

Communique

Published for the employees of NOVADYNE

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NOVADYNE FOUNDER'S DAY - JULY 17, 1990

Not a cloud in the sky and a soft breeze blowing, they arrived at first one-by-one and then in groups. Novadyne banners were prominently displayed all around while the band played lively music as people began to take their seats.

So began a very special day. As promised for many long months, headquarters and employees located nearby, all attended a two-hour program including box lunches, banners, buttons, and birds, as well as speeches from the senior staff capturing the essence of Novadyne.

A mood slowly moved over the audience during the day. The faces reflected a genuine sense of pride evolving on Novadyne Founder's Day. Whether thought provoking, inspirational or informative, this day was intended to formally solidify Novadyne in the minds of all its employees.

The official "ribbon-cutting" by Novak and his staff at the building entryway, highlighted by the Novadyne name painted on the door, left no doubt in any minds that something great had occurred.



Photo by Ross Zoerhoff

The crowd gathered to observe the ribbon cutting ceremony.

By now, everyone who was an "original" founder on June 30, 1990, has received their Founder's Pins from Bert Novak. Mailed to our residences, these one-time only treasures should be worn with pride in your lapel, or on your badges. They will never be re-cast, meaning that if you are lucky to have received one, hold onto it. It is indeed a collector's item!

In addition, employees throughout the country will all receive Novadyne memorabilia (mugs, buttons and banners) in the next few weeks. Also, the entire event was videotaped and copies will be distributed to all field offices, so that everyone can share in the special event.

What follows next is Bert Novak's special message in its entirety for those who missed it.

FOUNDER'S DAY SPEECH

Welcome Novadyne partners...I really like the sound of that.

We are gathered together today to celebrate the founding of Novadyne, which became official on June 30, 1990.

A great deal has happened in the past year since MDC announced we were for sale. My staff and I have spent many hours putting together the structure for the new company, beginning with negotiating an acceptable price between ourselves and McDonnell Douglas. After



Photo by Ross Zoerhoff

Founder's Day event MC John Seaman presents Bert Novak with plaque of appreciation.

the letter of intent was agreed to, we began a very intense search for financing, with venture capitalists and bankers coming and going for weeks, followed by endless hours of presentations and meetings with attorneys and accountants, often going long into the night.

We experienced many disappointments and frustrations along the way such as the loss of financing when the junk bond and S&L market crisis occurred. After putting a new financial structure in place, our closing date moved out from March to June of this year, as we educated the new investors.

However, despite all the setbacks and delays, I never lost hope and always believed we would be successful in purchasing the company.

Today, we celebrate all of those months of hard work with a Founder's Day party. Each of you holds a special place in our success. Without your contribution over the past years, we could not have made it here today.

Cont'd on page 2.

Founder's Day, continued from page 1.

While I attempted to communicate to you through my weekly updates, at times the news was not always inspiring. And although some of you may have grown restless and maybe even skeptical at times, you stuck it out... and continued to do your jobs... and kept our customers happy.

Your support and patience reinforced my efforts, allowing me to approach my responsibilities with a better frame of mind with the confidence of knowing I had your support. Your loyalty and commitment are very meaningful to me and I want to thank each and every one of you.

The recognition is today. We are all here as Novadyne Computer Systems, Incorporated.

Over the past several months I've spent a great deal of time thinking about Novadyne and what we could be. We now have a fantastic opportunity -- but we must all seize it.

We have a new name, we are now free from the bureaucracy of a very large parent company...now we can make our own rules, review our priorities, set our own objectives and define our strategies, and be measured by our performance.

As an energetic and dynamic company, I intend for Novadyne to be founded on a culture of empowerment of employees. Where people who are closest to issues have the authority to make decisions and not be paralyzed by endless approval cycles. Where the norm is a "bias for action" in pursuit of Quality Service & Customer Satisfaction.

From this day on, every employee controls his or her own destiny. Novadyne will succeed or fail based on what each of you does every day.

- (1) Your attention to detail when you deal with a customer.
- (2) How you demonstrate a sense of urgency to their issues.
- (3) How you project a state of mind that lets customers feel that you do care about them.

The way you relate to one another and share in the workload really matters. I want you all to feel pride in

Cont'd on page 4.

