service Locations: 30	Field Engineers: 20
Geographic Coverage: Nationwide	Field Support Specialists:
Repair Depots:	Administration: Managers:
PRODUCTS SERVICED	
- Medical products	
BRANDS SERVICED	
Healthdyne.	
SERVICES PROVIDED	
X Manufacturer Warranty X	Installation Relocation
X Preventive Maintenance X	Remedial Maintenance Refurbishment
Engineering Changes	Conversion/Upgrade Training
Software Maintenance	Programming/Consulting Supplies/Accessories
Equipment Sale/Lease	Other
SERVICE DELIVERY MODES	
X On-Site Maintenance	Repair Depot/Carry-in Remote Support Serv

HONEYWELL BUILDING SERVICES DIVISION

Honeywell Plaza Minneapolis, MN 55408 (612) 870-2294 General Manager: Pete Peterson

THE COMPANY

Years Active in TPM:	30	Total Service Employees:	999+
Service Locations:	100	Field Engineers:	500-999
Geographic Coverage:	Entire U.S.	Field Support Specialists:	200-499
Repair Depots:	100	Administration:	200-499
		Managers:	200-499

PRODUCTS SERVICED

- Mainframes	-	Applications Software
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Systems Software – Minicomputer-Based Turnkey Systems

BRANDS SERVICED

Honeywell - all major brands.

SERVICES PROVIDED

X	Manufacturer Warranty	<u>X</u>	Installation	_X	Relocation
<u>X</u>	Preventive Maintenance	<u>X</u>	Remedial Maintenance	_X_	Refurbishment
<u>X</u>	Engineering Changes	<u>X</u>	Conversion/Upgrade	_X_	Training
_X	Software Maintenance	_X_	Programming/Consulting	_X_	Supplies/Accessories
_X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

70%	On-Site Maintenance	25%	Repair Depot/Carry-in	5%	Remote Support Services
, 0, , 0	on one mannenance	23/0	repair Deport Carry-iii	370	remore support services

HONEYWELL MEDICAL Electronics Division One Campus Drive Pleasantville, NY 10570 (914) 769–6700		President: Jean-Pierre Rosso	
THE COMPANY			
Years Active in TPM:	14	Total Service Employees:	200-499
Service Locations:	52	Field Engineers:	200-499
Geographic Coverage: Wordwide	Entire U.S./	Field Support Specialists:	200-499
Repair Depots:	44	Administration:	200-499
		Managers:	200-499
PRODUCTS SERVICED			
Biomedical EquipmSome Computer De	i i i i i i i i i i i i i i i i i i i	· ·	on Equipment
BRANDS SERVICED			
Honeywell - all compatible	e brands.		
SERVICES PROVIDED			
X Manufacturer WarrX Preventive MainterX Engineering Change	nance X	Installation X Reloc Remedial Maintenance X Refur Conversion/Upgrade X Traini	bishment
Software Maintena	nce X	Programming/Consulting Suppli	ies/Accessorie
X Equipment Sale/Le	ase	Other	

80% On-Site Maintenance 20% Repair Depot/Carry-in ____ Remote Support Service

SERVICE DELIVERY MODES

HOSPITAL DATA CENTER OF VIRGINIA, INC. 962 Norfolk Square Norfolk, VA 23602 (804) 857-4551		President: Danie	l Deche	ert
THE COMPANY				
Years Active in TPM: 18		Total Service Em	ployees	20–59
Service Locations:		Field Engineers:		1-19
Geographic Coverage: Enti	re U.S.	Field Support Spe	cialists	: 1-19
Repair Depots:		Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Mainframes		- Minicompu	ıter-Ba:	sed Turnkey Systems
- Minicomputers		- Modems		
- Small Business Systems		- Front-End	Proces	sors
- Peripherals		- Networks		
- Terminals		- Systems So	oftware	
- Word Processors		- Application	ns Soft	ware
- Personal Computers				
BRANDS SERVICED				
Digital Equipment, TI, Okidata, General, and Racal Vadic.	Univ. DA, Infotr	on, Data Product	, Digita	I Tech., Televideo,
SERVICES PROVIDED				
Manufacturer Warranty	X Installat	ion	X_	Relocation
X Preventive Maintenance		Il Maintenance		Refurbishment
X Engineering Changes		on/Upgrade	<u>X</u>	Training
X Software Maintenance Equipment Sale/Lease		ming/Consulting		Supplies/Accessories
SERVICE DELIVERY MODES				

Repair Depot/Carry-in ____ Remote Support Services

X On-Site Maintenance

President: Dan O'Neil

Networks

Peripherals (disks, printers, tapes)

Terminals (dumb, intelligent, graphics)

Personal-Computer-Based Turnkey System

207 S. Scott Spokane, WA 99202 (509) 535-9865 THE COMPANY 14 **Total Service Employees:** Years Active in TPM: 20-59 Field Engineers: Service Locations: 1-19 West Coast Field Support Specialists: Geographic Coverage: 1-19 Administration: Repair Depots: 1-19 Managers: 1-19 PRODUCTS SERVICED Front-End Processors Minicomputers

BRANDS SERVICED

Copiers

Modems

Small Business Systems

Word Processors

Workstations

IDD/MICRO

Alpha Micro, Mylee Systems, Printronix, TI, Transtar, Digital Electronics, Nixdorf, C. Itoh, Data Product, and Four Phase.

SERVICES PROVIDED

X	Manutacturer Warranty	<u>X</u>	Installation	<u>X</u>	Relocation
X	Preventive Maintenance	<u>X</u>	Remedial Maintenance		Refurbishment
	Engineering Changes	<u>X</u>	Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other		
SERV	ICE DELIVERY MODES				
	On-Site Maintenance	X	Repair Depot/Carry-in		Remote Support Service

ITT COURIER TERMI INC. 1515 West 14th, S.E. Tempe, AZ 85281 (602) 894-7000	INAL SYSTEMS,	Services Marketi	ng Program R	Rep: Ray LaBranch
THE COMPANY				
Years Active in TP	M: 2	Total Service Em	ployees:	
Service Locations:	120	Field Engineers:		650
Geographic Covera Canada	ge: Entire U.S.	./ Field Support Spe	ecialists:	150+
Repair Depots:	3	Administration:		60-99
		Managers:		60-99
PRODUCTS SERVICE	ED			
- Office Product	r's			
- Turnkey Syster	ms			
BRANDS SERVICED				
ITT, Centronics, DEC	, and IBM PC (co	mpatible).		
SERVICES PROVIDED				
X Manufacturer	Warranty X	Installation	_X_ Reloc	cation
X Preventive Ma	intenance X	Remedial Maintenance	X Refu	bishment
X Engineering Ch	nanges X	Conversion/Upgrade	X Train	ing
Software Main	tenance	Programming/Consulting	X Suppl	ies/Accessories
X Equipment Sale	e/Lease	Other		
SERVICE DELIVERY	MODES			

X On-Site Maintenance X Repair Depot/Carry-in X Remote Support Services

IMLAC CORPORATION 150 A Street Needham, MA 03063 (617) 449-4600 x237		President: Bruce Beck	у
THE COMPANY			***************************************
Years Active in TPM:	1.5	Total Service Employe	es: 1-19
Service Locations:	7	Field Engineers:	1-19
Geographic Coverage:	Entire U.S.	Field Support Specialis	its: 1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
 Minicomputers CAD/CAM Turnkey Systems Software BRANDS SERVICED	y Systems	·	ks, tapes, printers, othe b, intelligent, graphics)
Pertec, Hazeltine, Versat	ec, CDC, Roy	vce, Computer Automation, and	IBM PC.
SERVICES PROVIDED	, , ,		
Manufacturer Warr	es X ince ease	Installation X Remedial Maintenance X Conversion/Upgrade X Programming/Consulting Other	Refurbishment Training Supplies/Accessories
X On-Site Maintenan	ce	Repair Depot/Carry-in	Remote Support Serv
		. topan bopon out / in	c

INCORE MAINTENANCE Division of Pinzone International 1103 South Cedar Ridge Duncanville, TX 75137 (214) 780-1600

President: John Pinzone

THE COMPANY			
Years Active in TPM: 9 Service Locations: 1 Geographic Coverage: 5 Repair Depots: 1	outh	Total Service Employees: Field Engineers: Field Support Specialists: Administration: Managers:	20-59 1-19 1-19 1-19 1-19
PRODUCTS SERVICED			
 Minicomputers Small Business System Personal Computers Modems BRANDS SERVICED Data General (all) and all conservices PROVIDED 		- Peripherals (disks, p - Terminals (dumb, in - Minicomputer-Based	itelligent, graphics)
Manufacturer Warrans X Preventive Maintenans X Engineering Changes Software Maintenance X Equipment Sale/Lease	x X	Remedial Maintenance X R Conversion/Upgrade X T	delocation defurbishment raining upplies/Accessories
X On-Site Maintenance	×	Repair Depot/Carry-in R	emote Support Services

Littlet	SERV ing Street ton, MA 01460 486-3561		Director of Marketing: William Herbert	
THE	COMPANY			
Yea	rs Active in TPM:	10	Total Service Employees: 999+	
Serv	vice Locations:	250	Field Engineers: 999+	
Geo	graphic Coverage:	Entire U.S.	Field Support Specialists: 60-99	
Rep	air Depots:	20	Administration:	
			Managers: 1-19	
PROD	UCTS SERVICED			
_	Mainframes		- Front-End Processors	
-	Minicomputers		- Networks	
-	Small Business Syst	ems	- Peripherals (disks, tapes, printers,	, othe
-	Word Processors		- Terminals (dumb, intelligent, grap	hics)
-	Personal Computer	S	- Minicomputer-Based Turnkey Syst	ems
-	Copiers		- Personal-Computer-Based Turnkey	y Sys
-	Workstations		- CAD/CAM Turnkey Systems	
-	Modems			
BRAN	IDS SERVICED			
All mo	ajor brands.			
SERVI	ICES PROVIDED			
X X X	Manufacturer Warr Preventive Mainter Engineering Change Software Maintena Equipment Sale/Lea	nance X es X nce X	Installation X Relocation Remedial Maintenance X Refurbishment Conversion/Upgrade X Training Programming/Consulting X Supplies/Access Other	ories

90% On-Site Maintenance 10% Repair Depot/Carry-in Remote Support Services

SERVICE DELIVERY MODES

INFORTEXT SYSTEMS, INC. President: James Fortcamp 1067 E. State Parkway Schaumburg, IL 60195 (312) 490-1155 THE COMPANY Years Active in TPM: 2.5 **Total Service Employees:** 20-59 Service Locations: Field Engineers: 1-19 Geographic Coverage: Entire U.S. Field Support Specialists: 1-19 Administration: 1-19 Repair Depots: 1-19 Managers: PRODUCTS SERVICED Minicomputers Front-End Processors Small Business Systems Networks Personal Computers Peripherals (disks, tapes, printers) Workstations Terminals (dumb, intelligent, graphics) Modems Personal-Computer-Based Turnkey Systems **BRANDS SERVICED** Inforex, Teledata, DIS, Alston, TI, Control Access, and IBM PC. SERVICES PROVIDED X Manufacturer Warranty X Relocation X Installation X X Refurbishment Preventive Maintenance Remedial Maintenance X X X Engineering Changes X Conversion/Upgrade Training Programming/Consulting Supplies/Accessories Software Maintenance Equipment Sale/Lease Other SERVICE DELIVERY MODES

Repair Depot/Carry-in

Remote Support Services

X On-Site Maintenance

THE COMPANY Years Active in TPM: 4 Service Locations: 1 Geographic Coverage: Entire U.S. Field Support Specialists: 1-19 Repair Depots: 1 Administration: 1-19 Managers: 1-19 PRODUCTS SERVICED - Modems - Terminals (dumb, intelligent, graphics) BRANDS SERVICED ISC, TI, Talley, DEC, Ampex, and Lear Siegler. SERVICES PROVIDED X Manufacturer Warranty Installation Relocation X Preventive Maintenance X Remedial Maintenance X Refurbishment X Engineering Changes X Conversion/Upgrade Training	INSTRUMENT REPAIR LABS 2100 W. 6th Avenue Broomfield, CO 80020 (303) 469-5375		President: Bill Hedrick	
Service Locations: Field Engineers: 1-19 Geographic Coverage: Entire U.S. Field Support Specialists: 1-19 Repair Depots: Administration: 1-19 Managers: 1-19 PRODUCTS SERVICED - Modems - Terminals (dumb, intelligent, graphics) - Peripherals (disks, printers, tapes) BRANDS SERVICED ISC, TI, Talley, DEC, Ampex, and Lear Siegler. SERVICES PROVIDED X Manufacturer Warranty Installation Relocation X Preventive Maintenance X Remedial Maintenance X Refurbishment X Engineering Changes X Conversion/Upgrade Training	THE COMPANY			
Geographic Coverage: Entire U.S. Field Support Specialists: 1-19 Repair Depots: 1 Administration: 1-19 Managers: 1-19 PRODUCTS SERVICED - Modems - Terminals (dumb, intelligent, graphics) - Peripherals (disks, printers, tapes) BRANDS SERVICED ISC, TI, Talley, DEC, Ampex, and Lear Siegler. SERVICES PROVIDED X Manufacturer Warranty _ Installation _ Relocation X Preventive Maintenance X Remedial Maintenance X Refurbishment X Engineering Changes X Conversion/Upgrade _ Training	Years Active in TPM: 4		Total Service Employees	: 1-19
Repair Depots: Administration: 1-19 Managers: 1-19 PRODUCTS SERVICED - Modems - Terminals (dumb, intelligent, graphics) - Peripherals (disks, printers, tapes) BRANDS SERVICED ISC, TI, Talley, DEC, Ampex, and Lear Siegler. SERVICES PROVIDED X Manufacturer Warranty Installation Relocation Revenue Reven	Service Locations:		Field Engineers:	1-19
Managers: 1-19 PRODUCTS SERVICED - Modems - Terminals (dumb, intelligent, graphics) - Peripherals (disks, printers, tapes) BRANDS SERVICED ISC, TI, Talley, DEC, Ampex, and Lear Siegler. SERVICES PROVIDED X Manufacturer Warranty Installation Relocation X Preventive Maintenance X Remedial Maintenance X Refurbishment X Engineering Changes X Conversion/Upgrade Training	Geographic Coverage: Ent	ire U.S.	Field Support Specialists	: 1-19
PRODUCTS SERVICED - Modems - Terminals (dumb, intelligent, graphics) - Peripherals (disks, printers, tapes) BRANDS SERVICED ISC, TI, Talley, DEC, Ampex, and Lear Siegler. SERVICES PROVIDED X Manufacturer Warranty _ Installation _ Relocation _ Result	Repair Depots:		Administration:	1-19
- Modems - Terminals (dumb, intelligent, graphics) - Peripherals (disks, printers, tapes) BRANDS SERVICED ISC, TI, Talley, DEC, Ampex, and Lear Siegler. SERVICES PROVIDED X Manufacturer Warranty Installation Relocation X Preventive Maintenance X Remedial Maintenance X Refurbishment X Engineering Changes X Conversion/Upgrade Training			Managers:	1-19
- Peripherals (disks, printers, tapes) BRANDS SERVICED ISC, TI, Talley, DEC, Ampex, and Lear Siegler. SERVICES PROVIDED X Manufacturer Warranty Installation Relocation X Preventive Maintenance _ X Remedial Maintenance _ X Refurbishment X Engineering Changes _ X Conversion/Upgrade Training	PRODUCTS SERVICED			
SERVICES PROVIDED X Manufacturer Warranty Installation Relocation X Preventive Maintenance X Remedial Maintenance X Refurbishment X Engineering Changes X Conversion/Upgrade Training	- Peripherals (disks, printe BRANDS SERVICED		- Terminals (dumb,	intelligent, graphics)
X Manufacturer Warranty Installation Relocation X Preventive Maintenance X Remedial Maintenance X Refurbishment X Engineering Changes X Conversion/Upgrade Training		a		
Software Maintenance Programming/Consulting Supplies/Accessories X Equipment Sale/Lease Other SERVICE DELIVERY MODES	 X Manufacturer Warranty X Preventive Maintenance X Engineering Changes Software Maintenance X Equipment Sale/Lease 	X Remedia X Convers Program	al Maintenance X sion/Upgrade	Refurbishment
On-Site Maintenance X Repair Depot/Carry-in Remote Support Servi	On-Site Maintenance	X Repair	Depot/Carry-in	Remote Support Servi

INTEGRATED AUTOMATION, INC. President: Huey Duncan 1745 Tullie Circle, Northeast Atlanta, GA 30329 (404) 325-8100 THE COMPANY Years Active in TPM: 7 **Total Service Employees:** 160-199 160 Service Locations: Field Engineers: 180 Geographic Coverage: Entire U.S. Field Support Specialists: 1-19 Repair Depots: Administration: 1-19 Managers: 1-19 PRODUCTS SERVICED Mainframes Workstations Modems Minicomputers Front-End Processors Small Business Systems Word Processors Peripherals (disks, printers, tapes) Personal Computers Terminals (dumb, intelligent, graphics) BRANDS SERVICED IBM, Radio Shack, and most major brands. **SERVICES PROVIDED** Relocation X Manufacturer Warranty X Installation

Remedial Maintenance

Programming/Consulting

Conversion/Upgrade

20% Repair Depot/Carry-in

Refurbishment

Supplies/Accessories

Remote Support Services

Training

Other

X

X

Preventive Maintenance

Engineering Changes

Software Maintenance

Equipment Sale/Lease

SERVICE DELIVERY MODES

80% On-Site Maintenance

X

X

X

INTEGRATED SYSTEMS B 1850 N. 6th West Logan, UT 84321 (801) 753-2224	ENGINEERING	President: Phillip	Swensen
THE COMPANY			
Years Active in TPM:	12	Total Service Emp	oloyees: 1-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	Entire U.S.	Field Support Spe	cialists: 1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
Building ElectronicTime-Temp Units	Message Center	rs	
BRANDS SERVICED			
All major brands.			
SERVICES PROVIDED			
X Manufacturer Warr Preventive Mainter X Engineering Change Software Maintena Equipment Sale/Lea	nance X Roes Connce Pr	stallation emedial Maintenance onversion/Upgrade rogramming/Consulting ther	
SERVICE DELIVERY MOD	DES		
X On-Site Maintenand	ce R	epair Depot/Carry-in	Remote Support Serv

INTEGRATED SYSTEMS GROUP, INC. President: Charles Archer 920 E. Broadway Glendale, CA 91205 (818) 502-1414 THE COMPANY **Total Service Employees:** Years Active in TPM: \prod 20-59 1 Field Engineers: Service Locations: 20-59 Geographic Coverage: West Coast Field Support Specialists: 1-19 Administration: Repair Depots: 1-19 Managers: 1-19 PRODUCTS SERVICED Minicomputers Minicomputer-Based Turnkey Systems Small Business Systems Modems Systems Software Peripherals (disks, tapes, printers, others) **Applications Software** Terminals (dumb, intelligent, graphics) **BRANDS SERVICED** DEC, Applied Digital (most compatibles), CDC, General Automation, Point 4, and Star Technology. SERVICES PROVIDED Manufacturer Warranty X Installation X Relocation Refurbishment X Preventive Maintenance X Remedial Maintenance X X X X Engineering Changes Conversion/Upgrade Training X Software Maintenance X Programming/Consulting X Supplies/Accessories Other X Equipment Sale/Lease SERVICE DELIVERY MODES

28% Repair Depot/Carry-in

2% Remote Support Services

70% On-Site Maintenance

INTERACTIVE SERVICE CO 4536 North Orange Blossom Orlando, FL 32904 (305) 291-2136		President: Ira Orem	
THE COMPANY			
Years Active in TPM: 3		Total Service Employees	: 1-19
Service Locations:		Field Engineers:	1-19
Geographic Coverage: E	ast Coast	Field Support Specialists	: 1–19
Repair Depots:		Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
 Mainframes Minicomputers Small Business System BRANDS SERVICED	ıs		, tapes, printers, othe sed Turnkey Systems
Data General (compatible pe	ripherals) and DE	C.	
SERVICES PROVIDED		<u>.</u>	
 X Manufacturer Warrant X Preventive Maintenant X Engineering Changes Software Maintenance X Equipment Sale/Lease 	X Reme X Conve Program	dial Maintenance X ersion/Upgrade amming/Consulting	Relocation Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MODES			
X On-Site Maintenance	Repai	r Depot/Carry-in	Remote Support Serv

President: Bob Wolkowicz

Peripherals (disks, tapes, printers)

Terminals (dumb, intelligent, graphics)

Minicomputer-Based Turnkey Systems

Personal-Computer-Based Turnkey Systems

Orange, CA 92667 (714) 771-7250 THE COMPANY Years Active in TPM: 5 **Total Service Employees:** 1-19 Service Locations: 1 Field Engineers: 1-19 Geographic Coverage: Entire U.S. Field Support Specialists: 1-19 Administration: Repair Depots: 1-19 Managers: 1-19 PRODUCTS SERVICED Minicomputers Modems Small Business Systems Front-End Processors Word Processors Networks

BRANDS SERVICED

Personal Computers

Systems Software

Applications Software

Workstations

INTERNATIONAL ANASAZI, INC.

2914 E. Katella Avenue, Suite 202

Okidata, IBM 3101 Video Terminals, VDS Modems, and Emulog Terminals.

