

Systematique Computing Ltd

Dell's New Power Publishing PC

Over the years, it's been assumed that for desktop publishing an Apple workstation is superior to anything that exists on the IBM-compatible PC. Today, three vendors - Adobe Systems, Dell Computer Corp., and SuperMac Technology - are pooling their resources and taking on this assumption.

This consortium, The Power Publishing Alliance, isn't developing any new technology. Instead, it's come up with the ultimate bundle for Windows color desktop publishing at a price that's up to 35 per cent less than a comparably equipped Apple Quadra800. All the necessities come in one box and at one price.

Adobe, Dell, and SuperMac products have been combined to create the Dell Power Publishing Superstation, an Intel 66-MHz 486DX2-based EISA system with a 24-bit SuperMatch Thunder/24 graphics adapter and a slew of Adobe software. The Superstation comes with a whopping 32MB of RAM, a 535MB SCSI hard disk, and a SuperMatch 17 color monitor.

Adobe's contribution includes just about everything it's got: Adobe Illustration 4.0, Adobe Photoshop 2.5, 200 typefaces from the Adobe Type Library, Adobe Streamline, Adobe Type Manager, and Adobe TypeAlign. Then you choose the latest version of either Aldus PageMaker or QuarkXPress to be your core desktop publishing software. Everything is factory-installed.

If you don't require some of the powerful features of the Superstation to meet your desktop publishing needs, you can purchase the Dell Power Publishing Workstation, which comes with a 33-MHz 486DX processor, 16MB of RAM, a 230MB SCSI hard disk, and all the same graphics hardware and software as the Superstation. Neither PC, the Dell 466/ME and the 433/ME, has been compromised in any way.

When you consider that there's nothing really new in this great bundle, you have to wonder why nobody thought of it sooner!

Source : PC Magazine

The J D Power and Associates

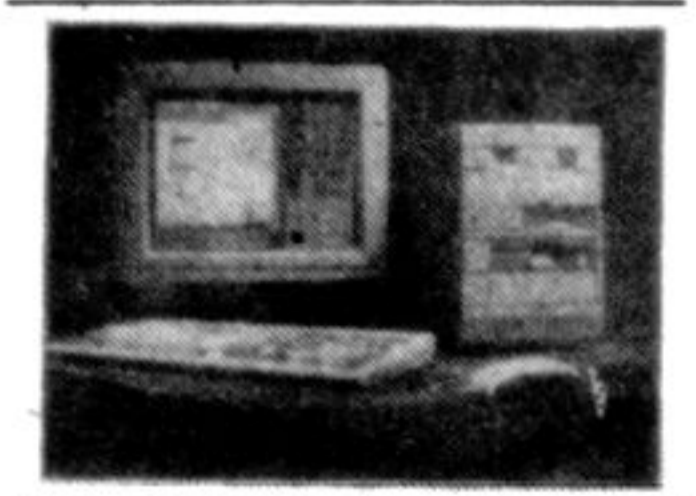
JD Power and Associates Reports Findings from 1993 Desktop Personal Computer Satisfaction Study:
Dell Ranks Highest in Customer Satisfaction as Ease of Use Becomes Less Important in Terms of Brand Differentiation

On September 14, 1993, JD Power and Associates announced that Dell Computer Corporation ranks highest in customer satisfaction based upon the 1993 Desktop Personal Computer Satisfaction Study TM. According to the third annual independently funded assessment of nearly 2,000 users at office-based businesses, the rapid acceptance of Microsoft Windows among users of PC-compatible computers has changed the user dynamics of satisfaction.

This study shows a reduction in the impact of the "Ease of Use" factor as a differentiator in overall customer satisfaction. The results of the study show that "User Support" has displaced "Ease of Use" as the key area of differentiation among business users' overall satisfaction with their PC. In 1992 "Ease of Use" represented 45 per cent of the end user's overall satisfaction. However, in 1993 business users indicate that "Ease of Use" makes up only 18 per cent of their overall customer satisfaction.

The introduction of more sophisticated computer chips combined with the ballooning popularity of Windows has substantially reduced the differences between Macintosh and PC compatible computers in key areas such as "Ease of Use," said JD Power III, President and Founder, JD Power and Associates. "As Ease of Use and Technical Performance approach parity among personal computers, a significant number of our survey respondents reveal a need for user support services."

The business users' responses determined the key factor areas which drive customer satisfaction with PCs.