NOVADYNE ANNOUNCES NEW HUMAN RESOURCES DIRECTOR

Effective June 30, 1990, Martin Torrez was appointed Human Resources Director of Novadyne Computer Systems, Inc., reporting to President and CEO Bert J. Novak. This appointment corresponds with the announcement of the founding of Novadyne (formerly McDonnell Douglas Field Service Company) on the same date.



Martin Torrez

Torrez joined McDonnell Douglas Computer Systems Company in 1987 as Manager of Employment and Employee Relations. For the past 18 months, Torrez led the human resources group consisting of seven, having responsibility for supporting the then McDonnell Douglas Field Service Company personnel requirements.

"I am very pleased to announce Martin's acceptance of this challenging role for the company," Novak said. "With the many exciting cultural and strategic challenges facing the employees and my management team in the coming months, careful management of the human resource issues will be critically important to Novadyne's future success," he said.

With over 12 years of experience in the human resources arena, Torrez has held human resources management positions with Allergan Pharmaceuticals, Cipher Data Products and other Orange and Los Angeles County companies. For the past

three years he has co-facilitated numerous employee and manager training seminars for Novadyne employees.

"Providing an atmosphere which supports the quality, service, productivity and business goals of the company while still providing a culture which fosters creativity and excellence is the main objective of our human resources department for the '90s and beyond," Torrez said.

Torrez holds a Bachelor's Degree in sociology from California State Fullerton, and has completed numerous post-graduate and professional classes since his graduation.

Torrez resides in Orange, Calif. with his wife, Vera and their two children.

ED.

LARRY FOX NAMED VICE PRESIDENT FOR NOVADYNE COMPUTER SYSTEMS, INC.

Effective June 30, 1990, Larry Fox was promoted to Vice President of Field Support for Novadyne Computer Systems, Inc. Reporting to Novadyne President and CEO Bert J. Novak, Fox is responsible for the logistics operation, the company's three repair centers, purchasing, fourth party sales and manufacturing and integration.



Larry Fox

Cont'd on page 3.

Fox, continued from page 2.

"This promotion is well deserved," Novak said. "Larry has brought tremendous expertise to Novadyne over the past several years and he continues to demonstrate the leadership qualities which have brought him to this point in his career," he said.

Prior to this assignment, Fox reported to Novak and was the Director of Field Support for the last two years. He transferred to the company from McDonnell Douglas Manufacturing and Engineering as Director of CAD/CAM Field Operations on February 1, 1988.

Joining McDonnell Douglas in August 1982, Fox held management positions both internationally and domestically over the last eight years. Before joining McDonnell Douglas, Fox held several service management positions both internationally and domestically with Data General and Xerox Data Systems.

Having spent the past 20 years in the high-tech service industry, Fox has gained extensive knowledge of the service industry.

Fox was a chemistry major at Portland State University in the mid-1960s, until he joined the Air Force in 1966, where he began his electronics career.

Born and raised in Oregon, Fox moved to Southern California in 1986. He presently resides in Anaheim, Calif.

Fox has two daughters; one attending the University of Southern California, Irvine, and another attending Dana Point, Calif. high school.

Fox's outside interests include radio controlled airplanes, fishing, and bowling. He is a member of the Orange County Wine Society and is on the Technical Advisory Committee for Irvine City College.

ED.

NOVADYNE INTRODUCED NEWEST SERVICE OPTION AT DEXPO EAST 90

At the Dexpo East 90 tradeshow held in Boston in June, 1990, Novadyne Computer Systems, Inc. introduced its newest service option -- Business Partnering -- offering more flexible services and a value added service solution to original equipment manufacturers, value added resellers and value added dealers and their own customers.

Through its Business Partnering capability, Novadyne is poised to provide a service solution directly to OEMs and Reseller's customers on their behalf, providing the OEMs and Resellers the freedom to concentrate on manufacturing and distributing products.

Also featured at the DEXPO East 90 show in Booth No. 531 was Novadyne's traditional third and fourth party services. One of the largest independent field service organization in the United States, Novadyne is a single source for quality repair and maintenance service on mainframes, minis, CAD/CAM workstations, micros, peripherals, and communications networks.

Services are marketed nationwide to companies in all facets of commerce including retailing, transportation, distribution, communications, health care, educational organizations and federal and local government agencies.