SERVICES PROVIDED

_X	Manufacturer Warranty	_X	Installation	_X	Relocation
X	Preventive Maintenance	_X_	Remedial Maintenance	_X_	Refurbishment
X	Engineering Changes	_X_	Conversion/Upgrade	_X_	Training
<u>X</u>	Software Maintenance	_X_	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

X	On-Site Maintenance	Repair Depot/Carry-in	Remote Support Services

INTERNATIONAL COMPUTER GROUP 9174 W. 57th Street Merriam, KS 66203 (913) 677-5877	P President: Gary Vunovio	ch
THE COMPANY		7
Years Active in TPM: 5	Total Service Employees	s: I-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: Midwest	Field Support Specialists	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
 Mainframes Small Business Systems Systems Software Applications Software 	 Workstations Modems Peripherals (disks Personal-Compute 	, tapes, printers) er-Based Turnkey Sys
- Word Processors		
BRANDS SERVICED		
DynaByte and Integrated Business (IBC)).	
SERVICES PROVIDED		
Manufacturer Warranty X X Preventive Maintenance X Engineering Changes X X Software Maintenance X X Equipment Sale/Lease	Conversion/Upgrade Programming/Consulting X	
SERVICE DELIVERY MODES		
X On-Site Maintenance	Repair Depot/Carry-in	Remote Support Serv

INTRON CORPORATION President: Jim Heath 7830 Backlick Road, Suite 403 Springfield, VA 22150 (703) 569-1502 THE COMPANY Years Active in TPM: 5 1-19 **Total Service Employees:** Service Locations: Field Engineers: 1-19 Geographic Coverage: East Coast Field Support Specialists: 1-19 Administration: Repair Depots: 1-19 1-19 Managers: PRODUCTS SERVICED Terminals (graphics) **BRANDS SERVICED** Inecolor, Jupiter Systems, Printacolor, and New England Technology Group. SERVICES PROVIDED Relocation X Manufacturer Warranty X Installation X Refurbishment X X Preventive Maintenance X Remedial Maintenance X X Conversion/Upgrade Training Engineering Changes Supplies/Accessories Programming/Consulting X Software Maintenance X Equipment Sale/Lease Other ____

Repair Depot/Carry-in

Remote Support Services

SERVICE DELIVERY MODES

X On-Site Maintenance

JCRR INC. P.O. Box 264 Moorestown, NJ 08057 (609) 387-4462		President: Carl Ri	ce	
THE COMPANY				
Years Active in TPM: 4		Total Service Empl	oyees:	1-19
Service Locations:		Field Engineers:		1-19
Geographic Coverage: Ec	ast Coast	Field Support Speci	ialists:	1-19
Repair Depots:		Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
	A	nswering Service Only		
BRANDS SERVICED				
Data General.				
SERVICES PROVIDED				
X Manufacturer Warranty	/ <u>X</u>	Installation _	X R	elocation
X Preventive Maintenance	e <u>X</u>	Remedial Maintenance	X R	efurbishment
X Engineering Changes	<u>X</u>	Conversion/Upgrade	Tı	raining
X Software MaintenanceX Equipment Sale/Lease	<u>X</u>	Programming/Consulting _ Other		upplies/Accessories
SERVICE DELIVERY MODES				
X On-Site Maintenance	X	Repair Depot/Carry-in	R	emote Support Servi

JDA COMPUTER SERVICES, INC. 40 Burlews Court Hackensack, NJ 07601 (201) 488-6648	President: Dennis Fiedler	
THE COMPANY		
Years Active in TPM: 5	Total Service Employees:	1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: East Co	ast Field Support Specialists:	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
- Mainframes	- Front-End Processors	
- Minicomputers	- Peripherals (disks, tap	es, printers, other)
- Small Business Systems	- Terminals (dumb, inte	lligent, graphics)
- Modems	- Minicomputer-Based 1	Turnkey Systems
BRANDS SERVICED		
General Automation Inc., Wangco, [Data Printer, Telerand, Penril, CD, Tandb	erg, and Okidata.
SERVICES PROVIDED		
Manufacturer Warranty	X_ Installation X_ Rel	ocation
X Preventive Maintenance	K Remedial Maintenance X Ref	urbishment
X Engineering Changes	Conversion/Upgrade Tra	ining
Software Maintenance	Y Programming/Consulting X Supplementary	plies/Accessories
Equipment Sale/Lease	Other	
SERVICE DELIVERY MODES		
X On-Site Maintenance	Repair Depot/Carry-in Ren	note Support Services

J. H. LESKIN ASSOCIATES, INC. 2360 Avenue "A" Bethlehem, PA 18017 (215) 865-3350	President: Joseph I	Leskin
THE COMPANY		
Years Active in TPM: 9	Total Service Empl	oyees: 20-59
Service Locations:	Field Engineers:	1-19
Geographic Coverage: East Co	ast Field Support Speci	ialists: 1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
- Minicomputers	- Applications	Software
- Word Processors	• • • • • • • • • • • • • • • • • • • •	(disks, tapes, printers, other
- Personal Computers	· ·	lumb, intelligent)
- Modems		er-Based Turnkey Systems
- Systems Software	- Personal-Co	mputer-Based Turnkey Syste
BRANDS SERVICED		
DEC/Digital (compatible peripheral	ls) and Ventell	
	by and volvions	
SERVICES PROVIDED		
X Manufacturer Warranty	Installation	X Relocation
	X Remedial Maintenance _	X Refurbishment
		X Training
	Programming/Consulting _	
X Equipment Sale/Lease	Other	
SERVICE DELIVERY MODES		
X On-Site Maintenance	Repair Depot/Carry-in _	Remote Support Service

J. L. CONSULTING SERV P.O. Box 5458 Kansas City, MO 64131 (816) 523-3793	ICES INC.	Office Automati	on Trair	ner: Laurie Smith
THE COMPANY				
Years Active in TPM:	5	Total Service Em	ployees	s: 12
Service Locations:	10	Field Engineers:		3
Geographic Coverage:	Midwest	Field Support Spo	ecialists	s: 4
Repair Depots:	1	Administration:		32
		Managers:		3
PRODUCTS SERVICED				
- Data Processing		- Turnkey S	ystems	
- Data Communication		 Office Products (except copiers) 		
BRANDS SERVICED				
Data General (compatible).			
SERVICES PROVIDED				
X Manufacturer Warr	anty X	Installation	_X_	Relocation
X Preventive Mainter	nance X	Remedial Maintenance	X	Refurbishment
Engineering Change	es X	Conversion/Upgrade	<u>X</u>	Training
X Software Maintena	nce X	Programming/Consulting	<u>X</u>	Supplies/Accessories
X Equipment Sale/Le	ase	Other		
SERVICE DELIVERY MOD	DES			
X On-Site Maintenan	ce X	Repair Depot/Carry-in	_X_	Remote Support Services

JM COMPUTER ASSOCIATES Pleasant Valley Avenue Moorestown, NJ 08057 (609) 235-5111		Presid	dent: John Melio	ın
THE COMPANY				
Years Active in TPM: 10		Total	Service Employe	es: 1-19
Service Locations:		Field	Engineers:	1-19
Geographic Coverage: Ent	ire U.S.	Field	Support Specialis	sts: 1-19
Repair Depots:		Admi	nistration:	1-19
		Mana	gers:	1-19
PRODUCTS SERVICED				
- Mainframes		-	Front-End Proc	essors
- Minicomputers		***	Peripherals (dis	ks, tapes, printers, othe
- Small Business Systems		-	Minicomputer-E	Based Turnkey Systems
- Modems				
BRANDS SERVICED				
Data General (compatible perip	oheral).			
SERVICES PROVIDED				
Manufacturer Warranty	Ir	nstallation		Relocation
Preventive Maintenance	R	Remedial Mai	ntenance X	Refurbishment
Engineering Changes	<u>X</u> C	Conversion/U	pgrade	Training
Software Maintenance	P	rogramming	/Consulting	Supplies/Accessories
X Equipment Sale/Lease	0	Other		
SERVICE DELIVERY MODES				
X On-Site Maintenance	R	Repair Depot	/Carry-in	Remote Support Serv

JANISCH ENGINEERING President: Vern Janisch 3021 W. 41st Street Denver, CO 80211 (303) 458-8599 THE COMPANY Years Active in TPM: N/A **Total Service Employees:** N/A Service Locations: N/A Field Engineers: N/A Geographic Coverage: N/A Field Support Specialists: N/A Repair Depots: N/A Administration: N/A Managers: N/A PRODUCTS SERVICED Personal Computers **BRANDS SERVICED Answering Service Only SERVICES PROVIDED** Manufacturer Warranty Relocation Installation Preventive Maintenance X Remedial Maintenance Refurbishment **Engineering Changes** Conversion/Upgrade Training Software Maintenance Supplies/Accessories Programming/Consulting Equipment Sale/Lease Other SERVICE DELIVERY MODES

Repair Depot/Carry-in

Remote Support Services

X

On-Site Maintenance

KALBRO CORPORATION 101 Foster Road Morrestown, NJ 08057 (609) 778–1800	٧	President: Berdj Kalustyan	
THE COMPANY			
Years Active in TPM:	10	Total Service Employees:	100-159
Service Locations:	43	Field Engineers:	60-99
Geographic Coverage:	Entire U.S.	Field Support Specialists:	1-19
Repair Depots:	2	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Minicomputers		- Front-End Processors	
- Small Business Sys	tems	- Peripherals (disks, tap	es, printers, other
- Word Processors		- Terminals (dumb, inte	lligent, graphics)
- Personal Computer	rs	- Minicomputer-Based 1	Turnkey Systems
- Workstations		- Personal-Computer-Bo	ased Turnkey Syst
- Modems			
BRANDS SERVICED			
DEC and Data General (m	najor compatil	oles).	
SERVICES PROVIDED			
X Manufacturer War	ranty X	Installation X Rele	ocation
X Preventive Mainte	nance X	Remedial Maintenance X Ref	urbishment
X Engineering Chang	es X	Conversion/Upgrade Trai	ining
Software Maintena	ince	Programming/Consulting Supp	plies/Accessories

85% On-Site Maintenance 15% Repair Depot/Carry-in Remote Support Service

___ Other ____

Equipment Sale/Lease

SERVICE DELIVERY MODES

KENT COMPUTERS CORPORATION 9434 Old Katy Road Houston, TX 77055 (713) 467-0077	President: Thomas Kent
THE COMPANY	
Years Active in TPM: 14 years	Total Service Employees: 1-19
Service Locations: 2	Field Engineers: 1-19
Geographic Coverage: Midwest	Field Support Specialists: 1-19
Repair Depots:	Administration: 1-19
	Managers: I-19
PRODUCTS SERVICED	
- Small Business Systems	- Applications Software
- Peripherals (disks, printers)	- Personal Computers
- Terminals (dumb)	- Workstations
- Systems Software	- Personal-Computer-Based Turnkey Systems
BRANDS SERVICED	
Kaypro, Leading Edge, Fujitsu, and C. I	toh.
SERVICES PROVIDED	
X Manufacturer Warranty X	Installation Relocation
Preventive Maintenance X	Remedial Maintenance Refurbishment
Engineering Changes X	Conversion/Upgrade X Training
X Software Maintenance X	Programming/Consulting X Supplies/Accessories
X Equipment Sale/Lease	Other
SERVICE DELIVERY MODES	

Remote Support Services

2% On-Site Maintenance 98% Repair Depot/Carry-in

L. J. BRODER ENTERPRISES INC. President: L. J. Broder 11105 Shady Trail, Suite 115 Dallas, TX 75229 (214) 241-3727 THE COMPANY Years Active in TPM: N/A **Total Service Employees:** N/A Service Locations: N/A Field Engineers: N/A Geographic Coverage: N/A Field Support Specialists: N/A Administration: Repair Depots: N/A N/A N/A Managers: PRODUCTS SERVICED Independent Depot Repair **BRANDS SERVICED** SERVICES PROVIDED Manufacturer Warranty Installation Relocation X Preventive Maintenance Remedial Maintenance Refurbishment **Engineering Changes** Conversion/Upgrade Training Software Maintenance Programming/Consulting Supplies/Accessories Equipment Sale/Lease Other SERVICE DELIVERY MODES On-Site Maintenance Remote Support Servi X Repair Depot/Carry-in



L.M.S. TECHN 21 Grand Aven Farmingdale, N (516) 694–2034	NY 11735	ICES I	NC.		Presid	dent: Larry	/ Shulm	an
THE COMPAN	ΙΥ							
Years Activ	e in TPM:	5			Total	Service En	nployee	s: 1-19
Service Loca	ations:	1			Field	Engineers:		1-19
Geographic	Coverage:	East	Coast		Field	Support Sp	ecialist	s: 1-19
Repair Depo	ts:	1			Admi	nistration:		1-19
					Mana	gers:		1-19
PRODUCTS SE	ERVICED							
- Persono	usiness Syst I Computer s Software				- - -	·	ls (disk	ware s, tapes, printers) intelligent)
BRANDS SERV	/ICED							
Alpha Micro Sy SERVICES PRO		PC, C	kidata	, Hazelti	ine, Te	levideo, C[OC, Rac	lio Shack, and Diablo.
Manufa	cturer Warr	anty	_X_	Installa	tion		_X_	Relocation
X Prevent	ive Mainter	nance	X	Remedi	al Mai	ntenance	_X_	Refurbishment
Enginee	ring Change	es	_X_	Conver	sion/U	pgrade	X_	Training
	re Maintena ent Sale/Le		<u>X</u>	Program Other _	_	/Consulting		Supplies/Accessories
SERVICE DEL	IVERY MOD	DES						
X On-Site	Maintenand	ce	X	Repair	Depot	/Carry-in		Remote Support Services

LOGICAL SOLUTIONS CO INC. 118 Maine Mall Road S. Portland, ME 04106 (207) 773–5276	OMPANY,	President: Tom Russell	
THE COMPANY			
Years Active in TPM:	6	Total Service Employees:	20-59
Service Locations:	3	Field Engineers:	20-59
Geographic Coverage:	Entire U.S.	Field Support Specialists:	1-19
Repair Depots:	3	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
 Minicomputers Small Business Syst Word Processors Personal Computer Workstations BRANDS SERVICED Data General, Altos, Nove SERVICES PROVIDED 	·s	- Minicomputer-Based - Personal Computer-Based - Modems - Peripherals (disks, ta - Terminals (dumb, inte	Based Turnkey Sys
Manufacturer Warr X Preventive Mainter X Engineering Change Software Maintena Equipment Sale/Le SERVICE DELIVERY MOD	es X nce ase	Remedial Maintenance X Re Conversion/Upgrade Tro	location furbishment aining oplies/Accessories
90% On-Site Maintenan	ce <u>10%</u>	Repair Depot/Carry-in Re	mote Support Serv

LOONAM COMPUTER PRODUCTS 7720 Bush Lake Road Minneapolis, MN 55435 (612) 831-1616		Presi	dent: Jim L	oonam.		
THE (COMPANY					
Yeo	ars Active in TPM:	15	Total	Service Em	ployees	s: 60-99
Ser	vice Locations:	23	Field	Engineers:		20-59
	ographic Coverage: anada	Entire U.S.	/ Field	Support Spe	ecialist	s: I-19
Rep	oair Depots:	3	Admi	nistration:		1-19
			Mana	gers:		1-19
PROD	OUCTS SERVICED					
Small Business SystemsPeripherals (printers)			-	Terminals (dumb, intelligent, graphics)Personal Computers		
BRAN	IDS SERVICED					
Altos, Okida	•	ies, Weiss, A	dels, Espirit, D	igital, Telev	∕ideo,[Diablo, Data South, and
SERV	ICES PROVIDED					
X X X	Manufacturer Warr Preventive Mainter Engineering Change Software Maintena Equipment Sale/Le	nance X es nce	Remedial Ma	pgrade /Consulting		Relocation Refurbishment Training Supplies/Accessories
80%	On-Site Maintenand	ce _20%	Repair Depot	/Carry-in		Remote Support Services

LOS GATOS CIRCUITS INC.

General Manager: Bob Payne

2754 liealo Drive San Jose, CA 95111 (408) 629-3711			
THE COMPANY			
Years Active in TPM:	N/A	Total Service Employee	es: N/A
Service Locations:	N/A	Field Engineers:	N/A
Geographic Coverage:	N/A	Field Support Specialist	ts: N/A
Repair Depots:	N/A	Administration:	N/A
		Managers:	N/A
PRODUCTS SERVICED			
		Answering Service Only	
BRANDS SERVICED			
Data General.			
SERVICES PROVIDED			
Manufacturer Warr	anty	Installation	Relocation
Preventive Mainter	nance X	Remedial Maintenance	Refurbishment
X Engineering Change	es	Conversion/Upgrade	Training
Software Maintena	nce	Programming/Consulting	Supplies/Accessories
Equipment Sale/Le	ase	Other	
SERVICE DELIVERY MOD	DES		
On-Site Maintenan	ce <u>X</u>	Repair Depot/Carry-in	Remote Support Servi

LYNX INFORMATION SYSTEMS 8861-A Balboa Avenue San Diego, CA 92123 (619) 576-1128	President: Don Nelson	
THE COMPANY		
Years Active in TPM: 2	Total Service Employees:	1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: West Coast	Field Support Specialists:	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
MinicomputersSmall Business Systems	Peripherals (disks, tTerminals (dumb, in	apes, printers, other)
BRANDS SERVICED		
Data General (compatible peripherals).		
SERVICES PROVIDED		
Manufacturer Warranty X X Preventive Maintenance X X Engineering Changes X Software Maintenance X Equipment Sale/Lease	Remedial Maintenance X R Conversion/Upgrade T	Relocation Refurbishment Training upplies/Accessories
SERVICE DELIVERY MODES		

Repair Depot/Carry-in Remote Support Services

X On-Site Maintenance

M/A-COM ALANTHUS DATA, INC. 6011 Executive Boulevard Rockville, MD 20852 (301) 770-1150		President: Carl English	
THE COMPANY			
Years Active in TPM:	N/A	Total Service Employees	: N/A
Service Locations:	N/A	Field Engineers:	N/A
Geographic Coverage:	N/A	Field Support Specialists	: N/A
Repair Depots:	N/A	Administration:	N/A
		Managers:	N/A
PRODUCTS SERVICED			
- CRTs			
BRANDS SERVICED			
DEC, Lear Siegler, and Fo	ılco.		
SERVICES PROVIDED			
X Manufacturer Warr X Preventive Mainter Engineering Change X Software Maintena Equipment Sale/Le SERVICE DELIVERY MOD	nance X es nce		Relocation Refurbishment Training Supplies/Accessories
X On-Site Maintenand		Repair Depot/Carry-in	Remote Support Servi

MAI SORBUS INC. 50 E. Swedesford Road Frazer, PA 19355 (215) 296-6000 President: Ron Wallace

THE COMPANY				
Years Active in TPM:	13	Total Service Em	ployee	es: 1,700
Service Locations:	160	Field Engineers:		1,500
Geographic Coverage:	U.S.	Field Support Spe	cialist	ts: 40
Repair Depots:	12	Administration:		40
		Managers:		150
PRODUCTS SERVICED				
- Personal Computers				
BRANDS SERVICED				
IBM, Apple, Radio Shack, a	ınd most ma	jor brands.		
SERVICES PROVIDED				
X Manufacturer Warra	inty X	Installation	X	Relocation
X Preventive Maintena	ance X	Remedial Maintenance	_X_	Refurbishment
X Engineering Changes	x <u>X</u>	Conversion/Upgrade		Training
Software Maintenan	ce	Programming/Consulting	<u>X</u>	Supplies/Accessories
X Equipment Sale/Lea	se	Other		
SERVICE DELIVERY MODI	ES			
X On-Site Maintenance	e <u>X</u>	Repair Depot/Carry-in	_X_	Remote Support Services

MMI COMPUTER SERVICES 3020 Lincoln Court Garland, TX 75041 (214) 271–1577	President: Dave Lau	
THE COMPANY		
Years Active in TPM: 8	Total Service Employees:	1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: Entire	Field Support Specialists:	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
- Minicomputers	- CAD/CAM Turnke	y Systems
- Small Business Systems	- Modems	
- Word Processors	- Peripherals (disks,	tapes, printers)
- Personal Computers	- Terminals (dumb, i	ntelligent, graphics)
 Workstations 		
BRANDS SERVICED		
DEC, CDC, STC, Data Products,	Data General, and Printronix.	
SERVICES PROVIDED		
X Manufacturer Warranty	Installation	Relocation
Preventive Maintenance	X Remedial Maintenance X	Refurbishment
X Engineering Changes	X Conversion/Upgrade X	Training
	X Programming/Consulting X	Supplies/Accessories
X Equipment Sale/Lease	Other	
SERVICE DELIVERY MODES		
X On-Site Maintenance	Repair Depot/Carry-in I	Remote Support Serv

MSC COMPUTER STORES 1455 S. State Street Orem, UT 84057 (801) 224-1169 President: Bill West

THE COMPANY				
Years Active in TPM: Service Locations: Geographic Coverage: Repair Depots:	10 1 U.S.	Field 5	Service Employed Engineers: Support Specialis istration: ers:	1-19
PRODUCTS SERVICED				
 Mainframes Minicomputers Small Business System Modems Systems Software Applications Software BRANDS SERVICED Apple, Corvus, Micro Data, 	re	- - -	CAD/CAM Turn	ters ased Turnkey Systems
SERVICES PROVIDED				
 X Manufacturer Warran X Preventive Maintena X Engineering Changes X Software Maintenand X Equipment Sale/Leas SERVICE DELIVERY MODE	ince X X ce X	Installation Remedial Main Conversion/Up Programming/O	grade X	Training

Remote Support Services

20% On-Site Maintenance 80% Repair Depot/Carry-in

MSI DATA CORPORATION 300 Fischer Costa Mesa, CA 92626

(714) 549-6000

President: Charles Strauch

THE	CO	MAD	AA	N
		\sim		U Y

Years Active in TPM:

15

Total Service Employees:

160-999

Service Locations:

110

Field Engineers:

100-159

Geographic Coverage:

Entire U.S./

Field Support Specialists:

1-19

Canada

Repair Depots:

7

Administration:

20-59

Managers:

1-19

PRODUCTS SERVICED

- Minicomputers

- Small Business Systems

- Personal Computers

PBX/PABX

Modems

Front-End Processors

Systems Software

Applications Software

- Peripherals (disks, tapes, printers, other)

- Terminals (dumb, intelligent, graphics)

Personal-Computer-Based Turnkey System

BRANDS SERVICED

IDT, Franchise Manual Systems, IBM PC/XT, Raytheon, and Ultra Phase.

