



CEO SUPPORT SERVICES:
SUPPORT FOR YOUR BOTTOM LINE



Automating today's offices has become more and more necessary in order to meet the increasing demands being placed on businesses of all types and sizes. For effective office automation, we all need to develop and acquire information systems that can offer both the quality and the cost-effectiveness required to perform office tasks without impacting our bottom lines. Because instinct alone is no longer enough.

The complexities of office procedures in organizations such as

yours and ours—and the vital importance of the systems upholding them—have probably made support for all aspects of the automated office one of your biggest concerns.

Data General—aware of the need for increased office productivity and job efficiency among organizations of all types—has developed its CEO™ (Comprehensive Electronic Office) systems with all the needs of the modern business office in mind. Along with sophisticated hardware and software systems to handle such operations as word processing,

electronic mail, electronic filing, calendar management, periodic as well as ad-hoc graphics display presentations, and report writing, Data General also offers you a full complement of services to support those operations in your office. Support to help keep office automation applications running smoothly and efficiently. And to help ensure high-level, effective productivity, as well as helping to maintain high profitability. Support for your bottom line.

FULL SUPPORT: WHERE AND WHEN IT'S NEEDED

CEO systems—Data General's answer to the demand for increased office productivity—are designed for easy installation and use. They're based on familiar office procedures and they're backed by reliable and thorough support services.

Added to sales and services offices in every major city, Data General support and expertise are never far from any of your organization's locations.

Data General CEO support includes a staff of Office Automation Specialists, Systems Engineering and the North American Software Support Center, Field Engineering personnel, our Systems Division, and a network of regional Educational Services centers. There are also Special Systems and Documentation groups to complete our package of professional support services—offering you complete design, implementation, and technical backup.

Office Automation Specialists—to act as consultants in the development and use of your CEO installation—specially trained in all aspects of today's automated offices, and the products being marketed for office productivity.

Systems Engineers—to function as part of the sales team, working with you to assist in the configuration of equipment best suited to your specific needs.

Software Support Center—to provide immediate telephone contact for problem resolution.

Field Engineering—to provide professional, high-quality installation and maintenance of your system, as well as a broad range of maintenance coverage plans.

Educational Services—available in the form of classes aimed at all levels of familiarity with computer use, and all aspects of information systems technology.

Documentation—clear, concise publications covering the installation, use, and maintenance of Data General's products are available for your reference.

Systems Division—providing systems software design, software-system integration, as well as training, documentation, project management, and consulting services to users. Even if you're combining Data General products with those of other manufacturers.



And Special Systems—for tailoring Data General hardware products to your particular needs. Dedicated to the development and manufacture of customized products backed by all of Data General's comprehensive support services.



OFFICE AUTOMATION SUPPORT SPECIALISTS: WITH YOU FROM THE BEGINNING

Data General has assembled a staff of specially-trained systems engineers, dedicated to supporting your CEO installation. We have Office Automation Support Specialists located in major sales offices, and they are available to assist in the development and initial installation of your system.

These specialists can act as part of the sales team, working with you to help determine the right approach for

your particular system needs. Office Automation Support Specialists will help train your staff in the use of your CEO system, and will be available for on-site assistance and consultation should problems or questions come up while your CEO system is in use.

SYSTEMS ENGINEERING: PUTTING IT TOGETHER

Data General support for your CEO system begins even before it's installed in your office. Trained, experienced systems engineers work side-by-side with you and your Data

General sales representative to help determine the exact system configuration you need—both hardware and software. And because Data General has always designed its equipment with full compatibility in mind, you don't risk wasting your investment if you decide to upgrade your system over time. Your Systems Engineer will be there to help you as your configuration requirements expand.

SOFTWARE SUPPORT CENTER AS CLOSE AS YOUR PHONE

Data General provides the North American Software Support Center as part of its extensive, coordinated post-installation services. A toll-free number provides prime-shift access to systems engineers specially trained in office automation products. These experts are available by phone to assist in problem resolution, and they will coordinate the use of local systems engineers and office automation specialists if your problem requires on-site assistance.