The company continues to expand its service capabilities in third and fourth party says Bert Novak, Novadyne president. "Our decision to incorporate new products was made as a direct result of customer needs in these evolving markets, as well as their desire for a single-source service organization," Novak said.

"The business partnering, third and fourth party services and depot operation all focus new energies to the company's sales effort," he said.

Show attendance was not as broad as was originally expected by the Dexpo organization, however, Novadyne received a number of good

leads from qualified prospects. These leads are being individually contacted by our sales group at this time.

ED.

LINDA CORNETT PROMOTION



Linda Cornett

Linda Cornett has been promoted to Senior Section Manager of Central Dispatch.

For the past eight years, Cornett has been a key performer in Central Dispatch and last Fall was made "acting" manager for her improvements in departmental performance statistics and customer satisfaction reports.

Some of her other contributions include: increased 30 second time response from 84 percent to 93 percent, standardization of departmental training, distribution of operating and desk procedures, and the introduction of a part-time and substitute Customer Service Representative program.

Dave Elm, Operations Control Manager, said that Cornett's promotion was well received by Central Dispatch personnel. "Her promotion is an excellent fit between her talents and Novadyne's requirements," he said. "She has proven her abilities to get the job done."

Please join us all in congratulating Cornett.

Pam Vadeboncoeur

NICKI MAHNKE PROMOTION



Nicki Mahnke

Nicki Mahnke has been promoted to Senior Sales Administrator for her exemplary performance in the Sales and Marketing Department.

Mahnke started with the company in December of 1986 as a Statistical Clerk and was later promoted to Sales Administrator. She is now responsible for gathering data and publishing all price books for sales, tracking sales performance, providing contract and pricing information, and distributing price related software to the field, as well as performing other administrative tasks.

Bob Bier, Director of Major Accounts said that Mahnke is a valuable asset to the department. "She's been outstanding in everything she's done so far," he said. "Nicki has always worked long hours on difficult jobs. She's extremely accurate but most importantly, she has the ability to see the project through from start to finish."

Best wishes to Mahnke on her new position.

Pam Vadeboncoeur

Founder's Day Speech

Continued from page 2.

your job and your company. Really BE the best that you can be. Treat every customer as if your job depends on them -- because in the end, it does.

We come from a company of leaders -- let's be known also as a company of winners. You will have to

stretch yourselves. Use your imaginations. Test your capabilities. Take risks. I've said for years..."rather you ask for forgiveness" than "permission" in support of customer satisfaction.

Obviously we must continue to provide outstanding field service to our customers, which is our bread and butter...our foundation. We must continue to expand the third and fourth-party business through our Service Management and Direct Sales group.

Novadyne must expand its business base. For instance, we need to drive the distribution side of the business beyond today's capacity. Our new LX/2100 launches us into the UNIX marketplace and is complementary to our McDonnell Douglas REALITY-based products, and is just the beginning of many new ventures in this direction. Additionally, we plan to expand our Software & Communications capability to enter markets here -to-fore un-taped by our company.

Whether your job is in the service, sales, distribution, administration or support, please keep in mind one very important thing: WE SHOULD ALL BE DEDICATED TO THE SAME GOAL. A TRADITION OF FIRST-TIME QUALITY -- FIRST TIME, EVERYTIME -- The customer is king and expects the best.

In closing, I want to remind you of something I've said for three years now...Novadyne's value lies in its people. The success of Novadyne depends upon all of you.

From the remote offices, to headquarters, to Repair Centers, every employee is a vital link in the chain of success. You are all important.

I sincerely believe that Novadyne is a company of winners who pride themselves in meeting individual commitments. So together, let's continue to be successful and show the world how we took the "Power of Many and Combined it as One", setting a new standard of excellence in the information industry.

Thank you for your support.

ED.

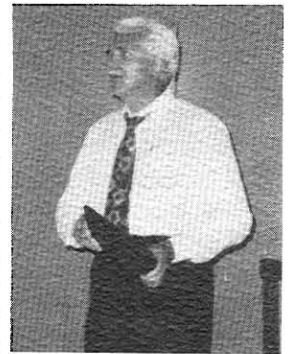
FIRST QUARTER 1990 QUALITY AWARDS

More than 30 Novadyne employees and senior management gathered together at Roundtable Pizza in April for a presentation of the First Quarter 1990 Quality Awards presentation.

