

VIDEOTEX ASSISTS PAPAL VISIT

system issues an exception report to highlight a potential oversight or problem.

If the call is for general information, the receptionist can call up a variety of references, from the size, weight and available colours of specific Electrolux models to the addresses of Electrolux shops anywhere in the country.

Each representative's paperwork has been significantly reduced by the adoption of a new call sheet, carrying coded details of virtually all the information the system needs. The type of call, the model and precise fault, the parts used and even the method of payment are entered in a series of boxes for rapid completion. On receipt, the details are entered into the system to update its inventory reports, fault analysis figures and accounting routines, while simultaneously tracking the productivity of each representative.

Soon to be added is a cash banking system to tally the cash and cheques banked by each rep with the payments reported received from each customer. This will further reduce the amount of time each spends filling out the bank and other forms to achieve the same end result.

Once a fortnight, each representative's van stock is replenished by a delivery from the nearest of the five regional stores serving the UK. These are in turn replenished from the Electrolux central store at Darlington, according to inventory records maintained by the system. Special arrangements apply to one-off stock not carried in each van, called 'ADNs'. These requirements are handled by the system in tape-to-tape cooperation with an ICL mainframe at Luton headquarters to ensure delivery direct to the customer with documentation to the service centre for follow-up.

It's still early days, but Hackney says Electrolux is already seeing positive results.

"We have our 'free-under-guarantee' statistics within three days of month end - it used to take a month just to compile them," he says. "We are also getting much more comprehensive quickly and better performance reporting for each service representative, not only in terms of calls successfully completed but in relative travelling time, consumables sales and the like."

Longer term, Electrolux plans to enhance the system with videotex links from Luton headquarters, allowing service management there to enter each regional system at will for reports and analyses.

"We calculated at the outset that the system could more than pay for itself in terms of reduced inventory and increased productivity," Hackney concludes. "Our early indications are that it is achieving this target, with a variety of additional benefits to the operation as a whole." ●

Prior to the arrival of His Holiness Pope John Paul II in Poland last June, a Rediffusion R2800 videotex Telecentre system was installed in the Hotel Victoria, Warsaw, to run a Journalist's Accreditation System. Under the auspices of Polska Agencja Interpress, 1600 members of the foreign press were registered on the system.

Using a mix of videotex TVs, Teleputers and VDUs, the Telecentre system dealt with all the accreditation procedures for journalists and other specialists reporting on the Papal visit, which resulted in a significant contribution being made to the smooth and efficient administration of the entire operation.

The Journalist's Accreditation System provided the journalists with a choice of services and Interpress with valuable management information covering:

1. A database on members of the press during their stay in Poland
2. After each journalist had registered at one of the eight counters located in the centre, hotel accommodation was allocated to them. If they required additional services such as

interpreters, cars, photographers or any other ancillary services then these were duly assigned (see diagram 1).

3. Invoices were prepared for the journalists as an integral part of the accreditation procedure, ensuring immediate agreement and settlement for the services to be provided, including the issue of appropriate vouchers.

4. Allocation of resources were made immediately upon accreditation and any duplicates or over bookings were highlighted for the attention of the Interpress management so that the necessary action could be taken at once.

5. By-product information was achieved and added to throughout the accreditation period to emphasise the comparative ease for programming amendments or extensions such as:
 - a) Hotel Booking Lists by date and by alphabetical order, showing additional personal information relating to Passport No, Nationality Agency etc.

Press Centre
Second Visit of Pope John Paul II to Poland
June 1983

ACCREDITATION FORM

photo

1. Acc. registration form
2. Passport fee
3. Invoice
4. S. Invoice
5. Receipt
6. Photo
7. Journalist's name
8. Type of News Media
9. Journalist's name
10. Address, telephone, nationality
11. Year of birth
12. Date of issue
13. Date of expiry
14. Date of issue
15. Date of expiry
16. Date of issue
17. Date of expiry
18. Date of issue
19. Date of expiry
20. Date of issue
21. Date of expiry
22. Payment

Concentration Expenses Date

- b) Printouts listing interpreters, hire cars, drivers and other services.
- c) Analysis of accreditations by country and classification.

