

# CRI Service Report

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Cray Service ended 1994 with 1048 employees worldwide. We contributed about 20% of the corporate revenues(189M), completed a call center pilot project, improved customer availability to 99.1%, finished the year with 90.5 % of the sites running actively supported UNICOS releases and in December we reorganized the division.

We reorganized into two businesses: the maintenance business and the value added business. The maintenance business includes headquarters operations, North America field operations and international field operations. In terms of revenue it is about eight times bigger than the value added business. The value added business includes Professional Services, Software Education Services and Minnesota Supercomputer Center, Inc.

Gary Kadomatsu is general manager of the maintenance business. Maintenance supports over 600 systems worldwide(10 different hardware model types, several operating system versions and numerous software products). The systems are distributed around the world with 46% in North & South America and 54% international.

Major 1995 initiatives include the following: emphasis on small system servicing skills, implementation of worldwide call center strategy, development of customer acceptable remote support capability, defining RASU requirements for all new products, implementation of FSMS for improved problem management, review of European service structure and the introduction of a new service model.

The new service model will apply to all 1995 CRI products. Introduction is target for third quarter. The model will offer three primary levels of service CrayCare Classic, CrayCare Advantage and CrayCare Basic. Each level will also allow the customer to add enhancements. In brief, CrayCare Classic is on-site support. CrayCare Advantage includes Call Center support, 1 hour critical response, 4 hour non-critical response and software installations. CrayCare Basic includes Call Center support, 4 hour critical response and next day non-critical response.

In summary, the maintenance business is focusing on infrastructure and tools, reviewing the European service structure and introducing a new service model.

The Value Added Business has three components: Professional Services, Software Educational Service and the Minnesota Supercomputer Center, Inc. Kelly Jones is director of Professional Services, Barb Brunzell is director of Software Education Services and John Sell is general manager of the Minnesota Supercomputer Center, Inc. In thinking about value added service visualize a service continuum with points of delivery along the continuum. At the beginning point is the hardware fix it business. Somewhere on the continuum is a service where the customer just clicks their mouse to access supercomputing. The actual supercomputer might be half way around the world.

The initial professional service offerings include start-up services, upgrade services, file server services, applications' services, parallelization services, performance tuning services, security services, network services, help desk services. We also hope to be able to offer disaster response and recovery and where needed totally reliable cycles capability.

Software Education Services is focusing on bringing training to the customer. Their offerings include CBT, self-paced tutorials, videotapes, video conferencing and MBONE (multicast Backbone).

The Minnesota Supercomputer Center is associated with the term anytime, anywhere computing. The goals are to provide a flexible response to today's market demands; to increase the channels of distribution for Cray technology and expertise and to position Cray for new market opportunities.

In summary, the value added business is consistent with industry trends, is complementary to our mainstream systems business, takes advantage of our core competencies, provides a mechanism to address some the issues we are seeing in the market today, and positions us to develop new business opportunities in solution services.

In conclusion, we continue to embrace change, are focused on increasing our productivity and are developing new opportunities to meet the needs of customers and to generate revenue for Cray Research.

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