They are : User Support (26 per cent); Ease of Use (18 per cent); Reliability (18 per cent); Technical Fit (18 per cent); Compatibility (12 per cent) and Documentation (8 per cent). Among the key areas composing the User Support factor are : the ability of vendor to resolve hardware problems, the professionalism and technical expertise of vendor's phone rapport staff and the ability of the vendor to understand customer needs. Letting the user define the factors of satisfaction is part of the unique JD Power and Associates methodology.

According to the 1993 JD Power and Associates Desktop Personal Computer Satisfaction Index, Dell Computer ranked highest in customer satisfaction with an index score of 121. Dell was followed by Compaq at 118 and Gateway at 103. The following PC companies ranked below the industry average of 100 (in Alphabetical Order): Apple, AST, CompuAdd, Hewlett-Packard, IBM and Packard Bell. JD Power and Associates does not reveal the performance of PC companies ranking below the industry average.

According to the study, there has been a change in the importance of the various types of channels selling personal computers (e.g. direct, traditional dealers, value-added resellers, new retail formats). Furthermore customer satisfaction levels differ substantially by the type of channel in which the computer was purchased. The sales channels with which business users indicated experiencing the highest levels of customer satisfaction are Direct Sales, followed by Value-added

Resellers and Retail Stores.

"User involvement through out the purchasing and ownership cycle is critical," said Mr Power. "Companies that wish to maintain or improve high customer satisfaction levels must commit to developing and implementing creative and effective ways of increasing customer involvement."

As a general rule, the study reports, high levels of user involvement in the purchase decision process lead to higher levels of customer satisfaction. "Direct Sales" channels, with their higher levels of user involvement during the purchasing process, allow the vendor to optimize both the "performance" and "expectations" components of the customer satisfaction equation.

JD Power and Associates is an international marketing information firm with headquarters in Agoura Hills, California. The firm also has offices in Detroit, Michigan; Palo Alto, California; Torrance, California; Westport, Connecticut; and Tokyo, Japan. JD Power and Associates is best known for its marketing information, consulting and measurement expertise in the areas of consumer opinion and customer satisfaction.

IBC5-PRIMAX Software (BD) Ltd.

Oracle for Windows

Oracle Business Manager (BM) is a high productivity graphical environment for accountants, inventory clerks, production planners, managers, and all people who use Oracle applications on daily basis integrating Oracle applications with desktop productivity tools running under Microsoft Windows. Oracle BM combines graphical user interface on ad-hoc query tool, streamlined client server technology and cross-application data sharing capabilities into simple yet complete desktop environment.

Oracle Glue
A new adaptable, portable and integrated application programming interfaces (API), solves the problems of providing access to data by integrating all the current emerging standards into one and provide access to them from the tools, developers already know. It complements existing standards by filling all the services, platforms and tools they miss. It extends the usefulness of these standards with consistent high level way to implement them.

Oracle Glue obviates the needs of custom interface by providing an accessible API for making direct calls to the data. It provides the ability to access and manipulated data between a variety of applications and data services regardless of type of data operating system, or application development environment. Oracle Glue is portable; it works on a wide range of platform including Microsoft Windows 3.X and NT, Apple Mac System-7, IBM OS/2, Microsoft-Pen-Windows, GD's PenPoint as well as Unix platform including Open Look and Motif.

Oracle7 for Netware:
PC Magazine Editors Choice Client/server SQL databases are among the most complex

Product News

products available for the PC. The best products have powerful engines that can access data quickly, ensure referential integrity, enforce business rules, communicate with servers on other platforms, and launch nondatabase applications. Most importantly, these sophisticated features must be implemented flawlessly. SQL databases must be stable and absolutely reliable.

Oracle7 for NetWare meets all these requirements. Completing our performance tests in just three days and without a single hitch, Oracle7 was also one of the best performing products we tested: only Sybase SQL Server for Netware, Version 4.2, posed a serious challenge. In addition, Oracle7 offers the full gamut of features, including triggers, stored procedures, cost-based optimization, group-level security, declarative referential integrity, and every alerters. Distributed database support is also strong, with two phase commit and a cost-based distributed optimizer. Oracle7 also offers good cross-platform support. Oracle7 price is high, but you can't do better for enterprise-wide, mission-critical databases.