As seen in the photographs, Dennis Rice, SW Region Manager was the winner for "Best Region" by meeting the demands of the total quality

management system of high quality at the lowest cost for the first quarter of 1990.

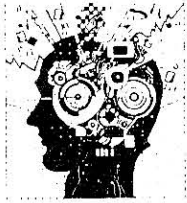
In addition, LA #1 District Manager Bill Welch and his team were recognized for being "The Best District" by meeting total quality standards at the lowest cost for the first quarter 1990.



Bert Novak (L), Ron Dvorsky and Rich Heimann honor Dennis Rice for winning 'Best Region' award.

ED.

THINK



Dealing with customers in a sense is a form of selling even when we may not realize it. When everyone in a company is selling goods or services, ideas move faster and prosperity is achieved.

Selling is not limited to people called sales reps...we all have something to sell. And, when everybody sells, we create a mental and emotional climate of friendliness and goodwill that makes buying a pleasant and easy venture.

Our customers are won and remain with us because of many processes and attitudes. Below are several reminders which represent the art of selling at its best:

Courtesy - instead of sharp retorts
Smiles - instead of blank looks
Enthusiasm - instead of dullness
Response - instead of indifference
Warmth - instead of coldness
Understanding - instead of closed mind
Attention - instead of neglect
Patience - instead of irritation
Sincerity - instead of sham
Consideration - instead of annoyance
Facts - instead of arguments
Creative ideas - instead of humdrum
Helpfulness - instead of hindrance
Giving - instead of getting
Action - instead of delay
Appreciation - instead of apathy

Let's all earn more business through positive thinking and consideration of others. Roll out the red carpet for the most important person in the world...our customers.

ED.

GET ACQUAINTED

SHERYL STAIANO

Sheryl Staiano joined us on May 21, 1990, to the newly created position of Customer Service Representative, reporting to Marketing Manager, Arnold Hoffman.



Sheryl Staiano

Staiano has had almost 10 years of customer service experience. For the last six years, she worked at Printronix, a well known printer manufacturer, doing consignment sales and contract administration.

At Novadyne, Staiano is responsible for renewing third party contracts, marketing and selling renewals, solving customer-related problems and getting equipment added to existing contracts to build revenue.

"I would like to see customer service growth within this company. I want to let the customer know that there is one place they can go to get their problems taken care of," she said.

Staiano has been in California for eight years, but is originally from Michigan. She enjoys traveling; particularly camping in Mexico which

she tries to do every month. She also collects pig mementos as a hobby.

If you would like to talk with Staiano, you may do so by calling her at (714) 566-4966.

TED KOLBUSZ

On April 23, 1990, Ted Kolbusz joined our company as an Account Representative in the Detroit district and reports to National Account Manager, Peter Gorr.

Previously, Kolbusz worked for Pierce Engineering and Design Services as an Account Representative. Presently, he is marketing maintenance services to McDonnell Douglas Manufacturing and Engineering users. With 15 years of experience behind him, Kolbusz has gotten off to a great start. "Initially, I wanted to exceed quota which I've already managed to do - I was surprised," he said. Kolbusz hit 106 percent in June.

Kolbusz's positive attitude has helped him in his position. "It's exciting going through the change of the company. The challenges and opportunities are definitely here at Novadyne," he said. Kolbusz said that he has found that customers are also pleased that the divestiture has taken place.

Although Kolbusz is from the Detroit area, he graduated from Loyola University in New Orleans with a Bachelor of Commercial Science Degree and was also stationed there in the U.S. Navy. Some of his interests include golfing and archeology and he says that he's a competitive water-skier with several trophies to his credit.

Kolbusz can be reached by calling (313) 737-2710.

PROMOTIONS

<u>Name</u>	<u>Title</u>	<u>Eff. Date</u>
Michael Parker	Sr. Sect. Mgr. Logistics	4-09-90
Susan Greene	User Supt. Analyst I	5-14-90
Linda Cornett	Sr. Sect. Mgr. Central Dispatch.	5-18-90
George Ott	Computer Operator	7-02-90
Katherine Edwards	Field Secretary II	7-16-90

Congratulations and best wishes in your new job.

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Get Acquainted, continued from page 5.