FIELD ENGINEERING: WITH FULL COVERAGE AVAILABLE

Data General's Field Engineering group offers a wide range of coverage plans, including a full support warranty program that provides maximum protection during the delivery and installation period. Once they have installed your equipment, Field Engineering has the support expertise to assist in the maintenance of your system's operations, and to help keep it running at peak efficiency.

Field Engineers are based in offices and field service centers around the world—so that you can be assured of quick and easy access to help whenever you need it.

EDUCATIONAL SERVICES: SUPPORT AT PERSONAL LEVELS

The CEO system has been designed with ease-of-use and human comfort as prime criteria at all stages of its development and use. However, Data General recognizes that the personnel in your organization may have varying amounts of familiarity with the use and operation of computer equipment. With this in mind, we offer courses for all levels of hardware and software skills—from beginners to advanced.

DOCUMENTATION: SUPPORT AT YOUR FINGERTIPS

Technical and users manuals prepared by our Documentation Group accompany all of Data General's hardware and software products.

These manuals cover virtually all aspects of the implementation and maintenance of your system, and are

clear and thorough in their presentation of the material. User guides can help lead even the most inexperienced person on your staff step-by-step through the use of nearly every facet of the CEO system. With the help of these manuals and guides, you may very well find your staff working on the system the same day it is up and running.

In addition, there is an interactive, online HELP facility incorporated into the CEO system. This user aid can be easily invoked by anyone using the system and acts as an on-screen reference library explaining many facets of the system's use.

SYSTEMS DIVISION: INTEGRATED SUPPORT

Data General's Systems Division can provide system design, implementation, and ongoing support for custom applications software. The Systems Division group can help users convert existing applications to Data General products. They can also be counted on to provide customized approaches to the integration of Data General information systems with systems from other manufacturers.

This group features expertise in most commercial applications areas, and they have been called on by companies of all types and sizes, including: multi-national manufacturers and high-technology companies,

banking and financial concerns, wholesale and distribution operations as well as large retail organizations with centralized distribution facilities, and transportation and communication organizations with complex message switching and networking needs.

SPECIAL SYSTEMS: CUSTOMIZED SUPPORT

In many cases, the particular needs of an organization require custom-engineered components to achieve a total solution. Data General's Special Systems group is made up of professionals dedicated to the marketing, engineering, manufacturing, quality assurance, and support of custom hardware products to meet unique requirements.

Special Systems engineers can help develop equipment directly from a customer's specifications, and there are manufacturing facilities for small—or large—volume production. And there's Quality Assurance at every step of the way, as well as the same support services available for standard equipment and installations. The Special Systems group has already helped develop, manufacture, and install more than a thousand specially-tailored products, built to exact customer specifications and ranging from peripherals to terminals to processors.



THE BOTTOM LINE IN SUPPORT

Data General maintains over 200 sales and service centers around the world, so there's always one within easy reach of your system's site.

And Data General's record of over 100,000 computer shipments stands as a testimonial to its reputation as a leader in the industry—manufacturing and marketing the quality products in high demand among companies just like your own.

All of Data General's installations and applications have been backed by the extensive capabilities of Data General support personnel. With that kind of experience and background, Data General can confidently offer the most complete support services possible.

Office Automation Specialists. Systems Engineering. Field Engineering. Educational Services. Documentation. Systems Division. Special Systems. And, of course, Data General's Comprehensive Electronic Office and information systems products. Full support for your bottom line. Because instinct alone is no longer enough.

TELL ME MORE ABOUT DATA GENERAL'S BOTTOM LINE SUPPORT

Please send me more information on:

- ☐ CEO Products
- ☐ Office Automation Specialists
- ☐ Systems Engineering
- ☐ North American Software Support Center
- ☐ Field Engineering
- ☐ Educational Services
- ☐ Documentation
- ☐ Systems Division
- ☐ Special Systems
- ☐ ECLIPSE Information Systems
- ☐ Other (please specify)

My need for this information is:

- ☐ Immediate ☐ 6-12 months
- ☐ 12-24 months ☐ Interest only
- ☐ Please add my name to your mailing list
- ☐ Have a sales representative contact me

Name _____

Title _____

Company _____

Address _____

City _____

State _____ Zip _____

Telephone _____



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