An honourable mention goes to Sybase SQL Server for Netware. Though pricey for installations with 13 to 28 clients and not as strong as Oracle7 in terms of distributed database support, Sybase SQL Server is stable, feature-rich and fast. And-hke Oracle7, Sybase SQL Server managed to get through our performance tests with nary a hitch. Gupta SQL Base server for NetWare (Version 5.12), Informix OnLine for Netware (Version 4.1), and Ingres Server OS/2 (Version 6.4) all boast rich feature sets but were not fully stable during performance testing. IBM DB2/2, Version 1, was very stable, but its IBM-shop orientation and the requirement that the entire database fit on one physical disk is too constricting for us to recommend it at present.

Acer Named Taiwan's Top Ozone Protector
Acer Inc has been awarded firstplace standing among Taiwan manufacturers for its work in protecting the earth's ozone layer by the Association of Ozone Layer Protection in Taiwan (AOLPT). Acer received the award for being the first IT firm on the island to develop a CFC-free rine method of manufacturing printed circuit boards (PCBs), thus doing away entirely with ozone depleting substances (ODS) in its worldwide operations.

According to Dr M Y Lin, general manager of Acer's Hsinchu factory, Acer has been working to develop a CFC-free manufacturing process for six years. During that time, there were technology shifts from through-hole to surface-mount production. But Acer never gave up its goal of eliminating CFCs, some of which remain chemically active for up to 90 years. Assisted by over US \$185,000 in research funds from Taiwan's Industrial Technology Research Institute, Acer carried out an in-depth analysis of soldering methodology, materials composition and circuit board design to achieve the technology breakthrough.

ACER POWER 486v

Acer has two lines of desktop PCs: the Acros' series (also in this review), aimed at the home and small office markets, and the AcerPower brand for buyers who need more brain. The AcerPower 486v is our choice as the best Acer for serious business computing and as one of the best systems here, period.

Performance is the main reason the AcerPower earned a Best Buy. Its times in our BAPCO tests were good and in our Windows suite they were great. This is the third fastest Windows machine in the review, imperceptibly slower than the fastest Windows system we've ever tested and 16 per cent

ahead of the all-time average for similarly configured DX2-66s. More significantly, it's the fastest PC here not using a caching hard drive controller. Its worst scores came in the most disk-intensive segments of the BAPCO suite. Most users will employ a software cache, which will yield performance comparable to that of a caching controller.

NCR 3227

NCR has unveiled its first energy efficient PCs, a compact Intel 486 desktop workstation with power management technology (total 30 watt power consumption). The small footprint 3227 is 12 x 12.5 x 2.5 inches, about the size of a VCR, ideal for customers in offices with limited space.

NCR Safari 3180

NCR introduced Safari 3180 high performance notebook computer which features a modular design that enables users to enhance the system's performance as their computing need change. The new 33-MHz 486 SLO based NCR 3180 featured with 180/250 MB Hard disk and 4/8/12 MB RAM.

TEXAS Resources Ltd

VESA LOCAL BUS SYSTEMS

TEXAS announces a new series with the revolutionary VESA Local Bus or customers who have large volume transaction and message processing such as Banks, Insurance Companies and Utilities. VESA Local Bus allows transfer of data in 32' bits at the CPU speed (external), thereby increasing dramatically the speed of I/O based peripherals over the EISA of ISA systems. Using Bus Mastering with additional cache memory on the special 1/0 card, one can perform forward seek and fetch to maintain high speed data transfer and processing.

It is now conceivable to implement applications involving larger volume processing on PCs which were so long trapped in the domain of minis and super minis. Besides the necessary hardware, they also provide total solutions involving high speed network and I/O controllers and peripherals.

EMBROIDERY PUNCHING SYSTEM

TEXAS also announces a high speed dynamic computerized punching system using scanned and digitized images and auto-punching under software control. An advanced multi tasking multi user version under WINDOWS will be announced soon.

Evolution V of Pentium PC

If you were putting off buying the latest in computing power, you can't afford to pass up Advanced Logic Research Inc's Evolution V. One of the first Pentium systems to hit the streets, the Evolution V supports the Pentium processor with 64-bit data architecture and write-back caching, and it also has built in networking options. But what's truly noteworthy about this machine is the price. When we looked at beta units in June, prices for the desktop Pentiums ranged from \$7,000 to \$9,000. The ALR Evolution V for our configuration, however, lists for \$4,544. The base model costs just \$2,459.

