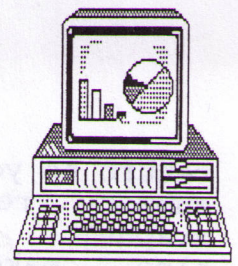


IBM Mid-Range Computer Users Group



President: Max Thomas - 264-2501 Vice President: Steve Walker - 264-1442
Secretary: Alan Judson - 763-6650 Treasurer: Dan True - 565-2483

JAN. MEETING

Our Jan. meeting was presented by Sue Griffin of IBM. Her topic was "The AS/400 Support Family."

The AS/400 Support Family, announced by IBM in September of 1992, goes beyond the entitled support that comes with ownership of an AS/400. The seven technical support offerings - AS/400 SupportLine, AS/400 Associate, AS/400 ConsultLine, AS/400 HouseCall, Performance Management 400, AS/400 Alert, and AS/400 Forum - are designed, staffed, and delivered by technical specialists at the IBM Competency Center in Rochester, Minnesota, or by your local IBM specialists.

If you have a question about the use or operation of your AS/400, you can get an answer by calling AS/400 SupportLine. This offering is designed to complement the software defect support (Level 1 and Level 2) that comes with the purchase of the AS/400 operating

system. AS/400 SupportLine can be purchased on an hourly basis or for a monthly fee. The monthly fee can provide support from 7:00 am. through 5:00 pm. CST or 24 hour/7 day a week access. You will receive a quarterly report detailing your use of SupportLine. You may try SupportLine one time for free by calling 1-800-274-0015. SupportLine is not designed to help answer questions beyond basic system operation.

AS/400 Associate adds a personal touch to AS/400 SupportLine by giving you a specific SupportLine technical specialist to call when you have a question. Over time, your technical specialist will develop an in-depth knowledge of your system environment and business needs, thus being able to more readily help resolve difficult operational questions.

AS/400 ConsultLine picks up where AS/400 SupportLine stops. It

is designed for companies that require in-depth, expert assistance. AS/400 ConsultLine provides scheduled time with an IBM expert, or experts, to address highly technical questions via a conference call. You can also schedule a direct connection through your ECS line to obtain real-time evaluations and recommendations.

AS/400 HouseCall provides onsite AS/400 technical specialists, in 4 hour blocks, to perform system maintenance activities and provide assistance with system installation, PTF updates and installation, and problem management.

When you sign up for Performance Management 400 (PM400), you will receive automated performance and data collection management software. This software will collect data and automatically transmit it to Rochester via your ECS modem. A team of specialists will analyze your data and

return to you a set of summary reports and graphs. They will also make tuning recommendations.

With AS/400 Alert, you get early warning of high-impact and pervasive problems that can cause system interruptions and downtime. You are notified weekly, either by facsimile or by mail, of PTFs that apply to your system environment.

Through AS/400 Forum, you can exchange ideas, techniques, and tips with other AS/400 professionals via an ongoing AS/400-based bulletin board. In addition to providing a way for you to share business insights with your AS/400 peers, AS/400 Forum offers a subscription to AS/400 Competency Center bulletins and newsletters.

If you are interested in any of the AS/400 Support Family services listed above, contact your IBM marketing representative or Sue Griffin.

FEB. MEETING

Our February speaker will be Bill Bennett of IBM. Bill's topic will be AS/400 Strategic Directions.

So if you would like to hear about the future of the AS/400, bring your questions and join us at our Feb. meeting at 11:00am, Wednesday, Feb. 13th, at the Murray City offices. 1212.

ANNOUNCEMENTS

The February MPA meeting will be held Wed. the 17th, at 6:00pm. sharp, at COMPHEALTH, Woodlands Plaza, Suite 300, 4021 South 700 East, Salt Lake City.

HELP WANTED

American Investment Bank, a new member of the IBM Mid-Range Users Group, is looking for another AS/400 user who would be interested in a reciprocal back up agreement. The Bank currently has an AS/400 Model E35, running Version 2 Release 2, with 72 megabytes of main memory, 2 9336 DASD units totalling 5.565 GB, and 1 9348 Mag Tape drive.

Interested parties should contact Terry L Fowler, Manager of Data Processing, American Investment Bank, N.A., 200 East South Temple, Salt Lake City, Utah 84111-1241. Phone: 801-297-1055. Fax: 801-297-