SERVICES PROVIDED

X Manufacturer Warranty

X Installation

X Relocation

X Preventive Maintenance

X Remedial Maintenance

X Refurbishment

X Engineering Changes

X Conversion/Upgrade

X Training

X Software Maintenance

X Programming/Consulting X

X Supplies/Accessories

X Equipment Sale/Lease

Other

SERVICE DELIVERY MODES

44% On-Site Maintenance

40% Repair Depot/Carry-in

16% Remote Support Services

MTTR, INC. 2540 Metropolitan Drive Trevose, PA 19047 (215) 364-3737

98% On-Site Maintenance

President: Rudolf Haydu

THE COMPANY					
Years Active in TPM:	1	Total Service Employees:	160-199		
Service Locations:	110	Field Engineers:	100-159		
Geographic Coverage: Canada	Entire U.S./	Field Support Specialists:	20-59		
Repair Depots:	0	Administration:	20-59		
		Managers:	20-59		
PRODUCTS SERVICED					
- Minicomputers		- Front-End Processor	·s		
- Small Business Syst	ems	- Networks			
- Word Processors		- Peripherals (disks, to	Peripherals (disks, tapes, printers, other)		
- Personal Computer:	S	- Terminals (dumb, int	telligent, graphics)		
- Workstations		- Minicomputer-Based	Turnkey Systems		
- PBX/PABX		- Personal-Computer-	Based Turnkey Systems		
- Modems		- CAD/CAM Turnkey	Systems		
BRANDS SERVICED					
ADP (Financial Services).	GTE, Teletype	e, Paradyne, Codex, Darome Data, (Convergent Technology		
Digilog, Arete, IBM PC XI			3,		
SERVICES PROVIDED		,			
X Manufacturer Warr	anty X	Installation X Re	elocation		
X Preventive Mainten		Remedial Maintenance X Re	efurbishment		
X Engineering Change	es X	Conversion/Upgrade X Tr	aining		
Software Maintenar	nce	Programming/Consulting Su	pplies/Accessories		
Equipment Sale/Lea		Other			
SERVICE DELIVERY MOD	ES				

Repair Depot/Carry-in 2% Remote Support Services

MU SYSTEMS

President: George Morgan

1000 Sagamore Parkway Lafayette, IN 47905 (317) 447–5917			
THE COMPANY			
Years Active in TPM:	N/A	Total Service Employees	: N/A
Service Locations:	N/A	Field Engineers:	N/A
Geographic Coverage:	N/A	Field Support Specialists	: N/A
Repair Depots:	N/A	Administration:	N/A
		Managers:	N/A
PRODUCTS SERVICED			
- Personal Computer	rs		
BRANDS SERVICED			
	A	Answering Service Only	
SERVICES PROVIDED			
Manufacturer Warr	anty	Installation	Relocation
Preventive Maintenance X		Remedial Maintenance	Refurbishment
Engineering Chang	es	Conversion/Upgrade	Training
Software Maintena	nce	Programming/Consulting	Supplies/Accessories
Equipment Sale/Le	ase	Other	
SERVICE DELIVERY MOI	DES		

On-Site Maintenance X Repair Depot/Carry-in Remote Support Service

MAGNETIC RECOVERY TECHI INC. 25431 Rye Canyon Road Valencia, CA 91355 (805) 257-2262	NOLOGIES,	President: Frank Chiav	erini
THE COMPANY			
Years Active in TPM: 10 Service Locations: 1		Total Service Employee Field Engineers:	s: 20-59
Geographic Coverage: Enti	re U.S.	Field Support Specialist	s: 20-59
Repair Depots:		Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Peripherals/tapes			
BRANDS SERVICED			
All brands.			
SERVICES PROVIDED			
 X Manufacturer Warranty Preventive Maintenance X Engineering Changes Software Maintenance Equipment Sale/Lease 	Convers	tion ial Maintenance X sion/Upgrade mming/Consulting	Training Supplies/Accessories
SERVICE DELIVERY MODES			
On-Site Maintenance	100% Repair	Depot/Carry-in	Remote Support Services

MARKETECHS 148 Linden Street Wellesley, MA 02181 (617) 237-4343		President: C. Hesner	
THE COMPANY			
Years Active in TPM:	12	Total Service Employee	s: I-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	East Coast	Field Support Specialist	s: I-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
Personal ComputersCopiersModems		· ·	s, tapes, printers) , intelligent, graphics)
BRANDS SERVICED			
DEC, Apple, Lear Siegler, I	Data Media,	Delta Data, TI, Florida Data, and	d Data Max.
SERVICES PROVIDED			
 X Manufacturer Warra X Preventive Maintena X Engineering Changes Software Maintenan X Equipment Sale/Lea SERVICE DELIVERY MODE 	ance X s X ce se	Installation X Remedial Maintenance X Conversion/Upgrade X Programming/Consulting X Other	Training
X On-Site Maintenance	e <u>X</u>	Repair Depot/Carry-in	Remote Support Servi

MAVIS COMPUTER SYSTEMS INC.	
11257 Coloma Road, A-S	
Rancho Cordova, CA 95670	
(916) 635-2467	

President: Gary Hoff

THE COMPANY				
Years Active in TPM:	10	Total Service Em	ployee	s: 1-19
Service Locations:	1	Field Engineers:		1-19
Geographic Coverage:	West Coast	Field Support Spe	ecialist:	s: 1-19
Repair Depots:	1	Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Small Business Syste	ms	- Modems		
- Systems Software		- Front-End	Proces	ssors
- Applications Softwar	re e	- Periphera	ls (disks	s, tapes, printers)
- Word Processors	- Terminals	(dumb,	intelligent, graphics)	
BRANDS SERVICED				
Alpha Micro, Tally, Anndex	, and Centronix	•		
SERVICES PROVIDED				
X Manufacturer Warra	nty X Ins	tallation	_X_	Relocation
X Preventive Maintena	ince X Re	medial Maintenance	X	Refurbishment
Engineering Changes		nversion/Upgrade	_X_	
X Software Maintenand	ce X Pr	ogramming/Consulting	X	Supplies/Accessories
X Equipment Sale/Leas	se Ot	her		
SERVICE DELIVERY MODE	ES			
X On-Site Maintenance	<u>X</u> Re	pair Depot/Carry-in		Remote Support Services

McGRAW ENGINEERING 3606 Woodson Road St. Johns, MO 63114 (314) 426-2500		President: Arthur Harpe	er
THE COMPANY			
Years Active in TPM:	15	Total Service Employees	: 1-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	Midwest	Field Support Specialists	: 1-19
Repair Depots:	l	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Modems		- Peripherals (disks	, printers, other)
- Networks		- Terminals (dumb,	intelligent, graphics)
- CAD/CAM Turnkey S	Systems		
BRANDS SERVICED			
Image Laser Printers, Monic	c, Jupiter, N	Modgraphics, and Trilog.	
SERVICES PROVIDED			
X Manufacturer Warrar	nty X	Installation X	Relocation
X Preventive Maintena	nce X	Remedial Maintenance X	Refurbishment
X Engineering Changes	X	Conversion/Upgrade	Training
Software Maintenance	e	Programming/Consulting X	Supplies/Accessories
X Equipment Sale/Leas	ie	Other	
SERVICE DELIVERY MODE	ES		
X On-Site Maintenance	<u> </u>	Repair Depot/Carry-in	Remote Support Serv

McINTYRE'S MINICOMPUTER

Sales Group 32050 Edward Avenue Madison Heights, MI 48071 (313) 583-4100 President: Michael McIntyre

T	Н	E	C	0	M	P	Α	N	Y

Years Active in TPM:	6	Total Service Employees:	60-99
Service Locations:	1	Field Engineers:	20-59
Geographic Coverage:	Midwest	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19

PRODUCTS SERVICED

- MainframesMinicomputersWorkstations
- Small Business Systems Peripherals (disks, tapes, printers)
- Modems Terminals (dumb, intelligent, graphics)
 - Minicomputer-Based Turnkey Systems
 - Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Data General (most compatible peripherals).

Front-End Processors

Personal Computers

Word Processors

SERVICES PROVIDED

	Manufacturer Warranty	<u>X</u>	Installation	_X	Relocation
<u>X</u>	Preventive Maintenance	<u>X</u>	Remedial Maintenance	<u>X</u>	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	_X_	Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
_X	Equipment Sale/Lease	-	Other		

SERVICE DELIVERY MODES

X On-Site M	laintenance	Repair Depot/Carry-in	Remote Support Service

MEMORY SYSTEM INC. President: Brian Pesecky 1912 Broadripple Avenue Indianapolis, IN 46227 (317) 253-7640 THE COMPANY Years Active in TPM: **Total Service Employees:** 1-19 Service Locations: 1-19 Field Engineers: Midwest Geographic Coverage: Field Support Specialists: 1-19 Administration: Repair Depots: 1-19 Managers: 1-19 PRODUCTS SERVICED Front-End Processors Minicomputers Small Business Systems **Networks** Word Processors Peripherals (disks, tapes, printers, other) Personal Computers Terminals (dumb, intelligent, graphics) Workstations Minicomputer-Based Turnkey Systems Modems Personal-Computer-Based Turnkey Syste **BRANDS SERVICED** ADR, ATL, Rohr, Matrix, Dunn, and Avsonics. SERVICES PROVIDED X Manufacturer Warranty X Relocation Installation X X X Preventive Maintenance Remedial Maintenance X Refurbishment X **Engineering Changes** X X Conversion/Upgrade Training Software Maintenance Supplies/Accessories Programming/Consulting Equipment Sale/Lease Other SERVICE DELIVERY MODES Remote Support Service X On-Site Maintenance Repair Depot/Carry-in

MID-WEST DEPOT President: D. L. Christy Christy Company 1681 South Mannheim Road Des Plaines, IL 60018 (312) 694-3400 THE COMPANY Years Active in TPM: N/A **Total Service Employees:** N/A N/A Field Engineers: N/A Service Locations: Geographic Coverage: N/A Field Support Specialists: N/A Administration: N/A Repair Depots: N/A N/A Managers: PRODUCTS SERVICED Independent Depot Repair **BRANDS SERVICED SERVICES PROVIDED** Relocation Manufacturer Warranty Installation X Refurbishment Preventive Maintenance X Remedial Maintenance Engineering Changes Conversion/Upgrade Training Programming/Consulting Supplies/Accessories Software Maintenance

Other

X Repair Depot/Carry-in

Remote Support Services

Equipment Sale/Lease

On-Site Maintenance

SERVICE DELIVERY MODES

MINICOMPUTER SYSTEM 5 Corporate Park Drive White Plains, NY 40604 (914) 694-1101	AS INC.	Systems Engineer: Mik	e Keehan
THE COMPANY			
Years Active in TPM:	13	Total Service Employee	es:
Service Locations:	2	Field Engineers:	5
Geographic Coverage: New York State	San Diego/	Field Support Specialist	ts: 2
Repair Depots:	2	Administration:	2
		Managers:	2
PRODUCTS SERVICED			
 Minicomputers Peripherals (all) Terminals (dumb) BRANDS SERVICED		Systems SoftwarApplications Sof	
CDC, Printronix, TI, Perto	ex, Cipher, V	isual, and Okidata.	
SERVICES PROVIDED			
Manufacturer Warr X Preventive Mainter X Engineering Change X Software Maintena X Equipment Sale/Le SERVICE DELIVERY MOD	es X nce X ase	Remedial Maintenance	Refurbishment Training Supplies/Accessorie
X On-Site Maintenan	ce X	Repair Depot/Carry-in X	Remote Support Ser

MOORE BUSINESS SYSTEMS

2204 I-35 West P.O. Box 376 I Denton, TX 7620 I (817) 566-141 I

D 11 1	-	1.1 1 1.1
President	: Frank	(Haskell
1 1 001 00111	4 1 2 01111	

THE COMPANY

Years Active in TPM:	3	Total Service Employees:	20-59
Service Locations:	30	Field Engineers:	20-59
Geographic Coverage:	Entire U.S.	Field Support Specialists:	1-19
Repair Depots:	2	Administration:	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Personal Computers
- Telecom Systems

BRANDS SERVICED

IBM PC, IBM XT, TI, Anadex, Lentel, Televideo, Hazeltine, Cobra, and Altos.

18% On-Site Maintenance 82% Repair Depot/Carry-in

SERVICES PROVIDED

X	Manufacturer Warranty	_X_	Installation	_X_	Relocation
X	Preventive Maintenance	_X_	Remedial Maintenance	_X_	Refurbishment
X	Engineering Changes	_X_	Conversion/Upgrade	X	Training
	Software Maintenance		Programming/Consulting	_X_	Supplies/Accessories
	Equipment Sale/Lease	,	Other		
SERV	ICE DELIVERY MODES				

Remote Support Services

MOORE SERVICES, INC. President: Robert Landry 6951 VanGogh Avenue Baton Rouge, LA 70806 (504) 928-1763 THE COMPANY 10 **Total Service Employees:** 60-99 Years Active in TPM: Service Locations: 3 Field Engineers: 20-59 Geographic Coverage: Entire U.S./ Field Support Specialists: 20-59 Pango-Pango Administration: 1-19 Repair Depots: 1-19 Managers: PRODUCTS SERVICED **Networks** Minicomputers Small Business Systems **Applications Software** Terminals (dumb, intelligent, graphics) Modems Front-End Processors **BRANDS SERVICED SERVICES PROVIDED** Relocation X Manufacturer Warranty X Installation X Χ X X Refurbishment Preventive Maintenance Remedial Maintenance Conversion/Upgrade X Training **Engineering Changes**

50% Repair Depot/Carry-in

Programming/Consulting

Supplies/Accessories

30% Remote Support Servi

Other _

X

Software Maintenance

Equipment Sale/Lease

SERVICE DELIVERY MODES

20% On-Site Maintenance

70 Pin New Y	e Street 'ork, NY 10270 742-9590	C.	Preside	ent: Antho	ny Mor	ris
THE C	COMPANY	**************************************				
Yeo	rs Active in TPM: 4		Total 9	Service Em	ployees	: 1-19
Serv	vice Locations:		Field E	ngineers:		1-19
Geo	graphic Coverage: East C	Coast	Field S	Support Spe	cialists	: 1-19
Rep	air Depots:		Admin	istration:		1-19
			Manag	ers:		1-19
PROD	UCTS SERVICED					
_	Minicomputers		-	Modems		
-	Personal Computers		-	Front-End	Process	sors
-	Workstations		-	Networks		
-	Systems Software		-	Peripheral.	s (disks	, tapes, printers, others)
-	Applications Software		-	Terminals	(dumb,	intelligent)
BRAN	IDS SERVICED					
Apple	, IBM, Hewlett-Packard, and	d Comp	aq.			
SERV	ICES PROVIDED					
	Manufacturer Warranty	X I	nstallation		_X_	Relocation
X	Preventive Maintenance	X F	Remedial Main	tenance		Refurbishment
	Engineering Changes	X	Conversion/Up	grade	<u>X</u>	Training
X	Software Maintenance	X F	Programming/(Consulting		Supplies/Accessories
	Equipment Sale/Lease	(Other			
SERV	ICE DELIVERY MODES					
X	On-Site Maintenance	F	Repair Depot/(Carry-in		Remote Support Services

Hamilton, OH 45012 (513) 870-1046		President: Ken Miller		
THE COMPANY				
Years Active in TPM:	20	Total Service E	mployees:	999 plus
Service Locations:	85	Field Engineers	:	999 plus
Geographic Coverage: Canada	Entire U.S.	/ Field Support S	pecialists:	160-999
Repair Depots:	1	Administration	}	200-499
		Managers:		100-159
PRODUCTS SERVICED				
Small Business SystemsWord ProcessorsPersonal Computers		· ·	 Modems Peripherals (disks, tapes, printers, other Terminals (dumb, intelligent, graphics) 	
BRANDS SERVICED				
IBM PC, and IBM PC look	calikes (compo	itible peripherals).		
SERVICES PROVIDED				
Manufacturer Warn X Preventive Mainte X Engineering Chang	nance X ges X	Installation Remedial Maintenance Conversion/Upgrade	<u>X</u> F X T	Relocation Refurbishment Training
Software Maintenance X Equipment Sale/Lease		Programming/Consultin Other	<u> </u>	upplies/Accessorie
SERVICE DELIVERY MO	DES			
100% On-Site Maintenance		Repair Depot/Carry-in	F	Remote Support Ser

MULTI SYSTEMS 3014 Robert T. Longway Boulevard Flint, MI 48506 (313) 239-4188	President: Bill Pittman
THE COMPANY	
Years Active in TPM: 6	Total Service Employees: 1-19
Service Locations:	Field Engineers: 1-19
Geographic Coverage: Midwest	Field Support Specialists: 1-19
Repair Depots:	Administration: 1-19
	Managers: 1-19
PRODUCTS SERVICED	
- Mainframes	- Networks
- Minicomputers	- Systems Software
- Small Business Systems	- Applications Software
- Word Processors	- Peripherals (disks, tapes, printers, others)
- Personal Computers	- Terminals (dumb, intelligent, graphics)
- Workstations	- Minicomputer-Based Turnkey Systems
- Front-End Processors	 Personal-Computer-Based Turnkey System
BRANDS SERVICED	
TI (mainframes only), DEC, and Okidata.	
SERVICES PROVIDED	
X Preventive Maintenance X Engineering Changes X Software Maintenance X So	Installation X Relocation Remedial Maintenance X Refurbishment Conversion/Upgrade X Training Programming/Consulting Supplies/Accessories Other
SERVICE DELIVERY MODES	

Remote Support Services

X On-Site Maintenance X Repair Depot/Carry-in

NCR CORPORATION 1700 S. Patterson Boulevard Dayton, OH 45479 (513) 445-4495	President: (not known)
THE COMPANY	
Years Active in TPM:	Total Service Employees:
Service Locations:	Field Engineers:
Geographic Coverage:	Field Support Specialists:
Repair Depots:	Administration:
	Managers:
PRODUCTS SERVICED	
- Minicomputers	- Microcomputers
- Peripherals	- Personal Computers
BRANDS SERVICED SERVICES PROVIDED	
X Manufacturer Warranty X X Preventive Maintenance X Engineering Changes Software Maintenance Equipment Sale/Lease	Installation Relocation Remedial Maintenance Refurbishment Conversion/Upgrade Training Programming/Consulting Supplies/Accessories Other
SERVICE DELIVERY MODES	

On-Site Maintenance ___ Repair Depot/Carry-in ___ Remote Support Service

Holbro	oates Avenue ook, NY 11741 467-2500			Presid	ent: Nick /	Aronia	dis
THE	COMPANY						
Yeo	rs Active in TPM: 6			Total	Service Em	ployee	s: 20-59
Serv	vice Locations: 5			Field I	Engineers:		1-19
Geo	graphic Coverage: Enti	re U.S.		Field S	Support Spe	cialist	s: I-19
Rep	air Depots:			Admir	istration:		1-19
				Manag	ers:		1-19
PROD	UCTS SERVICED						
-	Mainframes			_	Minicompu	iter-Bo	sed Turnkey Systems
_	Minicomputers			_	Peripheral	s (disks	s, tapes, printers, other)
_	Small Business Systems			-	Terminals	(dumb,	, intelligent, graphics)
-	Personal Computers						
BRAN	IDS SERVICED						
Data	General, IBM, CDC, and M	icro-Ed	ıgle, Dat	a Produ	ucts, and Sp	rinter.	
SERV	ICES PROVIDED						
X	Manufacturer Warranty	X	Installa	tion		_X_	Relocation
X	Preventive Maintenance	X	Remedi	ial Mair	ntenance	_X_	Refurbishment
X	Engineering Changes	<u>X</u>	Conver	sion/Up	grade		Training
<u>X</u>	Software Maintenance		Program	nming/	Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other _				
SERV	ICE DELIVERY MODES						
80%	On-Site Maintenance	20%	Repair	Depot/	Carry-in		Remote Support Services

NATIONAL ADVANCED SYSTEMS

800 East Middlefield Road P.O. Box 7300 Mountain View, CA 94042 (415) 962-6100 Vice President/General Manager: W. David Tur

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Years Active in TPM:	2	Total Service Employees:	600
Service Locations:	100	Field Engineers:	500
Geographic Coverage:	Nationwide	Field Support Specialists:	20-49
Repair Depots:	6	Administration:	20-49
		Managers:	20-49

PRODUCTS SERVICED

-	Mainframes	-	Peripherals
_	Systems Software	_	Networks

BRANDS SERVICED

Magnuson, IPL, Amdahl, CDC, IPL Systems, Memorex, and STC.