DOUG WARNER



Doug Warner, Third Party Sales Representative, joined us on June 25, 1990, reporting to Bill Adams, Director of Commercial Sales. Based in King of Prussia, his geographic territory includes Pennsylvania, New Jersey, Delaware, Ohio and part of New York City.

As a Sales Representative, Warner sells third party maintenance to the commercial marketplace concentrating on Digital and Tandem equipment. His main task is to generate new business. "I want to take this company into the future and be an integral part of it," said Warner. "I see some great possibilities here at Novadyne and I believe that the product we're delivering is the best in the business."

Warner, a former District Manager at Apollo Computer, Inc. and Applicon, believes that his 20 years of experience in service gives him an advantage. "I'm different in that I have worked in this business for all of my career," he said. He describes himself as "aggressive, motivated and outgoing" which has helped him survive in the sales industry.

Already off to an excellent start, Warner has signed a multi-thousand dollar per month maintenance contract.

Warner is married and has two children. One of his favorite pastimes is sitting in his hot tub on the deck which he tries to do whenever possible.

You may contact Warner at (215) 539-9300.

JOHN DANKANYIN

John Dankanyin, one of our more recent new hires, joined Novadyne on July 9, 1990 as the South Bay's District Manager, reporting to Regional Manager, Brian Farrell.

Dankanyin's background is primarily in customer service with 28 years to his credit. For the last five years, he worked at ITEK Composition Systems, a division of the A.B. Dick Co., as the Director of Customer Service. Throughout his career, Dankanyin has used the "hands on" approach to management. "I love front-line management -- the trenches," he said. "I consider myself to be a good motivator and I lead by example."

Dankanyin feels that the South Bay offices have been operating very well. "Right now, I'm assisting Brian Farrell in managing a very profitable district. He wants to continue the outstanding customer service that has been given in the past. "I believe in calling the customer long before they have the chance to vent their frustrations," he said. "The customer should be told what the problems are and what we're doing to resolve them."

An ardent military man with over 20 years in the service, Dankanyin has been in the Air Force and Army Reserves. He also enjoys golfing, fishing and flower gardening.

If you would like to call Dankanyin, he can be reached at (408) 433-9820.

ED ULKUS

Ed Ulkus, a PC Support Analyst, started at the St. Louis District on May 14, 1990, reporting to Jan Fahs, Manager of the PC Support Center.



Ulkus deals directly with the customer, answering their software questions. He hopes that with the sale of the company, the PC Support Center will expand into other areas. "I would like the center to do more training," he said. "I think that it would be a very profitable sideline."

Ulkus is quick to mention that although he's involved in solving customer problems, he also wants Novadyne employees to call the center with their software inquiries. "It's much easier to have people calling us than for them to go around the office trying to get their questions answered," he said.

Ulkus's own training includes COBOL but his software specialty is in DBASE. "It's a very user-friendly program," he said. Previously, Ulkus was a Database Manager for a fundraising organization called IDC, that services non-profit companies. Before joining the work force, he graduated from the University of Illinois with a degree in history.

Ulkus is single and one of his hobbies is collecting turn-of-the-century "Americana" antiques. He also enjoys all outdoor activities.

If you have any software questions or would just like to talk with Ulkus, he can be reached by calling (314) 233-5116.

DAVID BRYAN

On July 9, 1990, the Dallas District signed on David Bryan as their Senior Tandem Technical Support Engineer for Western Operations, reporting to Charles Jones, Manager of Western Field Operations Technical Support.

Prior to joining Novadyne, Bryan was a Senior Systems Engineer for E-Systems, a government contractor for military installations, working in the Federal Aviation Department. In this position, he worked in 26 cities nationwide.

At Novadyne, he supports Field Engineers who have accounts with users of Tandem, a mainframe that

Cont'd on page 7.

Get Acquainted, continued from page 6.

stores critical data. "I answer all the Tandem questions -- hardware and software related," he said. "Tandem is one of the best systems because it's fault tolerant -- no single point can bring the system down and often, the user never knows that there's been a problem."

Bryan said that the advantages of Tandem are that it's speedy, reliable, serviceable and relatively trouble-free. "Tandem has on-line capabilities for service and with two paths to work on, the system will always keep running," he said.

Originally from Tulsa, Oklahoma, Bryan and his wife live in Garland, Texas. He enjoys tennis, golf and riding horses.

To speak with Bryan, you can call him at (214) 637-7451.