In testing this system, we used the report card and scoring criteria from our November 16, 1992 (page 114) product comparison of 486 DX 2/66 PCs. The Evolution V screamed through both our SYSMARK 92 and multitasking benchmark

Local-bus Windows Accelerator

A Local-bus Windows accelerator is built on to the A1 board. It has an enhanced bit-block-transfer (BITBLT) engine, a programmable hardware cursor, and zero-wait-state data transfer local-bus interface to bolster application performance in Windows, OS/2, or any other GUI environment.

LEADS Corporation Limited

JC Penny selects NCR System

JC Penny has selected NCR's System 3000 Model 3550 with 6298 RAID & 100 GB of disk Arrays for storing data of purchasing information, customer ordering pattern and history. The Redundant Array of Inexpensive Disk (RAID) technology ensures high data availability even if a disk in the system fails.

Chrysler Financial selects NCR 3445

Chrysler Financial Corporation has recently purchased 113 units of NCR 3445 Uniprocessor Servers to be used at its branches. The Servers will be used for applications developed by NEXTSTEP, the Object Oriented Programming environment developed by NEXT computer.

Continental Bank selects NCR as PC Vendor

Continental Bank of Chicago, USA has entered into a Multi-million dollar, Multi-year agreement with NCR. In selecting NCR over IBM and Compaq, Continental stated, "NCR demonstrated strength in product performance, configurability, and break of the system 3000 product line. In addition, NCR stood out in product availability whereas the other vendors were struggling to deliver on product commitments." The NCR products specified in the agreement include new 3180 Notebook, the 3230 486 DX/DX 2 based PCs and 3350 Power Servers.

BP Oil Selects NCR Platform

BP Oil is running Oracle 7 on an NCR 3555 Pentium based Multiprocessor based System for information regarding retail service stations. The NCR 3555 installed at BP oil is a 4 processor system with ability to grow to 16 processors.

WAL-MART selected NCR

Wal-Mart recently ordered

over 1300 units of NCR 3450 Multiprocessor based systems for its in-store users. This was a major order for NCR from one of the largest retail store-chains in USA.

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tests. Posting a rate of 279.04 the ALR machine was 43 per cent faster than the Unisys PW 2 Advantage 5606 60-MHz Pentium system. (See product analysis of Pentium PCs, July 5 page 58). Compared with the fastest 486DX 2/66 systems we've tested to date—the Tangent M 466 EX—the Evolution V was 53 per cent faster. In multitasking tests, ALR's Pentium machine proved 37 per cent faster than the Tangent 486 DX 2/66. (We did not run multitasking tests on the Pentiums PCs we reviewed in July).

The Evolution V's impressive performance is primarily due to the system's hard drive subsystem, which has a local bus caching integrated drive electronics (IDE) adapter with 1MB of cache.

This 60-MHz Pentium system came with a 256 KB write-back cache (the maximum available), 8 MB of RAM (expandable to 128 MB), and two 535 MB IDE drives (more than a gigabyte total). ALR configured its Evolution V with Western Digital Corp's Paradise Accelerator V1 Plus video card with 1MB of memory, which is expandable to 2 MB. This system came with the usual array of ports—two serial ports, one parallel port, a mouse port, and keyboard port. The Evolution V also provides built in networking options, however, including a twisted pair 10 Base T and a thin-coaxial 10 Base T Ethernet port.

A small footprint system, the ALR of offering provides fine expandability. It has six 16-bit ISA slots, three of which have 32 bit VESA local bus extensions. In addition, the Evolution V includes two 5.25 and one 3.5 inch external and 3.5 inch internal drive bays. After configuration, we had four 16-bit slots (one with VESA local bus extensions) and two external 5.25 inch and one internal 3.5 inch drive bays open.

We were not impressed with the documentation, which included an Evolution User's Guide, OEM material for the video card, and condensed MS-DOS 6.0 and Windows 3.1 manuals. The guide discusses only the basics of system (e.g. installing SIMMs). The troubleshooting section is inadequate, primarily discussing error messages and providing short descriptions of how to resolve problems.

International Office Equipment

OKI gets PC Magazines Editors' choice award

In the November Issue of the world renowned & prestigious "PC Magazine", OKI ML-590/591 and OL-400e have been given the Editors' choice award. In the Dot-Matrix category OKI Data Micro Line 590/591 has been recommended as the general purpose printer. Its faster performance and higher resolution are the main features in comparison to the other same-category printers. In the laser category OKI OL-400e has been recommended for its super fine quality of printing, faster operation with comparatively lower cost than other same category printers. OKI's ML-590/591 has intelligent print head technology. It has the Autogapping feature where the print head that "read & learns" to adjust for any type of paper. It also has faster speed with less noise. The ML-590/1 has a rainbow of colour option with 64K buffer & high

High Availability

Every Compaq ProLiant comes standard with Compaq Insight manager 2.0 software and Compaq Insight Management Agents or each operating system which makes use of the Full-Spectrum Fault Management to maximise server uptime.