SERVICES PROVIDED

X On-Site Maintenance

	Manufacturer Warranty	_X_	Installation	<u>X</u>	Relocation
X	Preventive Maintenance	<u>X</u>	Remedial Maintenance	<u>X</u>	Refurbishment
<u>X</u>	Engineering Changes	<u>X</u>	Conversion/Upgrade	<u>X</u>	Training
<u>X</u>	Software Maintenance	<u>X</u>	Programming/Consulting	<u>X</u>	Supplies/Accessories
<u>X</u>	Equipment Sale/Lease	<u>X</u>	Other (computer room de	sign, co	apacity management)
SERV	ICE DELIVERY MODES				

X Repair Depot/Carry-in X

Remote Support Service

NATIONAL BUSINESS & SECURITY SYSTEMS

8639 Loch Raven Boulevard Baltimore, MD 21204 (301) 665-8870

President:	Bruce	Doda	
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- 111			/W 11		

Years Active in TPM:	12	Total Service Employees:	20-59
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	East Coast	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Small Business Systems Modems
- Systems Software Front-End Processors
 - Applications Software Peripherals (disks, tapes, printers, other)
 - Word Processors Terminals (dumb, intelligent, graphics)
 - Personal Computers Personal-Computer-Based Turnkey Systems
- Workstations

BRANDS SERVICED

IBM, Columbia, Apple, Okidata, Olympia, Franklin, Sanyo, Cannon, and NEC.

SERVICES PROVIDED

Manufacturer Warranty	_X_	Installation	_X_	Relocation
Preventive Maintenance	_X_	Remedial Maintenance	<u>X</u>	Refurbishment
Engineering Changes	X	Conversion/Upgrade	_X_	Training
Software Maintenance		Programming/Consulting	X	Supplies/Accessories
Equipment Sale/Lease		Other		
	Preventive Maintenance Engineering Changes Software Maintenance	Engineering Changes X Software Maintenance	Preventive Maintenance X Remedial Maintenance Engineering Changes X Conversion/Upgrade Software Maintenance Programming/Consulting	Preventive Maintenance X Remedial Maintenance X Engineering Changes X Conversion/Upgrade X Software Maintenance Programming/Consulting X

SERVICE DELIVERY MODES

X On-Site Maintenance	Repair Depot/Carry-in	Remote Support Service
∧ On-site Maintenance	Repull Depot/Curl/-iii	

NATIONAL COMPUTER COMMUNICATIONS 200 West Avenue P.O. Box 602 Stamford, CT 06904 (203) 357-0004	President: (not known)	
THE COMPANY		
Years Active in TPM: 9	Total Service Employees: 20-59	
Service Locations:	Field Engineers: 20-59	
Geographic Coverage: Midwest/ East Coast	Field Support Specialists: 1-19	
Repair Depots:	Administration: 1-19	
	Managers: 1-19	
PRODUCTS SERVICED		
- Minicomputers	ModemsFront-End Processors	
Small Business SystemsWord Processors	Peripherals (disks, tapes, printers	oth
- Personal Computers	- Terminals (dumb, intelligent, grap	
- Workstations	- Terrimais (domb) interrigent, grap	J. 11 CO
BRANDS SERVICED		
DEC, Anderson Jacobs, Data Media, Racal Va and Digital Engineering.	dic, Diablo, Okidata, Epson, Televideo, Tl,	Tele
SERVICES PROVIDED		
X Engineering Changes X Converged Software Maintenance Programme	lation X Relocation dial Maintenance X Refurbishment ersion/Upgrade X Training amming/Consulting Supplies/Access	sories
SERVICE DELIVERY MODES		

75% On-Site Maintenance 15% Repair Depot/Carry-in 10% Remote Support Servi

NATIONAL COMPUTER INC. 2260 Northwest Parkway Marietta, GA 30067 (404) 955–5851		President: Jim Bates	
THE COMPANY			
Years Active in TPM:	3.5	Total Service Employees	: 1-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverages Canada	: Entire U.S./	Field Support Specialists	: 1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Mainframes		- Networks	
- Minicomputers		- Peripherals (disks,	tapes, printers, other)
- Small Business Sy	vstems	- Terminals (dumb,	intelligent, graphics)
- Personal Comput		- Minicomputer-Bas	ed Turnkey Systems
- Workstations		- Personal-Compute	er-Based Turnkey Systems
- Front-End Proces	ssors	- CAD/CAM Turnke	ey Systems
BRANDS SERVICED			
IBM only.			
SERVICES PROVIDED			
X Manufacturer Wo	arranty X Insta	allation X	Relocation
X Preventive Maint			Refurbishment
X Engineering Char	nges X Conv	version/Upgrade X	Training
Software Mainter		gramming/Consulting X	Supplies/Accessories
Equipment Sale/l	_ease Othe	er	
SERVICE DELIVERY M	ODES		
X On-Site Mainten	ance Repo	air Depot/Carry-in	Remote Support Services

X On-Site Maintenance

NATIONAL COMPUTER SYSTEMS
4444 West 76th Street
Minneapolis, MN 55435
1-800-328-6290

President: David Malmberg

THE COMPANY			
Years Active in TPM:	3	Total Service Employees:	200-499
Service Locations:	178	Field Engineers:	200-499
Geographic Coverage:	Entire U.S.	Field Support Specialists:	20-59
Repair Depots:	5	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
 Minicomputers Small Business Syst Word Processors Personal Computer Modems BRANDS SERVICED TI, Stearns, CDS Printers, SERVICES PROVIDED 	s	- Front-End Processors - Peripherals (disks, pri - Terminals (dumb, inte - Minicomputer-Based - Personal-Computer-B	nters, tapes, othe Illigent) Turnkey Systems
Manufacturer Warr X Preventive Mainter Engineering Change Software Maintena X Equipment Sale/Lea	nance X es X nce ase	Remedial Maintenance X Ref Conversion/Upgrade X Tra	ocation furbishment lining plies/Accessories
SERVICE DELIVERY MOD)ES		

95% On-Site Maintenance 5% Repair Depot/Carry-in

Remote Support Serv

NETWORK COMPUTER SERVICES, INC. 3218 Beltline Road, Suite 534 Dallas, TX 75234 (214) 484-0711	President: Tom Butler
THE COMPANY	
Years Active in TPM: 3	Total Service Employees: 20-59
Service Locations:	Field Engineers: 1-19
Geographic Coverage: West Coast/ South	Field Support Specialists: 1-19
Repair Depots:	Administration: 1-19
	Managers: 1-19
PRODUCTS SERVICED	
 Minicomputers Small Business Systems Modems Networks Word Processors Personal Computers BRANDS SERVICED IBM, Okidata, Televideo, Apple, NEC, Xerox, ESERVICES PROVIDED	 Workstations Minicomputer-Based Turnkey Systems Personal-Computer-Based Turnkey Systems Peripherals (disks, printers, tapes, other) Terminals (dumb, intelligent, graphics) Epson, and Franklin.
X Manufacturer Warranty X Installation X Preventive Maintenance X Remedian Engineering Changes X Converse Software Maintenance X Program	ation X Relocation dial Maintenance X Refurbishment rsion/Upgrade X Training mmming/Consulting X Supplies/Accessories

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

NEW YORK REPAIR DEPOT, INC 22 W. 23rd Street New York, NY 10010 (212) 741-3800	• President: Jaime Feldman	n
THE COMPANY		
Years Active in TPM: 4	Total Service Employees:	1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: Entire	U.S. Field Support Specialists:	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
- Mainframes	- Modems	
- Minicomputers	- Front-End Processo	ors
- Small Business Systems	- Networks	
- Word Processors	- Minicomputer-Base	d Turnkey Systems
- Personal Computers	- Personal-Computer	-Based Turnkey Syst
- Workstations	 CAD/CAM Turnkey 	Systems
- PBX/PABX	- Peripherals (disks,	tapes, printers, other
BRANDS SERVICED		
DEC, Burroughs, and Data Graphic	:S•	
SERVICES PROVIDED		
X Manufacturer Warranty	Installation F	Relocation
_	X Remedial Maintenance X F	Refurbishment
X Engineering Changes	X Conversion/Upgrade X 7	raining
Software Maintenance _	X Programming/Consulting X S	Supplies/Accessories
X Equipment Sale/Lease	Other	
SERVICE DELIVERY MODES		
On-Site Maintenance	X Repair Depot/Carry-in F	Remote Support Servi

NEWCORP PRODUCTS, INC. 45 Commerce Drive Aston, PA 19014 (215) 485-8180	President: Joseph Carrone	
THE COMPANY		
Years Active in TPM: 10	Total Service Employees: 1-19	
Service Locations:	Field Engineers: 1-19	
Geographic Coverage: East Coast	Field Support Specialists: 1-19	
Repair Depots:	Administration: 1-19	
	Managers: 1-19	
PRODUCTS SERVICED		
- Word Processors	- Peripherals (disks, tapes, printers)	
- Personal Computers	- Terminals (dumb, intelligent, graph	ics)
BRANDS SERVICED		
DEC, NEC, IBM, and Micro.		
SERVICES PROVIDED		
X Manufacturer Warranty	Installation Relocation	
Preventive Maintenance X	Remedial Maintenance X Refurbishment	
Engineering Changes X	Conversion/Upgrade Training	
Software Maintenance	Programming/Consulting X Supplies/Accessor	ories
X Equipment Sale/Lease	Other	

On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

SERVICE DELIVERY MODES

NORFIELD DATA PRODE 3 Depot East Norwalk, CT 06855 (203) 853-2777	JCTS	President: Hasm	ukh Pai	rikh
THE COMPANY				
Years Active in TPM:	10	Total Service Em	ployees	s: 100-159
Service Locations:	50-60	Field Engineers:		60-99
Geographic Coverage:	Entire U.S.	Field Support Spe	ecialists	s: I-19
Repair Depots:	1	Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Minicomputers		- Peripheral	s (disks	, tapes, printers)
- Modems		- Terminals	(dumb,	intelligent, graphics)
- Front-End Communications		- Minicomputer-Based Turnkey Systems		
- Networks				
BRANDS SERVICED				
Data General (CPU and a	Il nerinherals)			
	ii peripilerais/s			
SERVICES PROVIDED				
Manufacturer Warr	ranty X	Installation	<u>X</u>	Relocation
X Preventive Mainte	nance X	Remedial Maintenance	<u>X</u>	Refurbishment
X Engineering Chang		Conversion/Upgrade	<u>X</u>	Training
Software Maintena		Programming/Consulting	_	
X Equipment Sale/Le	ease	Other		
SERVICE DELIVERY MOI	DES			
50% On-Site Maintenan	ce <u>50%</u>	Repair Depot/Carry-in		Remote Support Service

President: M. Cornal

NORTHEAST SERVICES

P.O. Box 373 Wallingford, CT 06492 (203) 265-1223		
THE COMPANY		
Years Active in TPM:	Total Service Employee	es: 1-9
Service Locations:	Field Engineers:	1-9
Geographic Coverage:	Field Support Specialist	rs: 1-9
Repair Depots:	Administration:	1-9
	Managers:	1-9
PRODUCTS SERVICED		
- Minicomputers		
BRANDS SERVICED		
Data General.		
SERVICES PROVIDED		
Manufacturer Warranty X	Installation X	Relocation
X Preventive Maintenance X	Remedial Maintenance	Refurbishment
Engineering Changes	Conversion/Upgrade	Training
Software Maintenance	Programming/Consulting	Supplies/Accessories
Equipment Sale/Lease	Other	
SERVICE DELIVERY MODES		
Y On Cita Maintanana	Renair Denot/Carry-in	Remote Support Services

ODYSSEY SYSTEMS, INC. President: Timothy K. Quinlan 6330 Miller Road Cleveland, OH 44141 (216) 526-9933 THE COMPANY Years Active in TPM: **Total Service Employees:** 1-19 7 Service Locations: 1 Field Engineers: 1-19 East Coast Field Support Specialists: 1-19 Geographic Coverage: Administration: Repair Depots: 1-19 1-19 Managers: PRODUCTS SERVICED Minicomputers Systems Software Small Business Systems **Applications Software** Word Processors Peripherals (disks, tapes, printers, others) Terminals (dumb, intelligent, graphics) Personal Computers Workstations Minicomputer-Based Turnkey Systems Modems Personal-Computer-Based Turnkey System **BRANDS SERVICED** Data General, DEC, Nixdorf, CDC, Soroc, Pertec, Hazeltine, and Tl (most peripherals). **SERVICES PROVIDED** Relocation Χ Manufacturer Warranty X X Installation X Refurbishment X Preventive Maintenance X Remedial Maintenance X X Training Engineering Changes Conversion/Upgrade Supplies/Accessories Programming/Consulting X Software Maintenance X Equipment Sale/Lease Other SERVICE DELIVERY MODES

Remote Support Service

Repair Depot/Carry-in

X On-Site Maintenance

OMNIFAX COMPUTER STO 3440 Drie Boulevard, East Syracuse, NY 13214 (315) 446-1284	ORES	Service Manager: Philli	p Roberts
THE COMPANY			
Years Active in TPM:	10 years	Total Service Employee	s: 4
Service Locations:	1	Field Engineers:	1
Geographic Coverage:	Central New York	Field Support Specialist	s: 2
Repair Depots:	1	Administration:	1
		Managers:	
PRODUCTS SERVICED			
- Personal Computers	3	- Networks	
- Modems		- Software	
- Processors			
BRANDS SERVICED			
IBM, Apple, Epson, Corvus	, Osborne, Compaq,	Radio Shack, and Colomb	ia.
SERVICES PROVIDED			
X Manufacturer Warr	anty X Install	ation X	Relocation
X Preventive Mainten	ance X Reme	dial Maintenance X	Refurbishment
X Engineering Change	es X Conve	rsion/Upgrade X	Training
X Software Maintena	nce X Progra	amming/Consulting X	Supplies/Accessories
X Equipment Sale/Lea	ase Other		
CERVICE DELIVERY MOD	VEC .		

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

OMNITRONICS 1015 Merrick Road Copiague, NY 11726 (516) 842-1391		President: George Lanzerot	ta
THE COMPANY			
Years Active in TPM: 9		Total Service Employees:	1-19
Service Locations:		Field Engineers:	1-19
Geographic Coverage: Eas	t Coast	Field Support Specialists:	1-19
Repair Depots:		Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
 Small Business Systems Word Processors Modems Front-End Processors 		- Peripherals (disks, prince) - Terminals (dumb, inter) - Minicomputer-Based	elligent, graphics)
BRANDS SERVICED			
Rixon Business, Seiko, Trecor N Slow Rod Laser Systems. SERVICES PROVIDED	lorthern	, DSD Computer, Add Multi Business,	Data General, and
Manufacturer Warranty			location furbishment
X Preventive MaintenanceX Engineering Changes	×		ining
Software Maintenance X Equipment Sale/Lease		Programming/Consulting X Sup Other	oplies/Accessories
SERVICE DELIVERY MODES			
X On-Site Maintenance	_X_	Repair Depot/Carry-in Re	mote Support Serv

ON-LINE INTERNATIONAL, INC. 10740 Lyndale Avenue, South Minneapolis, MN 55420 (612) 888-4444	President: Mike Lamb	
THE COMPANY		
Years Active in TPM: 4	Total Service Employees:	1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: Midwest	Field Support Specialists:	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
- PBX/PBAX	- Modems	
- Telephone Systems	- Networks	
BRANDS SERVICED		
All major brands.		
SERVICES PROVIDED		
X Manufacturer Warranty X	Installation X F	Relocation
X Preventive Maintenance X	Remedial Maintenance X F	Refurbishment
X Engineering Changes X	Conversion/Upgrade X	Training
Software Maintenance	Programming/Consulting S	Supplies/Accessories
Equipment Sale/Lease	Other	
SEDVICE DELIVERY MODES		

X On-Site Maintenance Repair Depot/Carry-in Remote Support Services

ORANGE COMPUTER CO 2545 Nashville Street Orlando, FL 32805 (305) 841-1865	PORATION	President: Jon Monberge	er
THE COMPANY			
Years Active in TPM:	3	Total Service Employees	: 1-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	South/Florid	a Field Support Specialists	: 1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Minicomputers		- Peripherals (disks	tapes, printers, oth
- Small Business Sys	tems	- Terminals (dumb,	intelligent)
- Personal Computer	's	- Minicomputer-Bas	sed Turnkey Systems
- Modems		- Personal-Compute	er-Based Turnkey Sy
- Networks			
BRANDS SERVICED			
Apple, IBM, DEC, Altos, Lear Siegler, Okidata, and	•	umbia, Corvus, NEC, Amdex, Cen (most major brands).	tronics, Epson, Kay
SERVICES PROVIDED			
X Manufacturer Warr	anty X	Installation X	Relocation
X Preventive Mainter	nance X	Remedial Maintenance X	Refurbishment
X Engineering Chang	es X	Conversion/Upgrade X	Training
Software Maintena X Equipment Sale/Le		Programming/Consulting X Other	Supplies/Accessorie
SERVICE DELIVERY MOI			
X On-Site Maintenan		Repair Depot/Carry-in	Remote Support Set

6666 C East S	ANN COMPUTER TO Old Collamer Road yracuse, NY 13057 437-6666	ECHNOLOG	iy, INC.	Servic	e Manager:	Jack I	Milne
THE	COMPANY						
Yea	rs Active in TPM:	9		Total	Service Em	ployees	9
Serv	vice Locations:	3		Field	Engineers:		46
Geo	graphic Coverage:	Upstate N	ew York	Field	Support Spe	cialists	3:
Rep	air Depots:	1		Admii	nistration:		2
				Manag	gers:		1
PROD	UCTS SERVICED						
-	CRTs				Modems		
-	Disks			-	Multiplexo	rs	
-	Terminals						
BRAN	IDS SERVICED						
DEC,	Data Products, Juki,	, and Star M	licronics.				
SERV	ICES PROVIDED						
X	Manufacturer Warr	anty X	Installa	ition			Relocation
X	Preventive Mainten	nance X	Remed	ial Mai	ntenance	_X_	Refurbishment
	Engineering Change	es X	•		_		Training
	Software Maintena	nce	Prograi	mming,	Consulting (<u>X</u>	Supplies/Accessories
<u>X</u>	Equipment Sale/Lea	ase	Other_				
SERV	ICE DELIVERY MOD	ŒS					
<u>X</u>	On-Site Maintenand	ce <u>X</u>	Repair	Depot	Carry-in	X_	Remote Support Service

Field Engineers:

Administration:

Managers:

Field Support Specialists:

PCE SYSTEMS INC.
4219 S. Market Court
Sacramento, CA 95834
(916) 921-5454

THE COMPANY

Years Active in TPM: 7

President: Dave Alling
President: Dave Alling

Trotal Service Employees:

Entire U.S.

PRODUCTS SERVICED

Service Locations:

Repair Depots:

Geographic Coverage:

- Mainframes Systems Software - Small Business Systems - Applications Software
- Personal Computers Peripherals (disks, printers)
- Networks

BRANDS SERVICED

Modems

Any brand.