Pam Vadeboncoeur

JOANIE LANHAM RECEIVES MVP AWARD

Joanie Lanham, End-User Documentation Coordinator, was recently given the Most Valuable Person (MVP) award for her outstanding efforts with the company.

Lanham worked beyond her normal range of duties on two separate occasions for a total of six weeks. These jobs included photocopying, assembling of training materials, in-

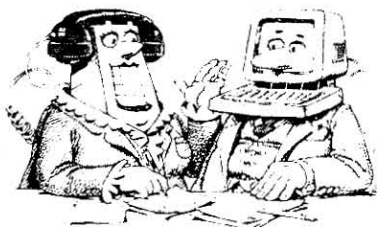
putting information into the database and other assignments as necessary. In addition, she continued to complete her regular duties without interruption.

"There were many occasions where she missed her lunch to ensure that the job got done on time," said Don Martin, Section Manager of Documentation, Production and Distribution. "She's the kind of person who's always there when you need her and she's exceptional at her work."

Congratulations to Lanham for a job well done.

Pam Vadeboncoeur

TELEPHONE TECHNIQUES



Your telephone personality reveals a great deal about yourself and the company that you work for. Since most of us will use the

telephone at one time or another, here are a few tips on how to effectively convey your message.

1. Speak in a warm, friendly manner and remember that often the other person's first impression of the company will be through your telephone conversation.
2. Keep your voice at a low pitch and speak with good diction. Use the same volume as you would with someone sitting across from you.
3. If there is a poor connection, try holding your mouthpiece two inches from your bottom lip so that it is closer to your chin than to your nose. If the problem persists, schedule a callback instead of speaking too loudly.
4. Be aware that your inflections can convey several different meanings depending upon which words you accentuate. Emphasize those words that will hold your caller's attention and use voice variations to make your information more interesting.
5. Try to speak at the same rate of speed as the caller is speaking. This technique will help the caller to better comprehend what you are saying.
6. Finally, remember that a businesslike voice does not have to be lifeless and monotone to sound professional. Your voice should have the same character and personality as your regular speaking voice.

Effective communication skills are essential in establishing a good working relationship with our customers. A pleasing telephone voice can be one of the most valuable tools in achieving that goal.

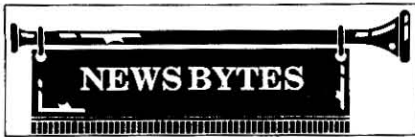
Pam Vadeboncoeur

NEW HIRES

New personnel on board from May through July, 1990.

NAME	TITLE	LOCATION
Sonja Mindiola	Cust. Ser. Sr. Rep.	Anaheim, Ca.
Brad Gould	Field Ser. Engineer	Moscow Mills, Mo.
Elaine Dukes	Cust. Ser. Sr. Rep	Santa Ana
Lynn Barnett	Systems Analyst	Irvine, Ca.
Jerry Cecil	Parts Coordinator	Irving, Tx.
Jose Valles	Repair Ctr. Tech.	Irving, Tx.
Howard Solomon	Repair Ctr. Tech. II	Dresher, Pa.
Andrew DeLa Garza	Repair Ctr. Tech. I	Irving, Tx.
Steven Baird	Repair Ctr. Tech. II	Irving, Tx.
Maria Fazio	Corp. Gen. Acct.	Orange, Ca.

Welcome to the Novadyne Team, glad to have you join us!

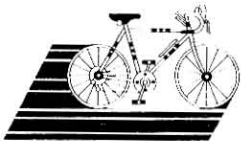


REMARKETING SERVICES GROUP NAMED

In June, the Spare Parts Sales Department at Redhill held a contest to rename their division. The name chosen was Remarketing Services Group.

Jill Koenig, manager of the group, said that the reason for the name change was because they do much more than sell parts. Some of the services they provide include: parts leasing, fourth party services, upgrades, repairs, remanufacturing, depot maintenance and used McDonnell Douglas system sales. "We chose Remarketing Services Group because it best describes what we do," she said. "It indicates that we add a value to our services -- we're not just sales anymore."

Linda O'Brien, the winner of the contest, was ineligible for the \$50.00 prize since she is presently working within the department but, was congratulated by her co-workers for coming up with the new name.