6. Changes and amendments were more easily carried out than would otherwise have been possible under a manual system.

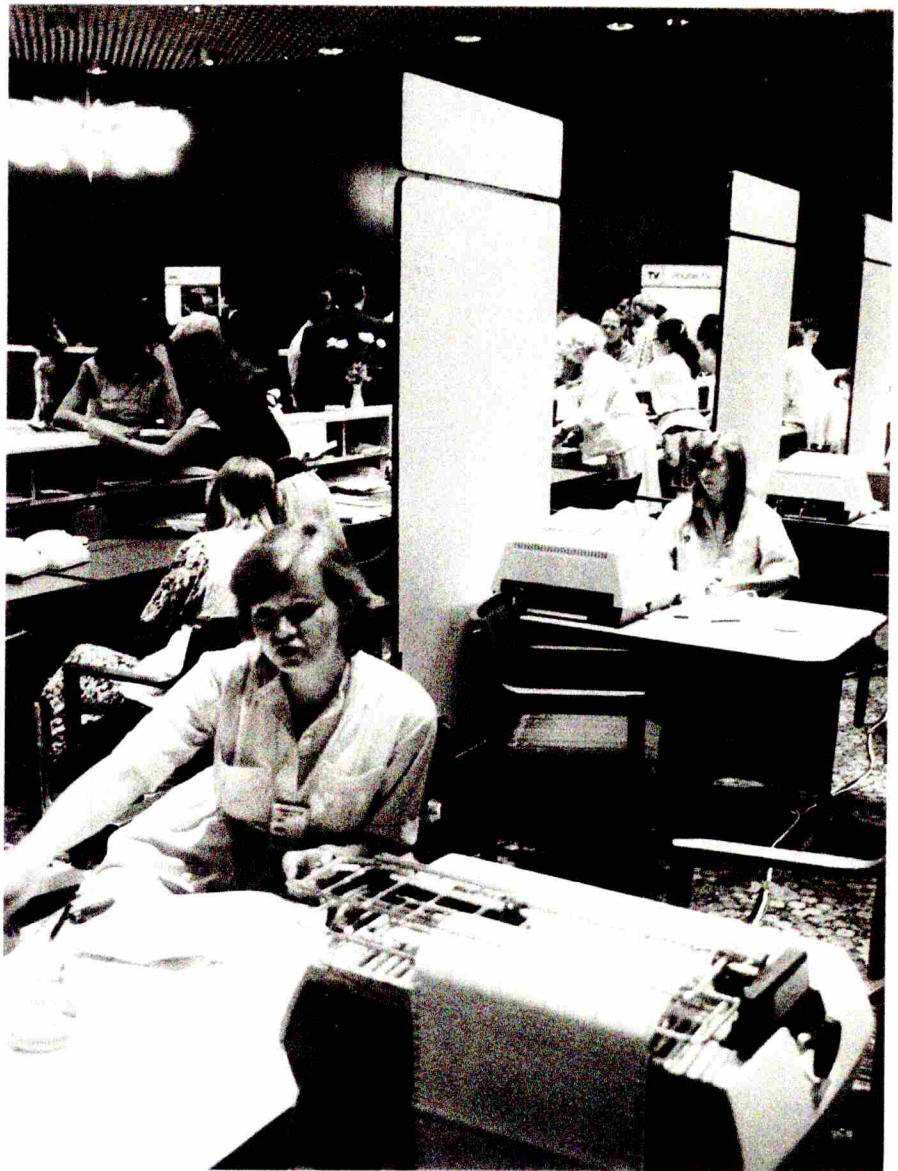
7. Information retrieval was both simple and immediate and made more meaningful through the presentation and impact resulting from the use of the videotex TVs.

8. Journalists and members of the public were given the opportunity of using the videotex TVs and they not only made full use of the 'static' pages of information, covering for eg the Pope's itinerary, but were able to 'track down' colleagues who were also covering the Papal visit obtaining information on where they were staying. This did not interfere with the work being done by the administration staff.

Achievements, both tangible and intangible were realised from this real-life experiment. With very little time available prior to opening of the Press Centre, it says much for the enthusiasm of the specialists who clearly demonstrated the speed of programming possibilities within the operating software system of the Rediffusion Telecentre system.

An additional major factor to emerge with total success was that even after the main computer system had been dismantled in Warsaw, it was still possible to take copies of the database 'on the road' for the remainder of the Pope's itinerary. This was achieved by having previously transferred the data automatically from the hard disk of the R2830 to floppy disks of a Teleputer/3 videotex terminal for accessing information, as and when required.