SERVICES PROVIDED

On-Site Maintenance

X	Manufacturer Warranty	_X_	Installation		Relocation
X	Preventive Maintenance	_X_	Remedial Maintenance		Refurbishment
<u>X</u>	Engineering Changes	<u>X</u>	Conversion/Upgrade	<u>X</u>	Training
X	Software Maintenance	<u>X</u>	Programming/Consulting	<u>X</u>	Supplies/Accessories
	Equipment Sale/Lease		Other		
SERV	ICE DELIVERY MODES				

Repair Depot/Carry-in

Remote Support Servi

1-19

1-19

1-19

1-19

1-19

Terminals (dumb, intelligent, graphics)

PSI COMPUTER SERVICES INC. 11880 Mayfield Livonia, MI 48150 (not listed)	President:
THE COMPANY	
Years Active in TPM: 12	Total Service Employees: 60-99
Service Locations: 12	Field Engineers: 20-59
Geographic Coverage: Entire U.S Canada	./ Field Support Specialists: 1-19
Repair Depots: 2	Administration: 1-19
	Managers: 1-19
PRODUCTS SERVICED	
- Mainframes	- Systems Software
- Minicomputers	- Applications Software
- Small Business Systems	- Peripherals (disks, printers, tapes)
- Personal Computers	- Terminals (dumb, intelligent, grahics)
- Workstations	
BRANDS SERVICED	
DEC, IBM, DEC (mini repair), and mos	st major brands.
SERVICES PROVIDED	
Manufacturer Warranty	Installation Relocation
X Preventive Maintenance X	Remedial Maintenance X Refurbishment
X Engineering Changes X	Conversion/Upgrade X Training
X Software Maintenance	Programming/Consulting Supplies/Accessories
Equipment Sale/Lease	Other
SERVICE DELIVERY MODES	

Remote Support Services

On-Site Maintenance 100% Repair Depot/Carry-in

PACIFIC BUSINESS SYSTEMS 2817 Tongass Avenue Ketchikan, AK 99901 (907) 225–9608	Owner: Gary W. Sippel
THE COMPANY	
Years Active in TPM: 4	Total Service Employees: 1-19
Service Locations:	Field Engineers: 1-19
Geographic Coverage: Alaska	Field Support Specialists: 1-19
Repair Depots:	Administration: 1-19
	Managers: 1-19
PRODUCTS SERVICED	
- Minicomputers	- Front-End Processors
- Small Business Systems	- Networks
- Word Processors	- Peripherals (disks, printers, tapes, oth
- Workstations	- Terminals (dumb, intelligent, graphics
- Modems	 Minicomputer-Based Turnkey Systems
BRANDS SERVICED	
CDC, Point 4 Data (all lines), Televided DEC, and Century Data Systems. SERVICES PROVIDED	o, Memory Devices, Soroc Tech, Weis Tech, Lear Sieg
Manufacturer Warranty X X Preventive Maintenance X X Engineering Changes X Software Maintenance X Equipment Sale/Lease	Installation X Relocation Remedial Maintenance Refurbishment Conversion/Upgrade Training Programming/Consulting Supplies/Accessorie Other
SERVICE DELIVERY MODES	

Remote Support Servi

X On-Site Maintenance X Repair Depot/Carry-in

PERIPHERALS President: Ronald Carboy 30001 Red Hill Costa Mesa, CA 92626 (714) 540-4925 THE COMPANY Years Active in TPM: **Total Service Employees:** 1-19 Service Locations: Field Engineers: 1-19 Geographic Coverage: Entire U.S. Field Support Specialists: 1-19 1-19 Repair Depots: Administration: 1-19 Managers: PRODUCTS SERVICED Peripherals (disks, tapes) **BRANDS SERVICED** All brands. **SERVICES PROVIDED** Relocation Manufacturer Warranty Installation Refurbishment X Preventive Maintenance Remedial Maintenance Training Engineering Changes X Conversion/Upgrade Supplies/Accessories X Programming/Consulting ____ Software Maintenance Equipment Sale/Lease Other

Repair Depot/Carry-in

Remote Support Services

X

SERVICE DELIVERY MODES

On-Site Maintenance

PERTEC COMPUTER CORPORATION 17112 Armstrong Avenue Irvine, CA 92713 (714) 660-0488	l President: Robert Hagy	
THE COMPANY		
Years Active in TPM:	Total Service Employees:	1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: U.S.	Field Support Specialists:	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
- Peripherals		
BRANDS SERVICED		
Major brands.		
SERVICES PROVIDED		
Manufacturer Warranty X	Installation X	Relocation
X Preventive Maintenance X	Remedial Maintenance	Refurbishment
Engineering Changes	Conversion/Upgrade	Training
Software Maintenance	Programming/Consulting	Supplies/Accessorie
Equipment Sale/Lease	Other	
SERVICE DELIVERY MODES		
X On-Site Maintenance X	Repair Depot/Carry-in	Remote Support Ser

PHILIPS INFORMATION SYSTEMS President: (not known) 4040 McEwen Dallas, TX 75234 (214) 386-5580 THE COMPANY Years Active in TPM: 5 **Total Service Employees:** 200-499 100-159 15 Service Locations: Field Engineers: 60-99 Field Support Specialists: Geographic Coverage: Entire U.S./ Canada Administration: 20-59 Repair Depots: 20-59 Managers: PRODUCTS SERVICED Workstations Minicomputers Modems Small Business Systems **Networks** Word Processors Peripherals (disks, tapes, printers) Personal Computers **BRANDS SERVICED** Phillips, IBM PC, Qume, Shugart, and Phillips peripherals. SERVICES PROVIDED Relocation X Manufacturer Warranty Installation X Refurbishment X Remedial Maintenance X Preventive Maintenance X Training X Conversion/Upgrade X **Engineering Changes** X Supplies/Accessories Programming/Consulting X Software Maintenance Equipment Sale/Lease Other ___ SERVICE DELIVERY MODES

15% Repair Depot/Carry-in

80% On-Site Maintenance

5% Remote Support Services

PLESSEY PERIPHERAL SY Division of Plessey Compan 17466 Daimler Avenue Irvine, CA 92714 (714) 540-9115		President: Harry Kwak	
THE COMPANY			
Years Active in TPM:	14	Total Service Employees:	60-99
Service Locations:	21	Field Engineers:	60-99
Geographic Coverage: Europe	Entire U.S./	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Mainframes		- Modems	
- Minicomputers		- Peripherals (disks, printe	rs, tapes)
- Small Business Syste	ms	- Terminals (dumb, intellig	gent, graphics
- Word Processors		- Minicomputer-Based Tur	nkey Systems
BRANDS SERVICED			
DEC, Unibus, and Plessey S	ystems.		
SERVICES PROVIDED			
X Manufacturer Warran X Preventive Maintena X Engineering Changes Software Maintenand Equipment Sale/Leas	ince X X	Remedial Maintenance X Refurb Conversion/Upgrade X Training	oishment ng es/Accessorie

90% On-Site Maintenance 10% Repair Depot/Carry-in Remote Support Servi

SERVICE DELIVERY MODES

PRECISION METHODS, INC. 8825 Telegraph Road Lorton, VA 22079 (703) 339-7050 President: W. Sinclair

THE COMPANY						
Years Active in	TPM: 14		Total	Service Em	ployees	: 100-159
Service Location	ons: 9		Field	Engineers:		60-99
Geographic Cov	verage: Enti	Entire U.S.		Field Support Specialists		20-59
Repair Depots:	5		Admir	nistration:		20-59
			Manag	gers:		1-19
PRODUCTS SERV	/ICED					
- Mainframe	S		-	Small Busin	ness Sy	stems
- Minicompu	ters		-	Peripherals	s (disks)
BRANDS SERVIC	ED					
IBM, Memorex, D	ysan, Nashua,	CDC, N	ICR, Burroughs	, Athana, an	id all m	najor brands.
SERVICES PROVI	DED					
Manufactu	rer Warranty		Installation			Relocation
X Preventive	Maintenance	X	Remedial Mai	ntenance	_X_	Refurbishment
Engineerin	g Changes		Conversion/U	ograde		Training
Software A	Maintenance		Programming/	'Consulting		Supplies/Accessories
Equipment	Sale/Lease		Other			
SERVICE DELIVE	RY MODES					
35% On-Site Mo	nintenance	65%	Renair Denot	Carry-in		Remote Support Service

PRO COM SALES CORPORATION 2361 Devon Street Elk Grove, IL 60018 (312) 860-1123	President: Mike Miller	
THE COMPANY		
Years Active in TPM: 5	Total Service Employees:	1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: Midwest	Field Support Specialists:	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
- Workstations - Terminals (dumb, intelligent, gr BRANDS SERVICED Adds, IMS, C. Itoh, Telleray, Televided SERVICES PROVIDED		
X Manufacturer Warranty X X Preventive Maintenance X X Engineering Changes X Software Maintenance X Equipment Sale/Lease SERVICE DELIVERY MODES	Remedial Maintenance X Conversion/Upgrade X	Relocation Refurbishment Training Supplies/Accessories
On-Site Maintenance X	Repair Depot/Carry-in	Remote Support Servi

PRO-MATION 1145 East South Union Ave Midvale, UT 84047 (801) 566-4655	en∪e		President: Ron [Davis	
THE COMPANY					
Years Active in TPM:	10		Total Service Em	ployee	s: I-19
Service Locations:	1		Field Engineers:		1-19
Geographic Coverage:	West Coast		Field Support Spe	ecialist	s: 1-19
Repair Depots:	1		Administration:		1-19
			Managers:		1-19
PRODUCTS SERVICED					
- Minicomputers			- Minicomp	uter-Bo	ased Turnkey Systems
- Small Business Syst	ems		- Personal-Computer-Based Turnkey System		
- Word Processors			- Modems		
- Personal Computer	s		- Peripheral	s (disk	s, tapes, printers, other)
 Workstations 			- Terminals	(dumb	, intelligent, graphics)
BRANDS SERVICED					
Point 4, Data Corporation	, Altos, IBM	PC , Star	Technology, and \	/ictor.	
SERVICES PROVIDED					
X Manufacturer Warr	anty X	Installa	tion	_X_	Relocation
X Preventive Mainter	nance X	Remedi	ial Maintenance	X	Refurbishment
X Engineering Change	es X	Conver	sion/Upgrade	<u>X</u>	Training
Software Maintena	nce X	Program	mming/Consulting	X	Supplies/Accessories
X Equipment Sale/Lea	ase	Other _			
SERVICE DELIVERY MOD	DES				

X On-Site Maintenance Repair Depot/Carry-in Remote Support Services

PROCESS AUTOMATION CORPORA 1018 Waterman Avenue East Providence, RI 02914 (401) 434–2762	ION President: Gregory LaRoque			
THE COMPANY				
Years Active in TPM: 13	Total Service Employees: 1-19			
Service Locations:	Field Engineers: 1-19			
Geographic Coverage: East Coas	Field Support Specialists: 1-19			
Repair Depots:	Administration: 1-19			
	Managers: 1-19			
PRODUCTS SERVICED				
- Mainframes	- PBX/PABX			
- Minicomputers	- Minicomputer-Based Turnkey Systems			
- Small Business Systems	 Personal-Computer-Based Turnkey Sys 			
- Terminals (dumb)	- CAD/CAM Turnkey Systems			
- Word Processors	- Modems			
- Personal Computers	- Front-End Processors			
- Copiers	- Networks			
- Workstations	- Peripherals (disks, tapes, printers, other			
BRANDS SERVICED				
Scotch, 3M Magnetic Products, and m	nost brands.			
SERVICES PROVIDED				
X Manufacturer Warranty X	Installation X Relocation			
X Preventive Maintenance X	Remedial Maintenance X Refurbishment			
X Engineering Changes X	Conversion/Upgrade X Training			
X Software Maintenance X	Programming/Consulting X Supplies/Accessories			
X Equipment Sale/Lease	Other			
SERVICE DELIVERY MODES				

Remote Support Service

X Repair Depot/Carry-in

X On-Site Maintenance

PRODUCTION CONTR 20834 Lassen Street Chatsworth, CA 91311 (213) 998-2715	OL SERVICES,	INC. President: Jay W	ebb
THE COMPANY			
Years Active in TPM	: 5	Total Service Em	ployees: 1-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage	: Entire U.S.	Field Support Spe	cialists: 1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Mainframes			
- Peripherals (disk	s, tapes)		
BRANDS SERVICED			
Ampex, Century Data,	Memorex, CDC	, IBM, Cal Corporation, and	l Diablo.
SERVICES PROVIDED			
X Manufacturer We	arranty	Installation	Relocation
Preventive Main	tenance	Remedial Maintenance	X Refurbishment
Engineering Cha	nges	Conversion/Upgrade	Training
Software Mainte	nance	Programming/Consulting	Supplies/Accessories
X Equipment Sale/	Lease	Other	
SERVICE DELIVERY M	ODES		
On Sita Mainton	anaa Y	Panair Denot/Carry-in	Remote Support Services

PUGET SOUND COMPUTER SERVICE 3940 Wallingford Avenue, N. Seattle, WA 98103 (206) 632-6211		President: Herbert Burke		
THE COMPANY				
Years Active in TPM: 18	3	Total Service Employees:	1-19	
Service Locations:		Field Engineers:	1-19	
Geographic Coverage: W	est Coast	Field Support Specialists:	1-19	
Repair Depots:		Administration:	1-19	
		Managers:	1-19	
PRODUCTS SERVICED				
- Small Business System	s	- Systems Software		
- Word Processors		 Applications Software 	е	
- Personal Computers		 Peripherals (disks, printers, tapes) 		
- Workstations		 Personal-Computer-Based Turnkey 		
- Modems		 CAD/CAM Turnkey S 	ystems	
BRANDS SERVICED				
Northstar, Corona, Tava, and	Zorba.			
SERVICES PROVIDED				
X Manufacturer Warrant	y <u>X</u> I	nstallation X Re	location	
X Preventive Maintenan	ce X F	Remedial Maintenance X Re	furbishment	
X Engineering Changes	<u>X</u> (aining	
X Software Maintenance	<u>X</u> F	Programming/Consulting X Sup	oplies/Accessories	
Equipment Sale/Lease	(Other		
SERVICE DELIVERY MODES				

___ Remote Support Service

X On-Site Maintenance X Repair Depot/Carry-in

PYTEC SOUTH, INC. 11657 Adie Road Maryland Heights, MO 63043 (314) 569-2294		President: (not ki	nown)	
THE COMPANY				
Years Active in TPM: 8		Total Service Em	ployees	20–59
Service Locations:		Field Engineers:		1-19
Geographic Coverage: Midv	west	Field Support Spe	cialists	: 1-19
Repair Depots:		Administration:		1–19
		Managers:		1-19
PRODUCTS SERVICED				
Peripherals (printers)ModemsFront-End Processors		NetworksTerminals	(dumb,	intelligent, graphics)
BRANDS SERVICED				
Printronix, LSI, Direct, Data Pr	inter, Trilog, P	rintex, QMS, and T	ekray.	
SERVICES PROVIDED				
 X Manufacturer Warranty X Preventive Maintenance X Engineering Changes Software Maintenance X Equipment Sale/Lease 	X Conve	ation dial Maintenance rsion/Upgrade amming/Consulting		Relocation Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MODES				
On-Site Maintenance	X Repair	Depot/Carry-in		Remote Support Services

RCA SERVICE COMPANY Route 38, Building 204-2 Cherry Hill, NJ 08004 (609) 338-4400 President: Donald M. Cook

TO 10		A	AD	AL	INZ
	EC	Uη	MP.	Αľ	4 Y

Years Active in TPM:	8	Total Service Employees:	2,500+
Service Locations:	180	Field Engineers:	2,400
Geographic Coverage:	Nationwide U.S.	Field Support Specialists:	30
Repair Depots:	4	Administration:	50
		Managers:	40

PRODUCTS SERVICED

- Personal Computers

BRANDS SERVICED

Apple and all major brands.

SERVICES PROVIDED

J	020111011020				
X	Manufacturer Warranty	_X_	Installation	<u>X</u>	Relocation
<u>X</u>	Preventive Maintenance	<u>X</u>	Remedial Maintenance		Refurbishment
<u>X</u>	Engineering Changes		Conversion/Upgrade		Training
	Software Maintenance		Programming/Consulting		Supplies/Accessories
	Equipment Sale/Lease		Other		
SERV	ICE DELIVERY MODES				
X	On-Site Maintenance	Χ	Repair Depot/Carry-in	X	Remote Support Service

R & M ASSOCIATES Electronic Data Products Inc. 52 Park Avenue Park Ridge, NJ 07656	Office Manager: Kathy Pig	gnatello
THE COMPANY		
Years Active in TPM: 12	Total Service Employees:	45
Service Locations: Tri-state/ Washington (DC), Philadelphia, New Jersey, Connecticut, and New York	Field Engineers:	20+
Geographic Coverage:	Field Support Specialists:	5+
Repair Depots:	Administration:	15
	Managers:	5
PRODUCTS SERVICED		
MinicomputersSmall Business Systems	- Modems	
BRANDS SERVICED		
DEC, Data General, Nova, Printronix, Ir	magen, terminals, printers, and all	intelligent systems.
SERVICES PROVIDED		
X Manufacturer Warranty X X Preventive Maintenance X X Engineering Changes X X Software Maintenance X X Equipment Sale/Lease X	Remedial Maintenance X Conversion/Upgrade	Relocation Refurbishment Fraining Supplies/Accessories
SERVICE DELIVERY MODES		
X On-Site Maintenance X	Repair Depot/Carry-in	Remote Support Services

RADIAN CORPORATION

United Products Division 8501 MoPac Boulevard Austin, TX 78766 (512) 454–4797 President: James L. Grey

THE COMPANY

Years Active in TPM:	15	Total Service Employees:	60-99
Service Locations:	1	Field Engineers:	20-59
Geographic Coverage:	Entire U .S.	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Minicomputers Applications Software
- Small Business Systems Peripherals (disks, tapes, printers, other)
- Systems Software Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

TI (most all compatibles) and Data General.

SERVICES PROVIDED

	Manufacturer Warranty	<u>X</u>	Installation	X	Relocation
<u>X</u>	Preventive Maintenance	<u>X</u>	Remedial Maintenance	<u>X</u>	Refurbishment
X	Engineering Changes		Conversion/Upgrade		Training
X	Software Maintenance	X	Programming/Consulting		Supplies/Accessories
X	Equipment Sale/Lease		Other		

SERVICE DELIVERY MODES

			- •1
75% On-Site Maintenance	23% Repair Depot/Car	rry-in 2%	Remote Support Servi

RANDOMEX DATA MAINTENANCE INC. 1100 E. Willow Street Signal Hill, CA 90806 (213) 595-8301		E INC.	President: Joseph Ludka		
THE COMPANY					
Years Active in TPM:	N/A		Total Service Employe	es:	N/A
Service Locations:	N/A		Field Engineers:		N/A
Geographic Coverage:	N/A		Field Support Specialis	sts:	N/A
Repair Depots:	N/A		Administration:		N/A
			Managers:		N/A
PRODUCTS SERVICED					
BRANDS SERVICED		Answeri	ing Service Only		
SERVICES PROVIDED					
Manufacturer War	ranty	Instal	lation	Reloc	ation
Preventive Mainte	nance	_ Reme	edial Maintenance	Refur	bishment
Engineering Chang	jes	Conv	ersion/Upgrade	Traini	ng
Software Maintena	ince	_ Progr	amming/Consulting	Suppli	es/Accessories
Equipment Sale/Le	ease	_ Other	·		
SERVICE DELIVERY MO	DES				
On-Site Maintenar	nce _>	K Repa	ir Depot/Carry-in	Remo	te Support Services

RAYTHEON SERVICE CORPO 2 Wayside Road Burlington, MA 01807 (617) 272-2703	ORATION	Manager for Overhaul Re	pair: Howard Hudson
THE COMPANY			
Years Active in TPM: 20		Total Service Employees:	600
Service Locations: 6		Field Engineers:	50-60
Geographic Coverage: We South (TX), East Coast, ar	est Coast (CA), nd Boston	Field Support Specialists:	9
Repair Depots:		Administration:	40
		Managers:	9
PRODUCTS SERVICED			
- Modems		- Mainframe	
- Front-End Telecommu	nications	- Peripherals	
- Networks		- Terminals	
BRANDS SERVICED			
Lexitron.			
SERVICES PROVIDED			
X Manufacturer Warrant	y X Install	ation X	Relocation
X Preventive Maintenance	ce X Reme	dial Maintenance X	Refurbishment
X Engineering Changes	X Conve	ersion/Upgrade	Training
Software Maintenance	Progre	amming/Consulting	Supplies/Accessories
Equipment Sale/Lease	Other		
SERVICE DELIVERY MODES			
X On-Site Maintenance	X Repai	r Depot/Carry-in	Remote Support Serv

REYNOLDS AND REYNOLDS
800 Germantown Street
P.O. Box 1005
Dayton, OH 45401

(513) 443-2394

THE COMPANY

Equipment Sale/Lease

SERVICE DELIVERY MODES

President: Terry Carter

200 /200

Years Active in TPM: 14	lotal Service Employees:	200-477
Service Locations:	Field Engineers:	160-199
Geographic Coverage: Entire U.S Durope, Canada, Australia	Field Support Specialists:	160-199
Repair Depots:	Administration:	60-99
	Managers:	20-59
PRODUCTS SERVICED		
- Minicomputers	- Systems Software	
- Small Business Systems	 Applications Software 	:
- Terminals (dumb, intelligent)	- Peripherals (disks, tap	es, printers, others)
- Personal Computers	- Minicomputer-Based	Turnkey Systems
- Modems	- Personal-Computer-B	ased Turnkey Systems
BRANDS SERVICED		
TI, IBM PC, Onyx, and BPI.		
SERVICES PROVIDED		
X Manufacturer Warranty X	Installation X Rel	location
X Preventive Maintenance X	Remedial Maintenance X Ref	furbishment
X Engineering Changes X		ining
X Software Maintenance X	Programming/Consulting X Sup	pplies/Accessories

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

___ Other _____

RICOH CORPORATION
Customer Services Division
4415 West Harrison, Suite 100
Hillside, IL 60162
(201) 575-6010

Equipment Sale/Lease

SERVICE DELIVERY MODES

President: H. Kubo

(201) 575-6010				
THE COMPANY				
Years Active in TPM:	12	Total Service Employees:	200-499	
Service Locations:	80	Field Engineers:	200-499	
Geographic Coverage: Canada	Entire U.S./	Field Support Specialists:	20-59	
Repair Depots:	3	Administration:	20-59	
		Managers:	20-59	
PRODUCTS SERVICED				
- Small Business Syst	- Small Business Systems		Personal-Computer-Based Turnkey Sys	
- Word Processors	- Word Processors		Modems	
- Personal Computer	- Personal Computers		rs	
- Copiers		- Peripherals (disks, t	- Peripherals (disks, tapes, printers, other	
- Workstations		- Terminals (dumb, in	- Terminals (dumb, intelligent, graphics	
BRANDS SERVICED				
Ricoh, OEMs printer, CB7	Γ, Amdec, and	Hamilton.		
SERVICES PROVIDED				
X Manufacturer Warr	ranty X	Installation X R	Relocation	
X Preventive Mainter	nance X	Remedial Maintenance X R	Refurbishment	
X Engineering Chang	es X	Conversion/Upgrade T	raining	
Software Maintena	ince	Programming/Consulting Se	upplies/Accessories	

99% On-Site Maintenance 1% Repair Depot/Carry-in Remote Support Service

Other _____

er)

ROCKY MOUNTAIN COMPUTERS, INC 1315 N. Main Street Durango, CO 81301 (303) 247-1009	C. President: Richard Tay	lor
THE COMPANY		
Years Active in TPM: 4	Total Service Employees	s: 1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: Midwest	Field Support Specialists	s: 1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
- Small Business Systems - Systems Software - Applications Software - Word Processors - Personal Computers - Copiers BRANDS SERVICED Apple, IBM, Vector, and Xerox.	- Peripherals (disks	er-Based Turnkey Systems, printers, tapes, other) intelligent, graphics)
SERVICES PROVIDED		
	Installation X	Relocation Refurbishment
X Preventive Maintenance X	Remedial Maintenance X Conversion/Upgrade X	Training
X Engineering Changes X X Software Maintenance X X Equipment Sale/Lease	Programming/Consulting X Other	Supplies/Accessories
SERVICE DELIVERY MODES		
X On-Site Maintenance X	Repair Depot/Carry-in	Remote Support Services