BICYCLE RIDE

It's summertime and that means that it's time for our annual bicycle ride -- this time to San Diego. It will be held on September 29, 1990, with starting points from Santa Ana, San Juan Capistrano or Oceanside. Afterwards, a party will be held to celebrate.

Charlie Hamilton, one of the coordinators of the ride said, "We've been training a couple of times a week now. Not only do we have fun but we get in shape as well."

Anyone interested in participating in this event may call Charlie

Hamilton at X4847. Also, if you would like to volunteer to drive a support vehicle, please call Rose Myszka at X4802.

HEALTH CARE

Identification cards for health care coverage by General American have been sent to employees along with one medical, dental and vision claim form. Extra claim forms can be obtained from Human Resources in Santa Ana or from all District Managers. To avoid a delay in handling, please ensure to attach your bill to the claim form.

Prescription Card Service (PCS) identification cards have also been sent to employees covered by General American. If you have not received your card and you have a prescription filled, it must be paid for and a claim form completed and filed for reimbursement of the charges.

Effective August 1, 1990, General American requires evidence of health for any dependent not enrolled within 30 days of a qualifying event, such as a marriage or the birth or adoption of a child.

Pam Vadeboncoeur



HEALTH

It's right after dinner. Like most of us, you're trying to cut back on fat and keep cholesterol in check. You've eaten a plate of pasta, a healthy salad and a bowl of fruit, passing up a tempting dish of ice cream.

Then you settle down to read the latest thriller or to watch tonight's ball game on television. Now is the time when you may reach for a snack. If you make the wrong choice, you can undo a day's worth of healthy eating. At best, many snacks do no more than add empty calories to your diet. At worst, they load on artery-clogging fats and salt, compounding the risk of

heart disease with the risk of high blood pressure.

THE GOOD SNACKS

Not all snack foods will lead you into trouble. Nuts, for example, provide a healthy alternative. Nutrition scientists are discovering that nuts may actually help lower cholesterol -- and confer other health benefits as well.

In a day when diet is clearly becoming a big weapon in the war against disease, nuts are great ammunition, and not just for their cholesterol-lowering properties. For one thing, nuts are among the most valuable sources of vitamin E.

It has recently been shown that vitamin E may help protect against cancer and heart disease and may even help prevent body cells from aging prematurely. In addition, nuts are full of dietary fiber, which some studies show may help in the fight against cancer, heart and other diseases.

To notice a difference, you could substitute a few handfuls of nuts -- about an ounce a day, or 30 nuts -- for food high in saturated fat.

Among other virtues, nuts contain no cholesterol themselves, and they are virtually sodium and sugar-free. Nuts are earth's original snack food.

ED.


SALES SCORE BOX

PEOPLE MAKING QUOTA MAY 1990

Bob Shupe
Bob Grinstead
Peter Gorr
A.Z. Jackson
Leslie Cavic

F.E. LEADS 14

CONTRACTS CLOSED
RESULTING FROM
F.E. LEADS 2



**On June 30, 1990, we left
McDonnell Douglas.**

Novadyne's launch ad as seen on this page appeared in the July issue of a number of trade publications such as Computer World, Digital News, Dec Professional, News and Review, and Computer Reseller News. In August the same ad will be repeated in VAR Business, Service News, MSM and Computer Service News. We think the message is clear.

NOVADYNE HAS LANDED.



All great ideas must have a take-off point. Where you gather the strength of your forces, and venture out on your own. Introducing Novadyne. Novadyne Computer Systems, Inc., formerly McDonnell Douglas Field Service Company, is poised by the same

experienced leadership that has brought us to the forefront in the computer service and distribution industry. With our strong position in OEM service, management, hardware maintenance, software support, fourth-party repair and networking capabilities on the

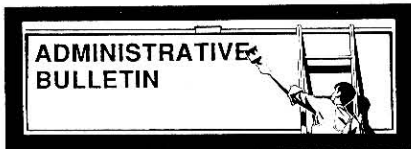
most popular systems in the industry, we provide the highest level of responsiveness to our customers. Through our value-added resellers and dealers, we supply the popular REALITY[®] and UNIX[®] based operating systems on McDonnell Douglas and

Sun Microsystems[®] computers — providing total solutions in systems and support to our customers. With the power of many combined as one, Novadyne brings you 1,000 dedicated professionals in over 100 key locations across the nation. All energized by

the enthusiasm and excitement of joining one of the nation's largest independent service and distribution companies. Armed with this commitment, Novadyne is bringing a whole new level of products and services down to earth. To learn more about Novadyne, contact

us today at 1775 East St. Anthony Place, Santa Ana, California 92705-2001. 800-826-1944.