The Teleputer/3 certainly travels well in the boot of a car! ●



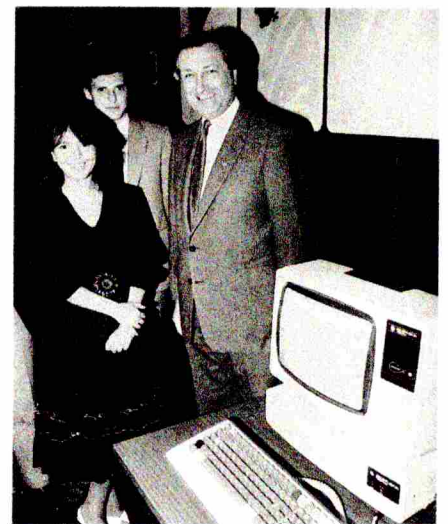
The Interpress Press Centre in the Hotel Victoria, Warsaw, where a Rediffusion R2800 videotex Telecentre system was installed to deal with the

accreditation procedures of journalists and the allocation of hotels, hire cars, drivers, photographers etc.

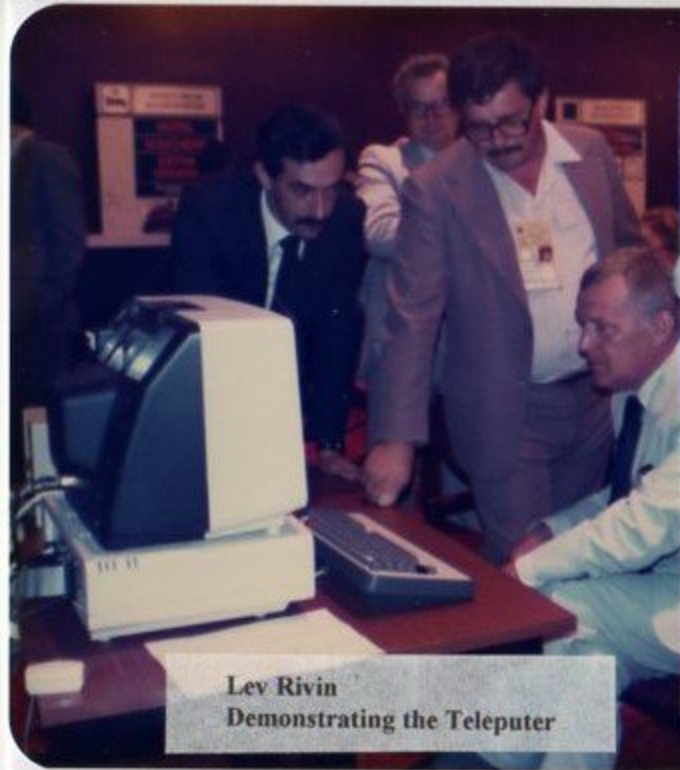


Picture shows (l to r) Ken Seabrook, Rediffusion's general manager for Hungary, Poland and the USSR and Lew Revin — director of Interpress,

congratulating each other on the smooth operation of registering journalists on Rediffusion Computers' videotex system.



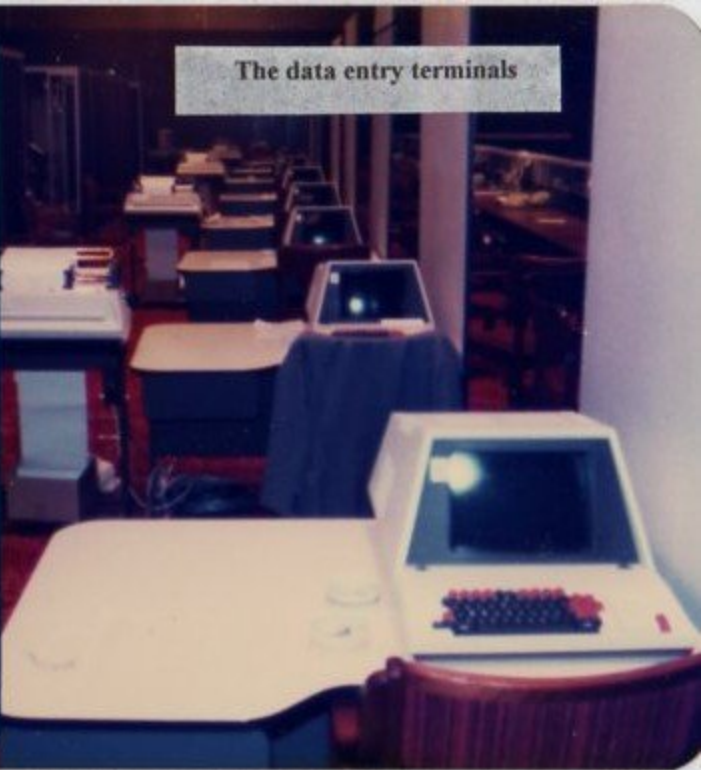
Members of the Rediffusion Computers' team who, with their Interpress colleagues were responsible for the success of the Journalist's Accreditation System. Pictured (l to r) are Monika Sibbald — assistant to Ken Seabrook, Malcolm Garrard — senior systems analyst and Ken Seabrook — general manager for Hungary, Poland and USSR.