ROYAL COMPUTER SERVICES 22 Myrtle Road Portland, CT 06480 (203) 342-4238	Owner: Richard Fufaro
THE COMPANY	
Years Active in TPM: 2	Total Service Employees: 3
Service Locations: East/West	Field Engineers: 2
Geographic Coverage:	Field Support Specialists:
Repair Depots:	Administration: Managers:
PRODUCTS SERVICED	
Data CommunicationsPrinters	MinicomputersSmall Business Systems
BRANDS SERVICED	
IBM PC, CDC, Diablo, Hazeltine, and [Data General.
SERVICES PROVIDED	
Manufacturer Warranty X X Preventive Maintenance X	Installation X Relocation Remedial Maintenance X Refurbishment
 X Engineering Changes X Software Maintenance X Equipment Sale/Lease 	Conversion/Upgrade X Training Programming/Consulting X Supplies/Accessorie Other
SERVICE DELIVERY MODES X On-Site Maintenance X	Repair Depot/Carry-in Remote Support Se

RUF CORPORATION President: Jacob Ruf 1533 East Spruce Olathe, KS 66061 (913) 782-8544 THE COMPANY Years Active in TPM: N/A N/A **Total Service Employees:** Service Locations: N/A Field Engineers: N/A Geographic Coverage: N/A Field Support Specialists: N/A Repair Depots: N/A Administration: N/A Managers: N/A PRODUCTS SERVICED Personal Computers **BRANDS SERVICED** All major brands. **SERVICES PROVIDED** Relocation Manufacturer Warranty Installation Refurbishment X Remedial Maintenance Preventive Maintenance **Engineering Changes** Conversion/Upgrade Training Supplies/Accessories Software Maintenance Programming/Consulting Equipment Sale/Lease Other ____ SERVICE DELIVERY MODES

Repair Depot/Carry-in

Remote Support Services

X

On-Site Maintenance

S&S ELECTRONICS INC. 150 Industrial Avenue, E. Lowell, MA 01852 (617) 458-8033

President: (not known)

THE COMPANY					
Years Active in TPM:	12		Total Service E	mployee	s: 20-59
Service Locations:	4		Field Engineers:		20-59
Geographic Coverage:	East Coast		Field Support Sp	ecialist	s: 1-19
Repair Depots:	3		Administration:		1-19
			Managers:		1-19
PRODUCTS SERVICED					
- Mainframes			- Applicati	ons Soft	ware
- Small Business Systems			- Peripherals (disks, printers, tapes, other)		
- Modems			- Terminal	s (dumb,	intelligent, graphics)
- Systems Software			- Minicomputer-Based Turnkey Systems		
BRANDS SERVICED					
Printronix Printers, Fujitsu	Disk Drive,	Cipher	Tape D, and Imag	en Lase	r Printers.
SERVICES PROVIDED					
X Manufacturer Warra	inty X	Installa	tion		Relocation
X Preventive Mainten	ance X	Remed	ial Maintenance		Refurbishment
X Engineering Change	s <u>X</u>	Conver	sion/Upgrade	_X_	Training
X Software Maintenan	ce X	Program	mming/Consulting	X	Supplies/Accessories
X Equipment Sale/Lea	se	Other_			
SERVICE DELIVERY MOD	ES				
80% On-Site Maintenanc	e <u>10%</u>	Repair	Depot/Carry-in	10%	Remote Support Service

SEA, INC. 14602 N. US Highway 31 Carmel, IN 46032 (317) 846-2591 President: A. Donald Duke

THE C	COMPANY						
Yea	rs Active in TPM:	10		Total	Service Em	ployees	: 20-59
Serv	vice Locations:	5		Field	Engineers:		20-59
	graphic Coverage:	Entire U.S	•	Field	Support Spe	cialists	: 1-19
Rep	air Depots:	2		Admi	nistration:		1-19
·	·			Mana	gers:		1-19
PROD	UCTS SERVICED						
_	Peripherals (printer	s)		-	Networks		
_	Modems			-	Terminals	(dumb,	intelligent, graphics)
_	Front-End Processo	rs					
	IDS SERVICED						
Micon	n Systems, Univ. Dat	a Systems,	Data Pro	ducts,	Adds, Reme	x, Avan	ti, Esprit, and Hazeltine
SERV	ICES PROVIDED						
X	Manufacturer Warre	anty X	Install	ation		_X_	Relocation
X	Preventive Mainten		Remed	dial Ma	intenance	X	Refurbishment
X	Engineering Change		- Conve	rsion/L	Ipgrade	_X_	Training
	Software Maintena		-	amming	/Consulting	X	Supplies/Accessories
X	Equipment Sale/Lea						
SERV	ICE DELIVERY MOD						
	On-Site Maintenand		6_ Repai	r Depot	/Carry-in	5%_	Remote Support Service

S.A.I.D., INC. President: R. Beach 417 W. Broad Street Falls Church, VA 22046 (703) 532-9190 THE COMPANY Years Active in TPM: **Total Service Employees:** 1-19 Service Locations: Field Engineers: 1-19 East Coast Field Support Specialists: Geographic Coverage: 1-19 Repair Depots: Administration: 1-19 Managers: 1-19 PRODUCTS SERVICED Minicomputer-Based Turnkey Systems Minicomputers Terminals (dumb) Systems Software **Word Processors Applications Software** Peripherals (disks, tapes, printers) Workstations **BRANDS SERVICED** Amptex, NEC, Pertec, Centronix, Diablo, Qume, Shugart, and Tl. SERVICES PROVIDED Relocation Manufacturer Warranty X Installation Χ X X Refurbishment Preventive Maintenance Remedial Maintenance Training X Engineering Changes X Conversion/Upgrade X Software Maintenance Programming/Consulting X Supplies/Accessories X X Χ Equipment Sale/Lease Other SERVICE DELIVERY MODES Remote Support Service On-Site Maintenance Repair Depot/Carry-in

SAGA ENGINEERING CORPORA 20935 Nordhoff Street Chatsworth, CA 91311 (818) 998-6066	TION President: Robe	rt A. Gavert
THE COMPANY		
Years Active in TPM: N/A	Total Service En	nployees: N/A
Service Locations: N/A	Field Engineers:	N/A
Geographic Coverage: N/A	Field Support Spo	ecialists: N/A
Repair Depots: N/A	Administration:	N/A
	Managers:	N/A
PRODUCTS SERVICED		
BRANDS SERVICED		
	No Data	
SERVICES PROVIDED		
Manufacturer Warranty	Installation	Relocation
Preventive Maintenance	Remedial Maintenance	Refurbishment
Engineering Changes	Conversion/Upgrade	Training
Software Maintenance Equipment Sale/Lease	Programming/Consulting Other	
SERVICE DELIVERY MODES		
On-Site Maintenance	Repair Depot/Carry-in	Remote Support Services

Repair Depot/Carry-in

On-Site Maintenance

SAUER COMPUTER SYSTEMS, INC. Vice President: Roger Gruen 1750 S. Brentwood Boulevard St. Louis, MO 63144 (314) 962-0382 THE COMPANY 1-19 **Total Service Employees:** Years Active in TPM: 8 1-19 Field Engineers: Service Locations: 1-19 Field Support Specialists: Midwest Geographic Coverage: (St. Louis) 1-19 Administration: Repair Depots: 1-19 Managers: PRODUCTS SERVICED Peripherals (disks, tapes, printers) Small Business Systems Terminals (dumb, intelligent, graphics) Personal Computers Minicomputer-Based Turnkey Systems Modems CAD/CAM Turnkey Systems **Networks BRANDS SERVICED** DEC, Corona, Plessey, and Apple. SERVICES PROVIDED Relocation Manufacturer Warranty X Installation Refurbishment Remedial Maintenance X Preventive Maintenance X Training X **Engineering Changes** X Conversion/Upgrade Programming/Consulting X Supplies/Accessories X Software Maintenance Equipment Sale/Lease SERVICE DELIVERY MODES

Repair Depot/Carry-in

Remote Support Servi

X

On-Site Maintenance

SCOPUS CORPORATION

333 Aiken Street P.O. Box 1437 Lowell, MA 01853 (800) 225-0893

President: James Armstrong, Sr.

THE COMPANY			
Years Active in TPM:	12	Total Service Employees:	100-159
Service Locations:	20	Field Engineers:	60-99
Geographic Coverage: Canada, and Bermuda	Entire U.S.	Field Support Specialists	20-59
Repair Depots:	1	Administration:	20-59
		Managers:	1-19
PRODUCTS SERVICED	,		
- Peripherals (disks, 1	apes)		
BRANDS SERVICED			
IBM, DEC, and most major	brands.		
SERVICES PROVIDED			
X Manufacturer Warr	anty	Installation	Relocation
X Preventive Mainter		Remedial Maintenance X	Refurbishment
Engineering Change	es	Conversion/Upgrade	Training
Software Maintena	nce	Programming/Consulting X	Supplies/Accessories
Equipment Sale/Le	ase	Other	
SERVICE DELIVERY MOD	DES		
50% On-Site Maintenan	ce <u>50%</u>	Repair Depot/Carry-in	Remote Support Services

SECTOR SYSTEMS INC. (now ABC Office Equipme 912 E. 15th Avenue Anchorage, AK 99501 (907) 563-8825	ent)	President: (not known)	
THE COMPANY			
Years Active in TPM:	5	Total Service Employees	s: 1-19
Service Locations:	1	Field Engineers:	L-19
Geographic Coverage:	Alaska	Field Support Specialists	s: I-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
MinicomputersSmall Business Systems		· ·	sed Turnkey Systems er-Based Turnkey Sys
- Word Processors		- Peripherals (disks	
- Personal Computers		- Terminals (dumb,	
- Workstations		,	3
BRANDS SERVICED			
Alpha Micro, Raytheon, F	ranklin, Prin	tronix, C. Itoh, Cavona, Osborne, (Okidata, and Epson.
SERVICES PROVIDED			
X Manufacturer Warr	anty X	Installation X	Relocation
X Preventive Mainter	nance X	Remedial Maintenance X	Refurbishment
X Engineering Change	es X	Conversion/Upgrade X	Training
Software Maintena	nce X	Programming/Consulting X	Supplies/Accessories
X Equipment Sale/Le	ase	Other	
SERVICE DELIVERY MOD	DES		
X On-Site Maintenan	00 Y	Rengir Depot/Carry-in	Remote Support Serv



SEDTRONICS 3052 Scott Boulevard Santa Clara, CA 95050 (408) 727-3117

President: (not known)

THE COMPANY

Years Active in TPM:	3.5	Total Service Employees:	20-59
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	Entire U.S.	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19

PRODUCTS SERVICED

- Peripherals (disks, printers, tapes)
- Terminals (dumb, intelligent, graphics)

BRANDS SERVICED

Xerox, Boschert, Ampex, and Calma.

On-Site Maintenance

SERVICES PROVIDED

X	Manufacturer Warranty		Installation	Relocation
	Preventive Maintenance		Remedial Maintenance	Refurbishment
X	Engineering Changes	X	Conversion/Upgrade	Training
	Software Maintenance	X	Programming/Consulting	Supplies/Accessories
	Equipment Sale/Lease		Other	
SERV	ICE DELIVERY MODES			
	On-Site Maintenance	X	Repair Depot/Carry-in	Remote Support Services

X

SERVICE INFOSYSTEMS, INC. President: Joe Patton 3699 W. Henrietta Road Rochester, NY 14623 (716) 334-9126 THE COMPANY Years Active in TPM: 9 **Total Service Employees:** 1-19 1 1-19 Service Locations: Field Engineers: Geographic Coverage: Entire U.S. Field Support Specialists: 1-19 Europe 1 Repair Depots: Administration: 1-19 1-19 Managers: PRODUCTS SERVICED **Data Communications** Management Consulting Services **BRANDS SERVICED** Data General and IBM. **SERVICES PROVIDED** Relocation Manufacturer Warranty Installation Refurbishment Preventive Maintenance Remedial Maintenance X_ **Engineering Changes** Training Conversion/Upgrade Software Maintenance Supplies/Accessories Programming/Consulting X Equipment Sale/Lease Other SERVICE DELIVERY MODES

Repair Depot/Carry-in

Remote Support Service

X

On-Site Maintenance

President: George O. Harmon

SERVICELAND, INC.

5565 Lindero Canyon Road, Suit Westlake Village, CA 91362 (805) 495–8045	e 325			
THE COMPANY				
Years Active in TPM:		Total Service Em	ployees	20-59
Service Locations:		Field Engineers:		1-19
Geographic Coverage: Enti	re U.S.	Field Support Spe	cialists	: 1-19
Repair Depots:		Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
MinicomputersWord ProcessorsPersonal Computers		·		, tapes, printers) intelligent, graphics)
BRANDS SERVICED				
IBM, Apple, Corona, UniData, a	nd Qume Print	ter Boards.		
SERVICES PROVIDED				
 X Manufacturer Warranty X Preventive Maintenance Engineering Changes Software Maintenance Equipment Sale/Lease 	X Reme	lation dial Maintenance ersion/Upgrade amming/Consulting		Relocation Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MODES				
On-Site Maintenance	X Repai	r Depot/Carry-in		Remote Support Services

SERVITECH, INC. 1409 Centro Circle Drive Downers Grove, IL 60515 (312) 620-8750 President: S. Michael Smith

THE COMPANY					
Years Active in TPM:	12	Total Service Emp	loyees: 20-59		
Service Locations:	1	Field Engineers:	20-59		
Geographic Coverage:	Midwest	Field Support Spec	cialists: 1-19		
Repair Depots:	1	Administration:	1-19		
		Managers:	1-19		
PRODUCTS SERVICED					
- Minicomputers		- Minicomput	ter-Based Turnkey Systems		
- Small Business Systems		- Personal-Co	omputer-Based Turnkey Syste		
- Terminals	Terminals		Modems		
- Word Processors		- Front-End F	- Front-End Processors		
- Personal Computer	Personal Computers		- Peripherals (disks, tapes, printers, other)		
 Workstations 					
BRANDS SERVICED					
AlphaMicro, DCC, Digidyr Shack, Randall, Royal, IBA			Automation, Nixdorf, Radio		
SERVICES PROVIDED					
X Manufacturer Warr	anty X	Installation	X Relocation		
X Preventive Mainter	nance X	Remedial Maintenance	X Refurbishment		
X Engineering Change	es X	Conversion/Upgrade	X Training		
Software Maintena	nce X	Programming/Consulting	Supplies/Accessories		
Equipment Sale/Le	ase	Other			
SERVICE DELIVERY MOD	ŒS				
66% On-Site Maintenance	ce 34%	Repair Depot/Carry-in	Remote Support Service		



SHIELDS BUSINESS MACHINES, INC. 410 North 8th Street Philadelphia, PA 19129 (215) 922-6161		President: William J. Shields			
THE COMPANY					
Years Active in TPM:	20	Total Service Employees:	20-59		
Service Locations:	5	Field Engineers:	20-59		
Geographic Coverage: South	East Coast/	Field Support Specialists:	1-19		
Repair Depots:	5	Administration:	1-19		
		Managers:	1-19		
PRODUCTS SERVICED					
 Minicomputers Small Business Sys Word Processors Personal Computer Workstations Modems BRANDS SERVICED IBM and Xerox. SERVICES PROVIDED 		 Networks Peripherals (disks, tape of the control of the	lligent, graphics) Turnkey Systems		
 X Manufacturer War X Preventive Mainte X Engineering Chang Software Mainten X Equipment Sale/Le SERVICE DELIVERY MO	ges X ance ease	Remedial Maintenance Ref Conversion/Upgrade Tra	ocation furbishment ining plies/Accessories		
95% On-Site Maintenar		Repair Depot/Carry-in 2% Rer	note Support Services		
7570 OII-3ffe Maintena	3/0	1,00011 0 0001/ 001/ 101			

SIMPACT ASSOCIATES, II 5520 Ruffin Road San Diego, CA 92123 (619) 565-1865	NC.	President: David Brehe			
THE COMPANY					
Years Active in TPM:	5	Total Service Employees:	1-19		
Service Locations:	1	Field Engineers:	1-19		
Geographic Coverage:	West Coast	Field Support Specialists:	1-19		
Repair Depots:	1	Administration:	1-19		
		Managers:	1-19		
PRODUCTS SERVICED					
- Minicomputers		- Networks			
- Small Business Syst	ems	- Peripherals (disks, pri	nters, tapes, othe		
- Word Processors		- Terminals (dumb, inte	lligent, graphics)		
- Personal Computer	s	- Minicomputer-Based 1	Minicomputer-Based Turnkey Systems		
 Workstations 		- Personal-Computer-Bo	ased Turnkey Sys		
- Front-End Processo	ors				
BRANDS SERVICED					
DEC (all compatibles).					
SERVICES PROVIDED					
X Manufacturer Warr X Preventive Mainter X Engineering Change Software Maintena Equipment Sale/Le	nance X es X nce X	Remedial Maintenance Ref			

X On-Site Maintenance Repair Depot/Carry-in Remote Support Servia

SERVICE DELIVERY MODES

SIRIUS COMPUTER 14600 Golden West Street, Suite A Westminster, CA 92683 (714) 895-2229	President: Mel Knutse	en
THE COMPANY		
Years Active in TPM: 4	Total Service Employe	es: 20-59
Service Locations:	Field Engineers:	1-19
Geographic Coverage: West C	Coast Field Support Specialis	sts: 1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
 Minicomputers Small Business Systems Word Processors Workstations BRANDS SERVICED	- Peripherals (dis	Based Turnkey Systems ks, printers, tapes, other) b, intelligent graphics)
Data General (most all compatible Drives.	e terminals and peripherals), Wang Pr	ocessors, and Kennedy Disk
SERVICES PROVIDED		
Manufacturer Warranty X Preventive Maintenance Engineering Changes Software Maintenance Equipment Sale/Lease		Refurbishment Training Supplies/Accessories
SERVICE DELIVERY MODES		
X On-Site Maintenance	Repair Depot/Carry-in	Remote Support Services

SOFTWARE SOLUTIONS 125 Applewood Mall 42nd and Center Streets Omaha, NE 68105 (402) 422-1234	INC.	President: Jim Diprema		
THE COMPANY				
Years Active in TPM:	13	Total Service Employees:	1-19	
Service Locations:	1	Field Engineers:	1-19	
Geographic Coverage:	Midwest	Field Support Specialists:	1-19	
Repair Depots:	1	Administration:	1-19	
		Managers:	1-19	
PRODUCTS SERVICED				
- Mainframes		- Modems		
- Minicomputers		- Front-End Processors		
- Small Business Sys	tems	- Networks		
- Peripherals		- Minicomputer-Based Turnkey Sys		
- Terminals (dumb, i	intelligent)	- Personal-Computer-E	Based Turnkey Syst	
- Personal Compute	rs	- CAD/CAM Turnkey S	iystems	
 Workstations 		- Software Systems		
- PBX/PABX		 Software Application 	s	
BRANDS SERVICED				
Data General, Lear Siegle	er, TI, DEC, A	Apple, IBM, and Xerox.		
SERVICES PROVIDED				
X Manufacturer War	ranty X	Installation X Re	location	
X Preventive Mainte	nance X	Remedial Maintenance X Re	furbishment	
X Engineering Chang	jes X	Conversion/Upgrade X Tro	aining	
Software Maintend X Equipment Sale/Le		Programming/Consulting Supplies/Accessor		
SERVICE DELIVERY MO	DES			

70% On-Site Maintenance 25% Repair Depot/Carry-in 5% Remote Support Servici

SOLUTIONS, INC. President: Al Humphreys 1527 Versailles Road Lexington, KY 40504 (918) 369-1980 THE COMPANY Years Active in TPM: N/A **Total Service Employees:** N/A N/A Service Locations: N/A Field Engineers: Geographic Coverage: N/A Field Support Specialists: N/A Administration: N/A Repair Depots: N/A N/A Managers: PRODUCTS SERVICED Independent Depot Repair **BRANDS SERVICED SERVICES PROVIDED** Relocation Manufacturer Warranty Installation Refurbishment Preventive Maintenance Remedial Maintenance Conversion/Upgrade Training **Engineering Changes** Programming/Consulting ____ Supplies/Accessories Software Maintenance Equipment Sale/Lease Other SERVICE DELIVERY MODES

Repair Depot/Carry-in

X

On-Site Maintenance

Remote Support Services

President: James Toellner

SPECTRUM INTERNATIONAL

SERVICE DELIVERY MODES

100% On-Site Maintenance

6101 W. Centinela Avenue Culver City, CA 90230 (213) 417-5150 THE COMPANY Years Active in TPM: 18 **Total Service Employees:** 20-59 Service Locations: Field Engineers: 1-19 Field Support Specialists: Entire U.S., 1-19 Geographic Coverage: Europe, Canada, Australia, and New Zealand Administration: 1-19 Repair Depots: Managers: 1-19 PRODUCTS SERVICED **Applications Software BRANDS SERVICED** Any software (application). SERVICES PROVIDED Relocation Manufacturer Warranty Installation Remedial Maintenance Refurbishment Preventive Maintenance Engineering Changes Conversion/Upgrade X Training Supplies/Accessories X Software Maintenance X Programming/Consulting Equipment Sale/Lease Other

Repair Depot/Carry-in

Remote Support Servi

Service Employees: 1-19
Engineers: 1-19
Support Specialists: 1-19
inistration: 1-19
ngers: 1~19
Peripherals (disks, tapes, printers, other) CAD/CAM Turnkey Systems
X Relocation Intenance X Refurbishment Upgrade X Training g/Consulting X Supplies/Accessories

X On-Site Maintenance ___ Repair Depot/Carry-in ___ Remote Support Services

President: Alice French SYCOM, INC. 4215-A Walney Road Chantilly, VA 22021 (703) 830-0700 THE COMPANY Years Active in TPM: 3 **Total Service Employees:** 1-19 2 1-19 Service Locations: Field Engineers: 1-19 Geographic Coverage: East Coast Field Support Specialists: Administration: 1-19 Repair Depots: 1-19 Managers: PRODUCTS SERVICED Small Business Systems **Applications Software** Personal Computers Peripherals (disks, tapes, printers, other) Workstations Terminals (dumb, intelligent, graphics) Personal-Computer-Based Turnkey System Modems Systems Software **BRANDS SERVICED** Televideo, IBM (PC and XT), Zenith, Intertec, Hazeltine, Hewlett-Packard, and Data Systems. **SERVICES PROVIDED** Manufacturer Warranty Installation Relocation X X X X X Refurbishment Remedial Maintenance X Preventive Maintenance X X **Engineering Changes** X Conversion/Upgrade Training Software Maintenance X Programming/Consulting X Supplies/Accessories X Other Equipment Sale/Lease SERVICE DELIVERY MODES Remote Support Services

Repair Depot/Carry-in

X

On-Site Maintenance

X

SYSTEC, INC.
P.O. Box J
Sanford, FL 32772
(305) 323-0230

THE COMPANY
Years Active in TPM: 7

President: George P. Fletcher
Provident: George P. Fletcher
The company
Total Service Employees:

20-59 20-59 1-19 1-19

1-19

PRODUCTS SERVICED

Repair Depots:

Service Locations:

Geographic Coverage:

- Mainframes - Front-End Processors

Minicomputers - Networks

Entire U.S.