Operating Systems

The whole gamut of server software such as Novell Netware 3.11, 3.12 and 4.01, Novell SFT-III SCO UNIX 5.24 Microsoft OS/2 1.3 IBM OS/2 1.3 IBM OS/2 2.0 Microsoft Windows NT Advanced Server 3.1 Microsoft Windows NT 3.1 and Banyan Vines 5.53.

speed draft 450 CPS. The OKI OL-400e has the enhanced quality & capability with an almost unimagine lower prices. The OKI Laser OL-400e has the printing speed of 4 pages per minute with resolution of 300 dots per inch. The standard RAM memory is 512 KB.

The OL-400e offers enhanced memory management capability (RISC processor) allowing more complex pages to be printed using standard memory. Its power saving mode reduces the running cost. It has less noise which is 43 DBA during operation. This printer has been highly recommended by "WHAT PC" magazine. In the June issue it recommends "we confidently expect this to be a favourite."

Desktop Computer Ltd

SYMMETRICAL MULTI-PROCESSORS (SMP)

Both ProLiant 2000 and 4000 Servers offer a symmetrical multiprocessor implementation to spread the work load evenly for increased system throughput. In the event of a system processor failure, the Automatic Server Recovery-2 (ASR 2) automatically reboots the server and the remaining processor (or processors) take over.

Architecture

There are three namely the Compaq Flex for the single processor 486-based ProLiant Tri-Flex PC for the Pentium-based ProLiant 1000, and the TriFlex system for the SMP 2000 and 4000 Servers. Furthermore the Compaq ProLiant 1000 has the processor integrated into the system board which allows customers to upgrade the processor with an Intel OverDrive processor. The Compaq ProLiant 2000 and 4000 Servers, however, use separate processor boards that plug into the system board, thus allowing future upgrades of the processor board to be accommodate easily.

Memory

The Compaq ProLiant 4000 and 2000 Servers support up to 512 Mbytes of Advanced Error Correcting Code (Advanced ECC) memory. The ProLiant 1000 Model 486DX2/66 supports up to 128 Mbytes of memory while the Model 5/60 supports up to 144 Mbytes of memory. All Compaq ProLiant Servers use industry standard SIMMs.

HardDrive

The Compaq ProLiant 1000 supports up to 4 SMART SCSI Array Controllers for a maximum of 117.6 Gbytes of storage while the 2000 and 4000 Servers can support up to 5 SMART Controllers for a maximum capacity of 147 Gbyte. The entire family of ProLiant Servers also support the new 21 Gbyte hot-pluggable drives.

High Availability

Every Compaq ProLiant comes standard with Compaq Insight manager 2.0 software and Compaq Insight Management Agents or each operating system which makes use of the Full-Spectrum Fault Management to maximise server uptime.

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PAC-On Multimedia

PAC-On is the easiest way to combine sophisticated telecommunications, super sound, and intelligent telephony with the computing power of your PC.

Sure to become an upgrade classic, Acer's PAC-On offers the important difference: software/hardware integration. A complete suite of user-friendly software applications take full advantage of PAC-On's unique hardware functionality. The Telephone Answering Device (TAD) screen looks like a modern telephone set. The Music Center has the unmistakable appearance of a high-quality component stereo system with each control looking and functioning just like the real thing.

Best of all, when you're ready to step-up to a newer, more powerful PC, just move the PAC-On kit to your new computer and you're ready to Rock 'n Roll.

PAC-On is the latest example of Acer's 15-year-old commitment — offer the most advanced computer equipment at the most affordable prices.

The AcerPower 486/e Family

The world's first true-Pentium upgradable PC dynamo, the AcerPower 486 EISA, gives you unparalleled performance for all your professional workstation and LAN fileserver applications. AcerPower 486 EISA systems combine the power of advanced Intel processors with a high speed, high-bandwidth bus architecture to handle your most demanding computer needs. Designed with the future in mind, AcerPower 486 EISA systems are single-chip upgradable to high performance 486DX, DX2, and next generation overdrive processors.

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