

The Escalation Team.

The escalation team have two important functions. They "escalate" and manage the speedy solution of problems that require more effort and resources than can be provided by the on-line team. They also provide preventative information and technical support to HP field engineers for both hardware and software.



DAVID COLLINS -
Escalation Team
Manager.



GEORGE ARTEMIUO -
Systems Support
Engineer
Specialist in HP3000
hardware, 2680 and MPE
internals.



CHRIS CROWLE -
Systems Support
Engineer Specialist in
HP3000 software and
MPE Internals.



BILL DAVIS - Systems
Support Engineer
Specialist in terminal
and datacommunications
support.



LINAS PETRAS -
Systems Support
Engineer Specialist in
technical family
hardware 9000 to
Spectrum.



JURGEN HORHANN -
Systems Support
Engineer
Specialising in 3000
hardware and MPE
internals.



**ANDREW
ROBERTSON** -
HP3000 remote hardware
diagnosis.



PAUL TURNER -
Systems Support
Engineer. Specialist disc
& tape hardware.



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31-41 Joseph Street,
Blackburn, Victoria 3130.



GRAHAM GUNSON -
Response Centre
Manager.

This is the
Australian
Response
Centre team,
dedicated to providing
you with fast, cost-
effective, quality
support.

The
management and
administration
Team.



CAROLE MOORE -
Secretary.



PAT CALABRESI -
Call Co-ordinator.



**DENISE
MELOGHLIN** -
Call Co-ordinator.



ANDREA WINGARD -
Call Co-ordinator.



HELENE SMITH -
Call Co-ordinator.



**MARGARET
DE BONO** -
Call Co-ordinator.

All these people now work for you.

On-line support is just a phone call away.

The on-line support Team.

These are the people who provide fast, effective technical assistance to our dealer network and our customers with support agreements. They'll give you advice or solve your problems via the telephone or modem.



ROD MAKIN -
On-line Support
Manager.

The Commercial On-line Team.



DAVID BYE -
HP3000 MPE software
support, data
communications
specialist.



ERIC MILLARD -
HP3000 Software
Engineer.



JENNY MILLER -
HP3000 Software
Engineer. Office
automation applications
specialist.



JEFF RILEY - HP3000
Software Engineer
MPE software support,
performance specialist.



JENNY BARKER -
HP3000 Software
Engineer. Patch
Co-ordinator.



LINDA HARRISON -
HP3000 Software
Engineer
Office automation
applications specialist.

The Workstation On-line Team.



TAN WEE-MING -
PC software support.



MURRAY THOMAS -
HP1000 Software
Support.



GRAEME DAVIE -
HP9000 Software
Engineer
HP-LX software
support.

The Technical On-line Team.



LLOYD STOTT -
PC and HP250 hardware
and software support.



ASHLEY HENWOOD -
Desktop Software
Engineer
HP1X-HP98XX.



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