15

Small Business Systems - Peripherals (disks, tapes, printers, other)

Field Engineers:

Administration:

Managers:

Field Support Specialists:

Personal Computers - Terminals (dumb, intelligent)

Workstations - Minicomputer-Based Turnkey Systems

- Personal-Computer-Based Turnkey Systems

BRANDS SERVICED

Modems

IBM, NAI, Telex, DEC, Memorex, Hewlett-Packard, Amdahl, STC, Perkin-Elmer, and CDC.

SERVICES PROVIDED

Manufacturer Warranty X Installation X Relocation

X Preventive Maintenance X Remedial Maintenance X Refurbishment

X Engineering Changes X Conversion/Upgrade X Training

Software Maintenance Programming/Consulting X Supplies/Accessories

X Equipment Sale/Lease Other

SERVICE DELIVERY MODES

90% On-Site Maintenance 8% Repair Depot/Carry-in 2% Remote Support Services

SYSTEMS INDUSTRIES 1855 Barber Lane Milpitas, CA 95035 (408) 942-1212 President: Harold Shattuck

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			· -			М	~	1 4	

Years Active in TPM:	14	Total Service Employees:	200-499
Service Locations:	28	Field Engineers:	100-159
Geographic Coverage: Europe, Australia, and	Entire U.S./ Asia	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1_19

PRODUCTS SERVICED

- Peripherals (disks, tapes)
- Software Systems

BRANDS SERVICED

CDC, CDS, Telex, Fujitsu, and STC.

SERVICES PROVIDED

<u>X</u>	Manufacturer Warranty	<u>X</u>	Installation	<u>X</u>	Relocation
<u>X</u>	Preventive Maintenance	<u>X</u>	Remedial Maintenance	<u>X</u>	Refurbishment
<u>X</u>	Engineering Changes	<u>X</u>	Conversion/Upgrade	<u>X</u>	Training
<u>X</u>	Software Maintenance	<u>X</u>	Programming/Consulting	<u>X</u>	Supplies/Accessories
<u>X</u>	Equipment Sale/Lease		Other		
SERV	ICE DELIVERY MODES				

50% On-Site Maintenance 50% Repair Depot/Carry-in Remote Support Services

SYSTEMS HARDWARE SUPPOR 1493 Chain Bridge Road, Suite 19 McLean, VA 22101 (703) 821-1505		General Manager:	David Brass	
THE COMPANY				
Years Active in TPM: 4		Total Service Emp	loyees:	1-19
Service Locations:		Field Engineers:		1-19
Geographic Coverage: East	Coast	Field Support Spec	ialists:	1-19
Repair Depots:		Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
 Minicomputers Small Business Systems CAD/CAM Turnkey Syste Modems Networks BRANDS SERVICED IBM, Data General, Tl, Digital, 1		- Terminals (c - Minicomput - Personal-Co	dumb, intellig er-Based Turr emputer-Base	d Turnkey Systems
Lear Siegler, Diablo, Tally, Qum			, ,	
SERVICES PROVIDED	·	·		
 X Manufacturer Warranty X Preventive Maintenance X Engineering Changes Software Maintenance Equipment Sale/Lease 	X Remed X Conver		Trainir Supplie	ishment ng es/Accessories
SERVICE DELIVERY MODES				
50% On-Site Maintenance	50% Repair	Depot/Carry-in	Remote	e Support Services

SYSTEMS SPECIALIST Co 374 S. Milpitas Boulevard Milpitas, CA 95035 (408) 942-0300	ONSULTANTS	6 President: Carl Joines		
THE COMPANY				
Years Active in TPM:	2.5	Total Service Employees:	1-19	
Service Locations:	1	Field Engineers:	1-19	
Geographic Coverage:	West Coast	Field Support Specialists:	1-19	
Repair Depots:	1	Administration:	1-19	
		Managers:	1-19	
PRODUCTS SERVICED				
- Mainframes		- Personal-Computer	r-Based Turnkey Sys	
- Small Business Systems		- Front-End Processors		
- Personal Computer	rs	- Peripherals (disks,	printers, tapes, othe	
- Workstations		- Terminals (dumb, i	ntelligent, graphics)	
BRANDS SERVICED				
IBM, STC, Amdahl, ISS, a	nd Memorex.			
SERVICES PROVIDED				
X Manufacturer War	ranty X	Installation X	Relocation	
X Preventive Mainte	nance X	Remedial Maintenance X	Refurbishment	
X Engineering Chang	es X	Conversion/Upgrade X	Training	
Software Maintena	ince X	Programming/Consulting X	Supplies/Accessories	
X Equipment Sale/Le	ase	Other		

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Service

SERVICE DELIVERY MODES

TRW CUSTOMER SERVICE DIVISION President: Maynard B. Smith 70 New Dutch Lane Fairfield, NJ 07006 (201) 575-7110 THE COMPANY Years Active in TPM: 8 **Total Service Employees:** 3,000+Service Locations: 200+ Field Engineers: 2,400+Geographic Coverage: Nationwide (U.S.) Field Support Specialists: 40 Repair Depots: 3 Administration: 120 150 Managers: PRODUCTS SERVICED Personal Computers Peripherals Minicomputers Terminals Mainframes **BRANDS SERVICED** IBM, DEC, Cromemco, Televideo, Hazeltine, Altos, Ampex, Anadex, Adds, Fujitsu, Docutel/Olivetti, Esprit, Rixon, Commodore, Data Products, Data Systems, Micromation, QMS, Tymshare, Vector Graphics, Okidata, TI, NEC, Lear Siegler, Diablo, and BDS. SERVICES PROVIDED Relocation X Manufacturer Warranty X Installation X X Refurbishment Remedial Maintenance X Preventive Maintenance X Training X Conversion/Upgrade Engineering Changes Programming/Consulting X Supplies/Accessories Software Maintenance Equipment Sale/Lease Other SERVICE DELIVERY MODES

Repair Depot/Carry-in X Remote Support Services

X

X On-Site Maintenance

President: Brian J. Gurney **TEKSERV** 6 Kidder Road Chelmsford, MA 01824 (617) 256-3439 THE COMPANY Years Active in TPM: 5 **Total Service Employees:** 1-19 Service Locations: Field Engineers: 1-19 Geographic Coverage: East Coast Field Support Specialists: 1-19 Repair Depots: Administration: 1-19 1-19 Managers: PRODUCTS SERVICED Peripherals (disks, tapes, printers) Terminals (dumb, intelligent, graphics) **BRANDS SERVICED SERVICES PROVIDED** X Manufacturer Warranty Installation Relocation X Preventive Maintenance X Remedial Maintenance X Refurbishment X X **Engineering Changes** Conversion/Upgrade Training Software Maintenance Programming/Consulting X Supplies/Accessories Equipment Sale/Lease X Other (Instrumentation Repair - Calibration) SERVICE DELIVERY MODES

Remote Support Service

Repair Depot/Carry-in

X

On-Site Maintenance

TEL-TEX President: Thomas W. Moore 2825 W. 11th Street Houston, TX 77008 (713) 868-6000 THE COMPANY Years Active in TPM: 15 **Total Service Employees:** 100-159 Service Locations: 5 Field Engineers: 20-59 South Geographic Coverage: Field Support Specialists: 20-59 Repair Depots: 2 Administration: 1-19 Managers: 1-19 PRODUCTS SERVICED Personal Computers Peripherals (disks, tapes, printers, others) Modems Terminals (dumb, intelligent, graphics) **BRANDS SERVICED** Prentice, Anderson Jacobson, TI, Data Products, Ventel, DEC, C. Itoh, Visual Technologies, and Televideo. **SERVICES PROVIDED** Manufacturer Warranty X Relocation X Installation X Preventive Maintenance X Remedial Maintenance Refurbishment Engineering Changes X Conversion/Upgrade Training

Other

40% Repair Depot/Carry-in

Programming/Consulting X Supplies/Accessories

Remote Support Services

Software Maintenance

Equipment Sale/Lease

SERVICE DELIVERY MODES

60% On-Site Maintenance

X

TELE TERMINALS, INC. 15400 Lincoln Road Oak Park, MI 48234 (313) 968-6363	00 Lincoln Road k Park, MI 48234		
THE COMPANY	The state of the s		
Years Active in TPM:	N/A	Total Service Employees	: N/A
Service Locations:	N/A	Field Engineers:	N/A
Geographic Coverage:	N/A	Field Support Specialists	:: N/A
Repair Depots:	N/A	Administration:	N/A
		Managers:	N/A
PRODUCTS SERVICED			
	1	ndependent Depot Repair	
BRANDS SERVICED			
SERVICES PROVIDED			
Manufacturer Warr		Installation Remedial Maintenance	Relocation Refurbishment
Engineering Change		Conversion/Upgrade	Training
Software Maintena Equipment Sale/Le	nce	Programming/Consulting Other	Supplies/Accessories
SERVICE DELIVERY MOD	DES		
On-Site Maintenan	ce X	Repair Depot/Carry-in	Remote Support Servi

TELEFILE COMPUTER PRODUCTS CORPORATION

17131 Daimler Street Irvine, CA 92714 (714) 557-6660

President: Samuel Edens

THE COMPANY			
Years Active in TPM:	16	Total Service Employe	ees: 20-59
Service Locations:	12	Field Engineers:	1-19
Geographic Coverage: Europe	Entire U.S./	Field Support Speciali	s ts: 1–19
Repair Depots:	1-3	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Mainframes			
BRANDS SERVICED			
Xerox and Telefile.			
SERVICES PROVIDED			
X Manufacturer Warr	anty X In:	stallation X	Relocation
X Preventive Mainter	nance X Re	emedial Maintenance X	_ Refurbishment
X Engineering Chang	es X Co	onversion/Upgrade X	_ Training
Software Maintena	nce X Pr	rogramming/Consulting	Supplies/Accessories
X Equipment Sale/Le	ase O	ther	
SERVICE DELIVERY MOI	DES		
90% On-Site Maintenan	ce <u>10%</u> Re	epair Depot/Carry-in	Remote Support Service

TERMINALS UNLIMITED INC. President: David Owens 350 S. Washington Street Falls Church, VA 22046 (703) 237-8666 THE COMPANY 60-99 Years Active in TPM: 4 **Total Service Employees:** 40 Service Locations: Field Engineers: 60-99 Field Support Specialists: Geographic Coverage: Entire U.S./ 1-19 Europe Administration: 1-19 Repair Depots: 1 1-19 Managers: PRODUCTS SERVICED Small Business Systems **Networks Word Processors** Systems Software Personal Computers **Applications Software** Peripherals (disks, printers, tapes, other) Modems Front-End Processors Terminals (dumb, intelligent, graphics) **BRANDS SERVICED** Agile, Amex, Anderson Jacobson, Beehive, Datasouth, Diablo, Qume, Renex, and Soroc. **SERVICES PROVIDED** X Manufacturer Warranty Installation Relocation X X Refurbishment Preventive Maintenance X Remedial Maintenance Training **Engineering Changes** Conversion/Upgrade X Software Maintenance X Programming/Consulting Χ Supplies/Accessories Equipment Sale/Lease Other SERVICE DELIVERY MODES

2% Remote Support Services

Repair Depot/Carry-in

8%

90% On-Site Maintenance

President: Mike Amanatulha

THREE DELTA CORPORATION

1038 Kiel Court Sunnyvale, CA 94089 (408) 734–2680				
THE COMPANY				
Years Active in TPM:		Total Service Emp	loyees:	20-59
Service Locations:		Field Engineers:		20-59
Geographic Coverage: Entire Europe, Canada, and Austral	re U.S./ ia	Field Support Spec	cialists:	1-19
Repair Depots:		Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
MainframesMinicomputers		PeripheralsTerminals ((disks, tape: dumb)	s, printers)
BRANDS SERVICED				
DEC, Data General, and compat	ible periphe	rals.		
SERVICES PROVIDED				
Manufacturer Warranty Preventive Maintenance Engineering Changes Software Maintenance Equipment Sale/Lease	X Rer X Cor Pro	rallation medial Maintenance nversion/Upgrade gramming/Consulting er	X Refun Train Suppl	ies/Accessories
SERVICE DELIVERY MODES				
On-Site Maintenance	100% Rep	oair Depot/Carry-in	Remo	ote Support Services

TOKEN CORPORATION 29226 Orchard Lake Road Farmington Hills, MI 48018 (313) 851-0447

Software Maintenance

Equipment Sale/Lease

SERVICE DELIVERY MODES

X On-Site Maintenance

X

President: Ken Stokes

Programming/Consulting X Supplies/Accessories

Repair Depot/Carry-in Remote Support Service

Other

THE COMPANY				
Years Active in TPM:	8	Total Service En	nployees:	1-19
Service Locations:	1	Field Engineers:		1-19
Geographic Coverage:	Midwest/Local	Field Support Sp	ecialists:	1-19
Repair Depots:	1	Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Peripherals (printer	rs)			
- Keypunch				
BRANDS SERVICED				
Centronix and Tally.				
SERVICES PROVIDED				
X Manufacturer Warr	anty X Insta	Illation	X Relo	ocation
X Preventive Mainter	nance X Rem	edial Maintenance	X Ref	urbishment
Engineering Change	es X Conv	version/Upgrade	Trai	ning

TOSC INTERNATIONAL INC. 5433 Westheimer, Suite 1105 Houston, TX 77056 (713) 961-1201

On-Site Maintenance

President: Glenn Stancil

THE COMPANY				
Years Active in TPM:	8	Total Service En	nployees:	1-19
Service Locations:	1	Field Engineers:		1-19
Geographic Coverage: Europe	Entire U.S.	/ Field Support Sp	ecialists:	1-19
Repair Depots:	1	Administration:		1-19
		Managers:		1-19
PRODUCTS SERVICED				
- Systems Software				
- Applications Softwo	are			
BRANDS SERVICED				
Large-scale Honeywell.				
SERVICES PROVIDED				
Manufacturer Warr	anty	Installation	Re	elocation
X Preventive Mainter	nance X	Remedial Maintenance	Re	efurbishment
Engineering Change	es X	Conversion/Upgrade	X Tr	aining
X Software Maintena	nce X	Programming/Consulting	Su	pplies/Accessories
Equipment Sale/Le	ase	Other		
SERVICE DELIVERY MOD	DES			
On-Site Maintenand	ce	Repair Depot/Carry-in	Re	emote Support Services

Repair Depot/Carry-in

Clyde / Hopela	_ TEC PLAZA Avenue Iwn, NJ 08861-1593 26-8900			President: Andre	ew Sim	ons
THE C	OMPANY					
Year	rs Active in TPM:	1		Total Service En	nployee	s: 20-59
Serv	ice Locations:			Field Engineers:		1-19
Geog	graphic Coverage: E	ast Coast		Field Support Sp	ecialist	s: 1-19
Repo	air Depots:			Administration:		1-19
				Managers:		1-19
PRODU	JCTS SERVICED					
	Minicomputers			·		ased Turnkey Systems
	Small Business System	ns			·	ter-Based Turnkey Syste
	Word Processors			·		s, tapes, printers)
	Personal Computers			- lerminals	(dumb	, intelligent, graphics)
-	Workstations					
BRAN	DS SERVICED					
Most m	najor brands, DEC, and	d Perkin-E	lmer.			
SERVI	CES PROVIDED					
X	Manufacturer Warrant	ty <u>X</u>	install	ation	_X_	Relocation
<u>X</u>	Preventive Maintenan	ce X	Remed	ial Maintenance	_X	Refurbishment
X	Engineering Changes	_X_	Conver	rsion/Upgrade		Training
	Software Maintenance	·	Progra	mming/Consulting	<u>X</u>	Supplies/Accessories
<u>X</u>	Equipment Sale/Lease	·	Other			
SERVI	CE DELIVERY MODES	6				
X	On-Site Maintenance		Repair	Depot/Carry-in		Remote Support Service

TOTAL TECHNICAL SERVICES 13405 York Road North Royalton, OH 44133 (216) 237-8363

President: George Stackfletch

THE	COMPANY					
Ye	ars Active in TPM:	15	Tot	al Service En	nployee	s: 1-19
Ser	vice Locations:	l	Fie	d Engineers:		1-19
	ographic Coverage: urope/Brazil	Entire U.S	./ Fie	d Support Sp	ecialist	s: I-19
Re	pair Depots:	1	Adr	ninistration:		1-19
			Mar	nagers:		1-19
PROD	OUCTS SERVICED					
_	Mainframes		_	Front-End	d Proces	ssors
_	Minicomputers		-	Periphero	ıls (disk:	s, printers, tapes)
_	Small Business Syste	ems	_	Terminals	dumb,	, intelligent, graphics)
-	Modems					
BRAI	NDS SERVICED					
IBM,	NCR, Telex, STC, and	d Memorex.	,			
SERV	ICES PROVIDED					
X	Manufacturer Warra	inty X	Installation		X	Relocation
X	Preventive Maintend	ance X	Remedial M	aintenance	X	Refurbishment
X	Engineering Changes	s <u>X</u>	Conversion/	Upgrade	X	Training
	Software Maintenan	ce <u>X</u>	Programmir	g/Consulting		Supplies/Accessories
	Equipment Sale/Lea	se	Other			
SERV	ICE DELIVERY MODE	ES				
X	On-Site Maintenance	e X	Renair Dena	ot/Carry-in	X	Remote Support Services

TO ANICHIET CORPORATION

1945 Route 22 Union, NJ 07083 (201) 688-7800	President: John V	VIIK
THE COMPANY		
Years Active in TPM: 15	Total Service Emp	oloyees: 20-59
Service Locations:	Field Engineers:	1-19
Geographic Coverage: East Coo	rist Field Support Spec	cialists: 1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
- Small Business Systems	- Modems	
- Word Processors	- Peripherals	(disks, tapes, printers)
- Personal Computers	- Terminals (dumb, intelligent, graphics)
- Workstations	- Personal-C	omputer-Based Turnkey System
BRANDS SERVICED		
Apple, Digital, TI, Lear Siegler, Alta	os, Digital Engineering, and NE	EC.
SERVICES PROVIDED		
X Manufacturer Warranty X	Installation	X Relocation
X Preventive Maintenance X	Remedial Maintenance	X Refurbishment
X Engineering Changes X	Conversion/Upgrade	X Training
Software MaintenanceX	Programming/Consulting	X Supplies/Accessories
X Equipment Sale/Lease	Other	<u> </u>
SERVICE DELIVERY MODES		
X On-Site Maintenance X	Repair Depot/Carry-in	Remote Support Service

TRISTAR DATA SYSTEM 2 Keystone Avenue Cherry Hill, NJ 08003 (609) 424-4700

President: Daniel Brown

THE COMPANY			
Years Active in TPM:	3	Total Service Employees:	1-19
Service Locations:	1	Field Engineers:	1-19
Geographic Coverage:	East Coast	Field Support Specialists:	1-19
Repair Depots:	1	Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Small Business Sys	tems	- Personal Computers	S
- Systems Software		- Minicomputer-Base	d Turnkey Systems
- Applications Softw	/are	- Peripherals (disks, 1	tapes, printers)
- Word Processors		- Terminals (dumb, in	itelligent, graphics)
BRANDS SERVICED			
Victor, Corvis, Intertex,	and IBM.		
SERVICES PROVIDED			
Manufacturer War	ranty X	Installation X F	Relocation
X Preventive Mainte	enance X	Remedial Maintenance X F	Refurbishment
X Engineering Chang	ges X	Conversion/Upgrade X T	raining
X Software Maintena	ance X	Programming/Consulting X S	upplies/Accessories
X Equipment Sale/Le	ease	Other	
SERVICE DELIVERY MO	DES		
X On-Site Maintenar	nce X	Repair Depot/Carry-in R	Remote Support Service