NOVADYNE
The Power Of Many Combined As One.



FORMS, FORMS, FORMS

Ordering forms and supplies has now been made easier by the creation of the "Office Services and Forms Control System." This has been done for two reasons: One, it is more economical to buy in bulk supply than to buy in smaller quantities, and two, the system provides for a quality control check and assures consistency in form standards and buying practices.

Forms can be ordered by sending a request to Administrative Services in the corporate office. Supplies for offices outside of corporate headquarters must be ordered through local dealers associated with the main supplier in Santa Ana. All requests will be processed through AIMS. A procedure regarding this policy will be written in the near future.

Just a reminder -- all customer-related forms must have the Novadyne name and logo displayed on them. Existing internal forms stock may be used until the necessary revisions for the forms have been made.

For additional information regarding forms and supplies, please contact Lynne Wienke at (714) 566-4843.

Pam Vadeboncoeur

PC SUPPORT CENTER EXPANDS

In conjunction with the recent birth of Novadyne Computer Systems, Inc., the St. Louis-based PC Support Center consisting of three analysts and managed by Jan Fahs, expanded its services commercially.

The nationwide PC Support Center provides software support for

nearly 50 software packages, software training, help with presentation material, hardware configuration assistance for both IBM and Macintosh equipment, and maintenance on many other popular configurations.

At the present time, the center supports McDonnell Douglas, American Express Health Systems, Vitek Systems and Wetterau Food Distribution Group.

ED.



BRAVO

Mr. Mike Baugh:

I wanted to make sure you know how much I appreciate the service received from **Bob Rice**. One of our plotters that is maintained by another vendor based in Chicago was giving us a big problem recently. In fact, we were into the fifth working day on the problem and were swapping boards ourselves under telephone direction from the engineer...and getting nowhere. Bob was in the computer room working on a VAX equipment problem and he saw that we were in trouble and sensed that we were not getting the help we needed.

Bob took two minutes to look over the boards. Without touching them, he pointed out the broken jumpers on the "bad" board. The jumpers were on a header plug that we were migrating to the new board every time we swapped. With that one observation the problem was solved. We were plotting again within 30 minutes.

We might still be down if Bob had not been there with the right attitude and an experienced eye. Thanks again Bob!

Dale W. Jones
Manager, St. Louis Group
Hellmuth, Obata & Kassabaum, Inc.

Ms. Charlotte Chadwick:

We recently purchased Printronix ribbons and a glare screen from your Catalog. Both times your service was prompt, courteous and efficient. Thank You! The people who helped me were **David Hernandez** and **Barbara Abshire** - They were both very helpful.

Donna Mohn
Long Island Carpet Cleaners, Inc.

Mr. Bob Guy:

The only time you hear from us at PSI is when we have a problem. We wanted to let you know about the good things your company has done for PSI.

Your response time is excellent and your people are very courteous on and off the telephone.

Our field service engineer, **John Peters** is always prompt, and understands our needs. John makes the extra effort to solve any problem we have and he also takes the time to make sure we understand what the problem is and how to correct it. On every occasion, John has improved our knowledge of our system and has given us ways to improve our system's productivity.

Your service is reliable and we appreciate the extra effort given by John Peters.

Gail Link,
D.P. Manager
Plotter Supplies, Incorporated

Communiqué

Published for the employees of NOVADYNE

Communiqué is published monthly by the Novadyne Communications Department. It is intended to inform employees of company news, as well as recognize their contributions to the company.

<i>Editor</i>	<i>Pat Dwight</i>
<i>Staff Writer</i>	<i>Pam Vadeboncoeur</i>
<i>Design</i>	<i>Cheryl Bouwens</i>
<i>Photography</i>	<i>Pat Dwight</i>
<i>Distribution</i>	<i>Kevin Copek</i>

Write or call the editor, Novadyne Computer Systems, Inc. 1775 E. St. Andrew Place, Santa Ana, Ca. 92705 Tel (714) 566-4965 ON-TYME/ID: FSC.P/DWIGHT