Lev Rivin
Demonstrating the Teleputer



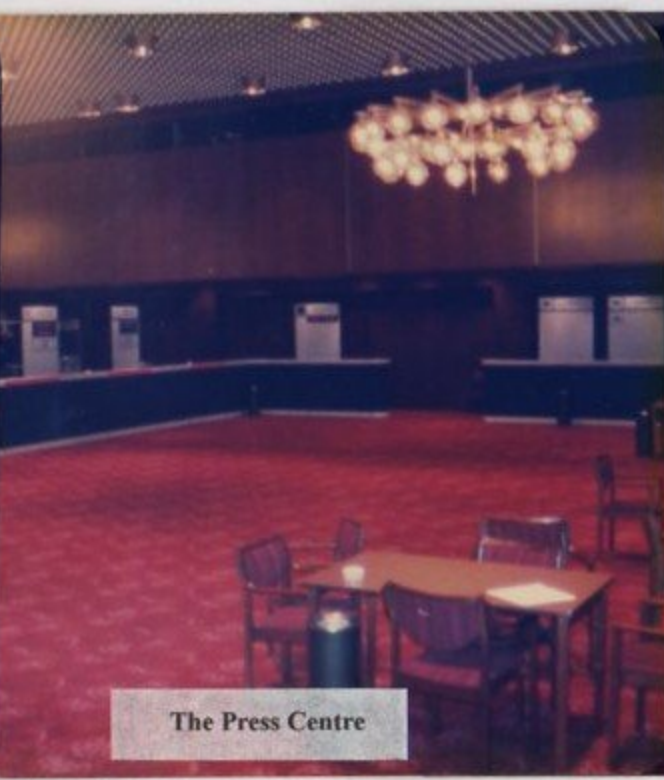
Ken Seabrook, Malcolm Garrard,
and Peter Rydell.