TYMSHARE Computer Systems and Su 39100 Liberty Street Fremont, CA 94538 (415) 794–2416	pport	Director: Dennis	C. Eds	trom
THE COMPANY		_		
Years Active in TPM:	9	Total Service Em	ployees	250 +
Service Locations:	35	Field Engineers:		200
Geographic Coverage:	Nationwide	Field Support Spe	cialists	s: N/A
Repair Depots:	1	Administration:		20-49
		Managers:		20-49
PRODUCTS SERVICED				
MainframesPeripherals		- Minicompu	iters	
BRANDS SERVICED				
		er, Data Products, IBM, E Vestern Peripherals, Xerox		
SERVICES PROVIDED				
Manufacturer Warr	anty X	Installation	_X_	Relocation
X Preventive Mainter	nance X	Remedial Maintenance	<u>X</u>	Refurbishment
X Engineering Change	es X	Conversion/Upgrade	<u>X</u>	Training
X Software Maintena	nce X	Programming/Consulting	<u>X</u>	Supplies/Accessories
Equipment Sale/Le	ase	Other		
SERVICE DELIVERY MOD	DES			
X On-Site Maintenan	ce	Renair Depot/Carry-in	X	Remote Support Service

66 Montvale Avenue Stoneham, MA 02180 (617) 438-4300		President: Thomas McF	lugh
THE COMPANY			
Years Active in TPM: 16		Total Service Employee	s: 20-59
Service Locations:		Field Engineers:	20-59
Geographic Coverage: East Co	oast	Field Support Specialist	s: 1-19
Repair Depots:		Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
- Mainframes		 Workstations 	
- Minicomputers		- Peripherals (disk:	s, printers, tapes, other)
- Small Business Systems		- Terminals (dumb	, intelligent, graphics)
- Personal Computers			
BRANDS SERVICED			
IBM.			
SERVICES PROVIDED			
Manufacturer Warranty	X Installe	ation X	Relocation
X Preventive Maintenance	X Remed	ial Maintenance X	Refurbishment
X Engineering Changes	X Conve	rsion/Upgrade	Training
Software Maintenance	Progra	mming/Consulting X	Supplies/Accessories
X Equipment Sale/Lease	Other		
SERVICE DELIVERY MODES			
60% On Site Maintenance	40% Rengir	Depot/Carry-in	Remote Support Services

ULTIMATE COMPUTER SERVICES Field Engineering Division 30 Broad Street Denville, NJ 07834 (201) 625-8700	President: (not known)
THE COMPANY	
Years Active in TPM: 12	Total Service Employees: 100
Service Locations: 2	Field Engineers: 60
Geographic Coverage: Northeast U	J.S. Field Support Specialists:
Repair Depots: 2	Administration: 20
	Managers: 20
PRODUCTS SERVICED	
- Mainframes	- Terminals
- Peripherals	- Microcomputers
- Personal Computers	
BRANDS SERVICED	
IBM.	
SERVICES PROVIDED	
Manufacturer Warranty X	Installation X Relocation
X Preventive Maintenance X	Remedial Maintenance X Refurbishment
Engineering Changes X	Conversion/Upgrade X Training
Software Maintenance	Programming/Consulting Supplies/Accessories
X Equipment Sale/Lease	Other
SERVICE DELIVERY MODES	
X On-Site Maintenance	Repair Depot/Carry-in Remote Support Service

UNITRACE, INC. President: Jack Lang 3350 Scott Boulevard #20 Santa Clara, CA 95054 (408) 727-7573 THE COMPANY Years Active in TPM: 35 **Total Service Employees:** Service Locations: Field Engineers: N/A Field Support Specialists: Geographic Coverage: International N/A Administration: 5 Repair Depots: Managers: 3 PRODUCTS SERVICED Microcomputers Peripherals (disks and printers) Small Business Systems Mainframes and Minicomputers (disks and peripherals) **BRANDS SERVICED** Ampex, CDC, Memorex, ISS/Sperry, IBM (PC, XT, PCC), Diablo, and Data Products. SERVICES PROVIDED Relocation Manufacturer Warranty Installation Refurbishment Remedial Maintenance Preventive Maintenance X Training Conversion/Upgrade **Engineering Changes** Supplies/Accessories Programming/Consulting Software Maintenance Other (circuit-board-level repair) Equipment Sale/Lease X SERVICE DELIVERY MODES

Repair Depot/Carry-in

Remote Support Services

X

On-Site Maintenance

50 County Line Road Somerville, NJ 08876 (201) 231-9400	President: (not known)	
THE COMPANY		
Years Active in TPM: 10	Total Service Employees: 1-19	
Service Locations:	Field Engineers: 19	
Geographic Coverage: East Coo	ast Field Support Specialists: 1-19	
Repair Depots:	Administration: 1-19	
	Managers: 1-19	
PRODUCTS SERVICED		
- Mainframes	- Minicomputer-Based Turnkey S	ystems
- Minicomputers	- Personal Computer-Based Turn	key Syste
- Small Business Systems	- Modems	
- Word Processors	- Front-End Processors	
- Personal Computers	- Networks	
- Workstations	- Peripherals (disks, tapes, printe	rs, other)
BRANDS SERVICED		
DEC, Digital, Emulex, Wyse, CDC, I	Microterm, and C.I.E.	
SERVICES PROVIDED		
X Manufacturer Warranty X	Installation X Relocation	
X Preventive Maintenance X	Remedial Maintenance X Refurbishmen	nt
X Engineering Changes X	Conversion/Upgrade X Training	
Software MaintenanceX	Programming/Consulting X Supplies/Acc	essories
X Equipment Sale/Lease	Other	
SERVICE DELIVERY MODES		
X On-Site Maintenance	Repair Depot/Carry-in Remote Supp	ort Servic

VICTOR ELECTRONICS (304 Turnpike Road Southboro, MA 01772 (617) 481-4010	CORPORATIO	ON President: Victor J. Mel	fa
THE COMPANY			
Years Active in TPM:	N/A	Total Service Employees	: N/A
Service Locations:	N/A	Field Engineers:	N/A
Geographic Coverage:	N/A	Field Support Specialists	: N/A
Repair Depots:	N/A	Administration:	N/A
		Managers:	N/A
PRODUCTS SERVICED			
- Personal Computer	·s		
BRANDS SERVICED			
SERVICES PROVIDED			
Manufacturer Warr Preventive Mainter Engineering Chang Software Maintena	nance X es nce	Installation Remedial Maintenance	Relocation Refurbishment Training Supplies/Accessories
Equipment Sale/Le SERVICE DELIVERY MOI		Other	
On-Site Maintenan	ce X	Repair Depot/Carry-in	Remote Support Services

W. A. BROWN INSTRUME P.O. Box 513 Orlando, FL 32802 (305) 425-5505	NTS, INC.	Regional Sales Mo	anager:	Ed Butcher
THE COMPANY				
Years Active in TPM:	20	Total Service Emp	ployees	s: 30
Service Locations:	12	Field Engineers:		14
Geographic Coverage: Houston (TX), Orlando		Field Support Spe	cialists	3
Repair Depots:	1	Administration:		6
		Managers:		2
PRODUCTS SERVICED				
- Data Communicatio	ns			
- Peripherals				
BRANDS SERVICED				
TI, Data Products, GE, NEo Intermec, Florida Data, Ho		· ·	I, Visu	al Technology, Esprit,
SERVICES PROVIDED				
X Manufacturer Warro	inty <u>X</u> Ir	nstallation	_X_	Relocation
X Preventive Mainten	ance X R	Remedial Maintenance	<u>X</u>	Refurbishment
X Engineering Change	s C	Conversion/Upgrade	<u>X</u>	Training
Software Maintenan		rogramming/Consulting		
X Equipment Sale/Lea	O	other		
SERVICE DELIVERY MOD	ES			
X On-Site Maintenanc	e <u>X</u> R	Repair Depot/Carry-in	<u>X</u>	Remote Support Service

WEATHERFORD COMPUTE GROUP 1020 S. Arroyo Parkway Pasadena, CA 91105 (213) 682-3641	R SYSTEMS	President: (not known)	
THE COMPANY			
Years Active in TPM: 5	5	Total Service Employees:	1-19
Service Locations:		Field Engineers:	1-19
Geographic Coverage:	West Coast	Field Support Specialists:	1-19
Repair Depots:		Administration:	1-19
		Managers:	1-19
PRODUCTS SERVICED			
 Minicomputers Small Business System Word Processors Personal Computers Workstations Modems Front-End Processors BRANDS SERVICED TI (compatible peripherals). SERVICES PROVIDED 		 Networks Peripherals (disks, pri Terminals (dumb, inte Minicomputer-Based Personal-Computer-B CAD/CAM Turnkey Sy 	lligent, graphics) Turnkey Systems ased Turnkey System
Manufacturer Warran X Preventive Maintenar X Engineering Changes Software Maintenanc X Equipment Sale/Lease SERVICE DELIVERY MODE	X C X F C C C C C C C C C	Remedial Maintenance X Ref	ocation furbishment ining plies/Accessories

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

WELLING ELECTRONICS SERVICE COMPANY 529 North 33rd Omaha, NB 68131 (402) 342-6564	President: Greg Welling	
THE COMPANY		
Years Active in TPM: 24	Total Service Employees:	1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: East Coast	Field Support Specialists:	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
- Mainframes	- Networks	
- Minicomputers	- Peripherals (disks, tap	es, printers)
- Small Business Systems	- Terminals (dumb, inte	lligent, graphics)
 Workstations 	 Minicomputer-Based T 	Turnkey Systems
- Modems	 CAD/CAM Turnkey Sy 	rstems
- Front-End Processors		
BRANDS SERVICED		
DEC VAX, Qantel, Data General, and P	rime.	
SERVICES PROVIDED		
X Manufacturer Warranty X X Preventive Maintenance X X Engineering Changes X Software Maintenance X Equipment Sale/Lease	Remedial Maintenance X Ref	urbishment ining plies/Accessories
SERVICE DELIVERY MODES		

X On-Site Maintenance Repair Depot/Carry-in Remote Support Service

WESTERN COMPUTING CORPORATIO 537 E. Osborn Road Phoenix, AZ 85012 (602) 274-0383	N President: Don Johnson
THE COMPANY	
Years Active in TPM: 5 Service Locations: Geographic Coverage: Entire U.S. Repair Depots:	Total Service Employees: 1-19 Field Engineers: 1-19 Field Support Specialists: 1-19 Administration: 1-19 Managers: 1-19
PRODUCTS SERVICED	
MinicomputersSmall Business SystemsWord ProcessorsWorkstations	 Minicomputer-Based Turnkey Systems Modems Peripherals (disks, tapes, printers, others) Terminals (dumb, intelligent, graphics)
BRANDS SERVICED Alpha Micro (compatibles).	
SERVICES PROVIDED	
X Manufacturer Warranty X X Preventive Maintenance X Engineering Changes X Software Maintenance X X Equipment Sale/Lease SERVICE DELIVERY MODES	Installation X Relocation Remedial Maintenance X Refurbishment Conversion/Upgrade X Training Programming/Consulting X Supplies/Accessories Other

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

WESTERN UNION TELEG Field Service Division One Lake Street (Arrow R Upper Saddle River, NJ 0 (201) 934-0200	oad)	ANY President: John J	J. Case	у
THE COMPANY				
Years Active in TPM:		Total Service Em	ployees	2, 000+
Service Locations:	450	Field Engineers:		1,600
Geographic Coverage:	Nationwide	Field Support Spe	cialists	3:
Repair Depots:	8	Administration:		100+
		Managers:		100+
PRODUCTS SERVICED				
- All Types				
BRANDS SERVICED				
Major brands.				
SERVICES PROVIDED				
X Manufacturer Warr	anty X	Installation	<u>X</u>	Relocation
X Preventive Mainten	ance X	Remedial Maintenance	<u>X</u>	Refurbishment
X Engineering Change	es <u>X</u>	Conversion/Upgrade		Training
Software Maintenar	nce	Programming/Consulting		Supplies/Accessories
Equipment Sale/Lea	ase	Other		

X On-Site Maintenance X Repair Depot/Carry-in X Remote Support Service

SERVICE DELIVERY MODES

84 Kenr	M MAXION COMP nedy Street sack, NJ 07601 43-4554	ANY	President	: (not known)	
THE CO	OMPANY		******************		
Year	s Active in TPM:	35	Total Ser	vice Employee	20-59
Servi	ce Locations:	3	Field Eng	jineers:	20-59
Geog	raphic Coverage:	East Coast	Field Sup	port Specialist	ts: 1-19
Repo	ir Depots:	3	Administ	ration:	1-19
			Managers	S:	1-19
PRODU	JCTS SERVICED				
BRAND	Mainframes Minicomputers Word Processors Personal Computers Workstations OS SERVICED Decifically). CES PROVIDED	S	- Pe	ersonal-Compu AD/CAM Turnl eripherals (disk	ased Turnkey Systems ter-Based Turnkey System key Systems s, tapes, printers) , intelligent, graphics)
	Manufacturer Warr Preventive Mainter Engineering Change Software Maintena Equipment Sale/Lec CE DELIVERY MOD	es X nce	Installation Remedial Mainte Conversion/Upgr Programming/Co Other	ade X	Relocation Refurbishment Training Supplies/Accessories

50% On-Site Maintenance 50% Repair Depot/Carry-in Remote Support Services

WILLIAM MILLER AND A 8380 SW 151st Street Miami, FL 33158 (305) 233-1216	ASSOCIATES	INC. President: William Mille	er
THE COMPANY			
Years Active in TPM:	N/A	Total Service Employees	s: N/A
Service Locations:	N/A	Field Engineers:	N/A
Geographic Coverage:	N/A	Field Support Specialists	s: N/A
Repair Depots:	N/A	Administration:	N/A
		Managers:	N/A
PRODUCTS SERVICED			
- Personal Computer	rs		
BRANDS SERVICED			
	,	Answering Service Only	
SERVICES PROVIDED			
Manufacturer Warr	ranty	Installation	Relocation
Preventive Mainter	nance	Remedial Maintenance	Refurbishment
Engineering Chang	es	Conversion/Upgrade	Training
Software Maintena	nce	Programming/Consulting	Supplies/Accessories
Equipment Sale/Le	ase	Other	
SERVICE DELIVERY MOD	DES		
On-Site Maintenan	ce	Repair Depot/Carry-in	Remote Support Service

WORLD COMPUTER WOI 520 West Winthrop Addison, IL 60101 (312) 529-6316	RKS, INC.	President: (not known)	
THE COMPANY			
Years Active in TPM:	N/A	Total Service Employee	s: N/A
Service Locations:	N/A	Field Engineers:	N/A
Geographic Coverage:	N/A	Field Support Specialist	s: N/A
Repair Depots:	N/A	Administration:	N/A
		Managers:	N/A
PRODUCTS SERVICED			
BRANDS SERVICED			
		No Data	
SERVICES PROVIDED			
Manufacturer Warr	anty	Installation	Relocation
Preventive Mainter	nance	Remedial Maintenance	Refurbishment
Engineering Change	es	Conversion/Upgrade	Training
Software Maintena	nce	Programming/Consulting	Supplies/Accessories
Equipment Sale/Le	ase	Other	
SERVICE DELIVERY MOD	DES		

Repair Depot/Carry-in ____ Remote Support Services

On-Site Maintenance

WYBRITE, INC. 3839 Washington Avenue, N. Minneapolis, MN 55410 (612) 588-7501		Sale Marketing D	irector	: Dave Mrocek
THE COMPANY				
Years Active in TPM: 11 y	ears	Total Service Em	ployees	: 10
Service Locations:		Field Engineers:		8
Geographic Coverage: Gree cities	ater twin	Field Support Spe	cialists	: 2
Repair Depots:		Administration:		2
		Managers:		2
PRODUCTS SERVICED				
MinicomputersSmall Business ComputerPeripherals	s	TerminalsUnit RecordModems	rd Aper	ture Handling
BRANDS SERVICED				
IBM, Zenith, Epson, Diablo, and	Okidata.			
SERVICES PROVIDED				
 X Manufacturer Warranty X Preventive Maintenance X Engineering Changes Software Maintenance X Equipment Sale/Lease SERVICE DELIVERY MODES 	X Remed X Conver Program	ial Maintenance sion/Upgrade		Relocation Refurbishment Training Supplies/Accessories
X On-Site Maintenance	X Repair	Depot/Carry-in	X	Remote Support Services

WYLE LABORATORIES 3200 Magruder Boulevard Hampton, VA 23666 (804) 865-0000	President: (not known)
THE COMPANY	
Years Active in TPM: 16	Total Service Employees: 20-59
Service Locations:	Field Engineers: 20-59
Geographic Coverage: East Coast (VA)	Field Support Specialists: 1-19
Repair Depats:	Administration: 1-19
	Managers: -19
PRODUCTS SERVICED	
 Mainframes Minicomputers Small Business Systems Word Processors Personal Computers Workstations Modems BRANDS SERVICED	 Front-End Processors Networks Peripherals (disks, tapes, printers) Terminals (dumb, intelligent, graphics) Minicomputer-Based Turnkey Systems Personal-Computer-Based Turnkey System
All major brands, IBM, Apple, and Tl.	
SERVICES PROVIDED	
X Engineering Changes X Converse Software Maintenance X Programmer X	ationX Relocation dial MaintenanceX Refurbishment rsion/Upgrade Training amming/Consulting Supplies/Accessories

90% On-Site Maintenance 10% Repair Depot/Carry-in Remote Support Services

XEROX CORPORATION Xerox Square, 025 Rochester, NY 14644 (800) 833-4567		President: (not k	rnown)	
THE COMPANY				
Years Active in TPM:	1	Total Service Em	ployee	s: 800
Service Locations:	92	Field Engineers:		600
Geographic Coverage: Canada	Nationwide	/ Field Support Spe	ecialist	S:
Repair Depots:	2	Administration:		50
		Managers:		30
PRODUCTS SERVICED				
- Personal computers	s			
- Peripherals (copier	s, printers)			
BRANDS SERVICED				
		a, Osborne, Shugart, STM, i iberty Electronics, IBM, an		
SERVICES PROVIDED				
X Manufacturer Warr	ranty X	Installation	<u>X</u>	Relocation
X Preventive Mainter	nance X	Remedial Maintenance		Refurbishment
X Engineering Change	es	Conversion/Upgrade		Training
Software Maintena Equipment Sale/Le		Programming/Consulting Other		Supplies/Accessories
SERVICE DELIVERY MOD	DES			
X On-Site Maintenan	ce X	Repair Depot/Carry-in	<u>X</u>	Remote Support Service

XMARK CORPORATION 3176 Pollman, Unit 119 Costa Mesa, CA 92626 (714) 556-9210	President: (not known)
THE COMPANY	
Years Active in TPM: 10 Service Locations: Geographic Coverage: West Coverage	Total Service Employees: 1-19 Field Engineers: 1-19 Coast Field Support Specialists: 1-19 Administration: 1-19 Managers: 1-19
PRODUCTS SERVICED - Small Business Systems - Systems Software - Applications Software - Word Processors BRANDS SERVICED	 Personal Computers Workstations Terminals (dumb, intelligent, graphics)
X Engineering Changes X Software Maintenance Equipment Sale/Lease	 X Installation X Remedial Maintenance X Refurbishment X Conversion/Upgrade X Training X Programming/Consulting X Supplies/Accessories Other
SERVICE DELIVERY MODES	

X On-Site Maintenance X Repair Depot/Carry-in Remote Support Services

XYRTIN XOLUTIONS, INC. President: John Bond 2444 Palm Drive Long Beach, CA 90806 (213) 595-5727 THE COMPANY **Total Service Employees:** Years Active in TPM: 20-59 1-19 Service Locations: Field Engineers: Field Support Specialists: 1-19 Geographic Coverage: West Coast Administration: 1-19 Repair Depots: 1-19 Managers: PRODUCTS SERVICED Front-End Processors Minicomputers Small Business Systems **Networks** Minicomputer-Based Turnkey Systems Personal Computers Personal-Computer-Based Turnkey System Systems Software Peripherals (disks, printers, tapes, other) **Applications Software** Terminals (dumb, intelligent, graphics) Modems **BRANDS SERVICED** Data General (all compatibles), CDC, Eclipse, Bytronix, Century Data, Televideo, IBM, and Apple **SERVICES PROVIDED** Relocation X X Manufacturer Warranty Installation Χ Refurbishment Remedial Maintenance Preventive Maintenance X X Engineering Changes X Conversion/Upgrade X Training Supplies/Accessories Programming/Consulting X X Χ Software Maintenance X Equipment Sale/Lease Other SERVICE DELIVERY MODES



Remote Support Services

Repair Depot/Carry-in

X

On-Site Maintenance

YANKEE TECHNICAL INDUSTR 21 Quigley Avenue N. Chelmsford, MA 01863 (617) 251-3251	RIES President: Bill Eaton	
THE COMPANY		
Years Active in TPM: 7	Total Service Employees:	1-19
Service Locations:	Field Engineers:	1-19
Geographic Coverage: Entir	e U.S. Field Support Specialists:	1-19
Repair Depots:	Administration:	1-19
	Managers:	1-19
PRODUCTS SERVICED		
 Minicomputers Small Business Systems Systems Software BRANDS SERVICED	- Peripherals (disks, tap - Terminals (dumb, inte	
DEC, Data Point, Plessey, Perte	c, and Memorex.	
SERVICES PROVIDED		
Manufacturer Warranty X Preventive Maintenance X Engineering Changes X Software Maintenance Equipment Sale/Lease	X Remedial Maintenance X Rem	location furbishment nining oplies/Accessories
SERVICE DELIVERY MODES		
X On-Site Maintenance	Repair Depot/Carry-in Ren	mote Support Service