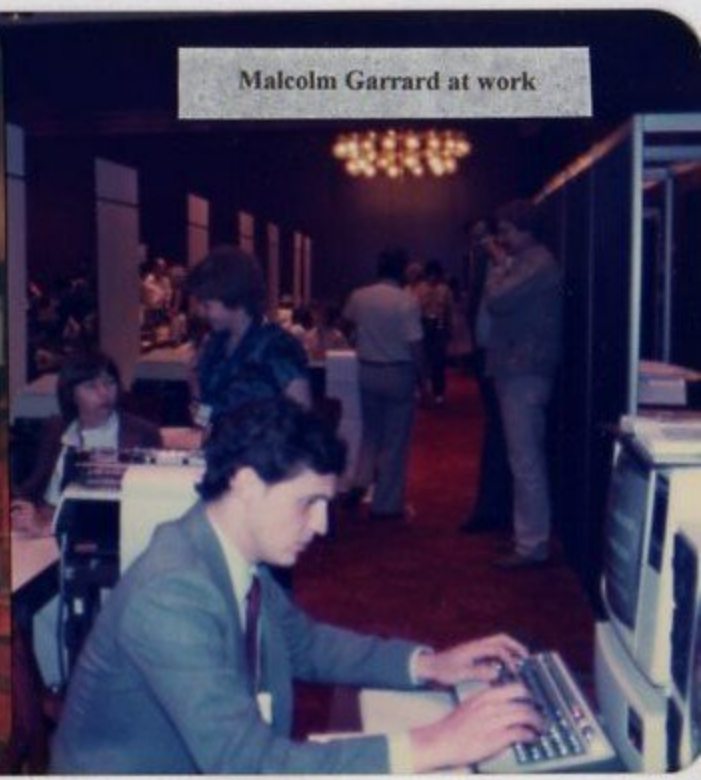
The data entry terminals



Behind the scenes



The Press Centre



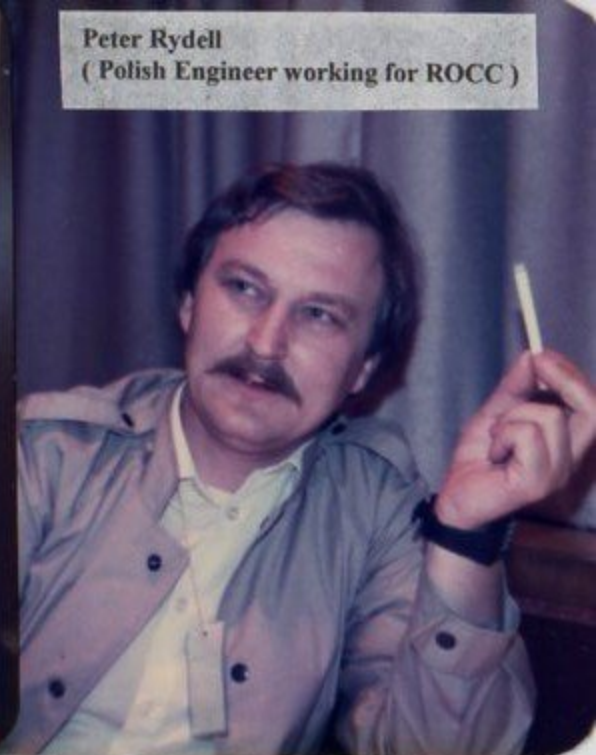
Malcolm Garrard at work



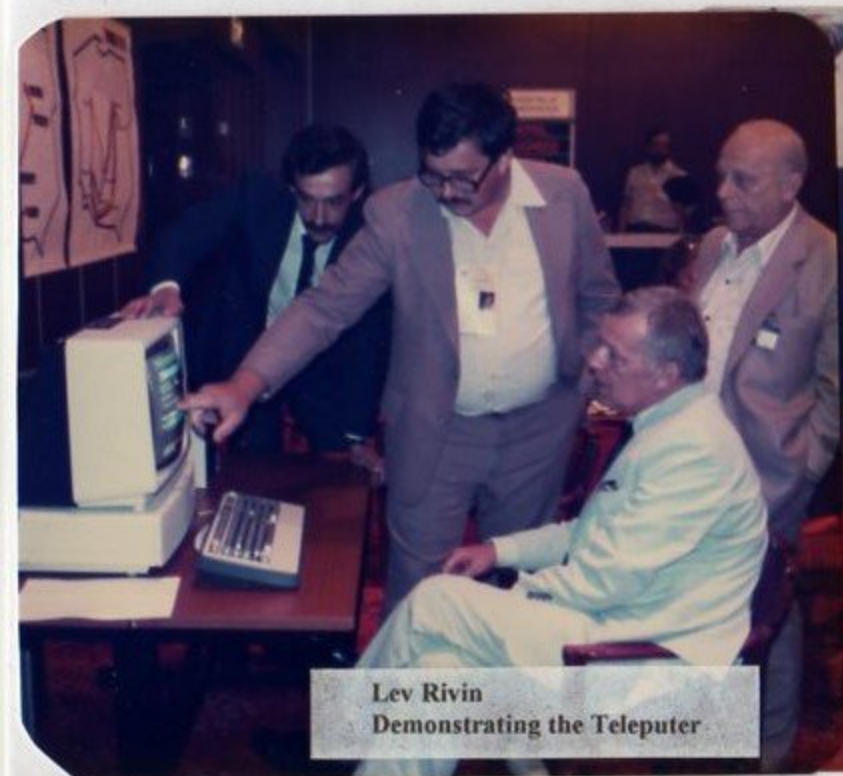
Deputy Prime Minister & Monica Sybald



The Primate of Poland visits the Press Centre



Peter Rydell
(Polish Engineer working for ROCC)



Lev Rivin
Demonstrating the Teleputer



Deputy P.M., Ken Seabrook,
Lev Rivin, and Monica



Bogdan