



**System/36**

**Integrated office applications**



## Office applications for business

In today's competitive marketplace, you need an office system designed *specifically* for the special demands of business. A system that can help people work more productively. A system that can help you access, store and revise information rapidly and effectively. A system, in short, that can help increase productivity at every level of your organization.

That's why System/36 provides you with a comprehensive system of integrated office applications. These ready-made, high-function programs have been designed and developed for businesses like yours. The result is a dependable, efficient office system that can help your business grow and develop, now and in the years ahead.



## The benefits you want in an office system

System/36 offers you:

**A professional range of business functions**, including both word and data processing, document distribution, message handling, business graphics, efficient storage, retrieval of information and "multiprogramming." Multiprogramming allows several programs or users to access the system simultaneously. This helps speed workflow through your office.



**Ease-of-use**, with online reference information, easy-to-understand menus, "HELP" keys and Computer-Assisted Training programs  
**A system designed to grow**, giving you the ability to add memory and storage, personal computers and other work stations—all without reprogramming.

## Something for everyone in the office

System/36 office applications include:

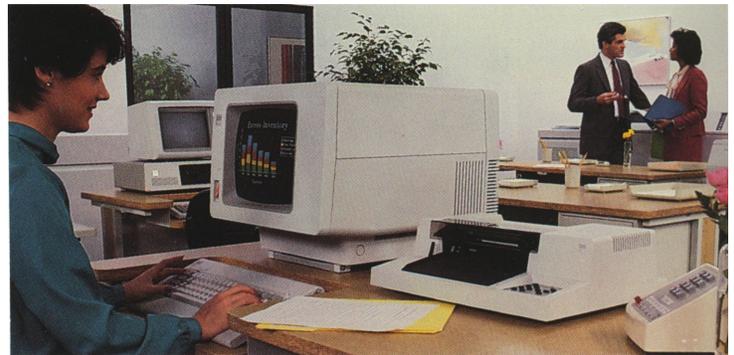
**DisplayWrite/36 (DW/36)**, a high-function word processing program that allows you to create and revise documents and interchange documents with DisplayWrite 1,2 and 3

**DisplayWrite 1,2 and 3**, easy-to-use word processing programs for the IBM Personal Computer that provide you with standard and advanced editing features as well as document interchange with other System/36 work stations

**Query/36**, giving you the ability to retrieve data easily from files, and, with DisplayWrite/36, to merge text and data that can be displayed, printed or saved for later use

**Personal Services/36 (PS/36)**, for services such as electronic mail, calendars, local message handling and document distribution to other users of the same system or other systems

**PC Support/36**, allowing the versatile IBM Personal Computer to become an interactive System/36 work station for accessing and managing information



**Business Graphics Utilities**, for the rapid and efficient creation of color and monochrome charts, graphs and other visual aids  
**Interactive Data Definition Utility (IDDU)**, another productivity aid that defines the files for use with Query/36 or PC Support/36.

It all adds up to a comprehensive family of office applications that can help everyone in your organization work more productively and more efficiently.

## Configure the system that suits you best

With System/36, you can choose the system hardware that best suits your information processing needs. System/36 offers you a range of processors, desktop display stations and high-quality printers. These products are easy to install, and, as your business or department grows, other system products can be added. These products can also be mixed and matched with each other for even greater system flexibility.



You can start by choosing the appropriate system unit. The powerful 5360 System Unit can support up to 36 local display stations and/or printers—plus up to 64 remote display stations and/or printers.

The 5362 System Unit is well suited for smaller offices or departments. In a unit the size of a 2-drawer file cabinet, the 5362 can support up to 22 local work stations or printers—plus up to 64 remote work stations.

If you need an entry system or a departmental system in a remote location, consider the IBM System/36 PC (5364).

Supporting up to 4 work stations or printers, the IBM System/36 PC is especially powerful, giving you up to 80 Mb of disk storage memory in a unit small enough to fit on a desk.



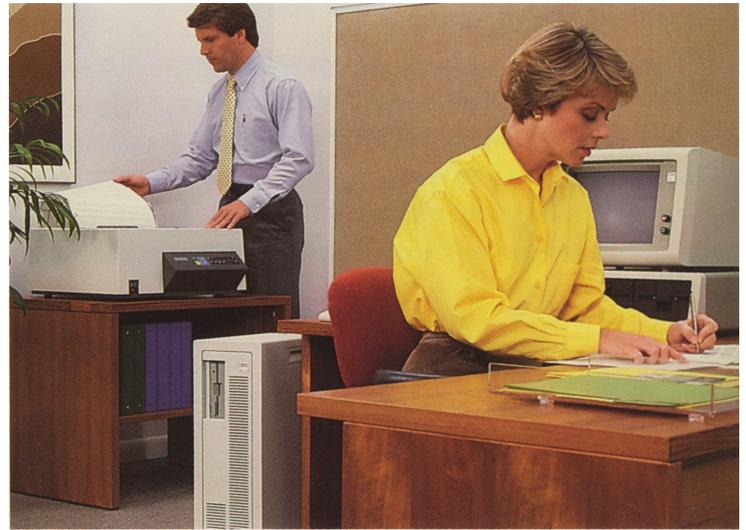
A variety of display stations is available with System/36—including monochrome, color and graphic displays with large screens and adjustable keyboards.

Printouts and reports can be directed to printers that are conveniently located for the users—so information can be where you want it to be, when you need it. You have a choice of printers with speeds ranging from 40 characters per second up to 650 lines per minute. Printers and paper handlers are available to handle single sheets, continuous forms and even envelopes.

## Connect with the IBM PC

Today, the IBM Personal Computer can be a valuable component of your System/36 installation. With its Enhanced 5250 Emulation Program and the Remote 5250 Emulation Program, an IBM PC can serve either as a local or remote System/36 work station. With PC Support/36, users can share data and resources with the System/36 host. And with the IBM Personal Computer DisplayWrite 2 and 3 applications, you have the ability to create, revise and exchange documents through Personal Services/36 with other systems.

The Personal Computer and System/36 form a flexible and efficient partnership. With PC Support/36, IBM PC print output can be directed to a System/36 printer for draft- or letter-quality printing. At the same time, the IBM PC printer can emulate a System/36 printer, allowing you to receive System/36 printer output at your IBM PC location.



With PC Support/36 and an IBM PC you can also establish two different sessions on your System/36 and a third on the IBM PC. A special "Hot Key" capability allows you to switch easily between sessions. It all adds up to a powerful tool that can be used interactively with the System/36, assisting decision makers with the latest information.

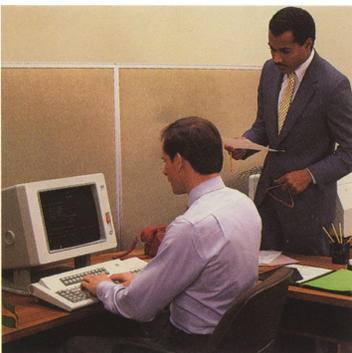
## Greater efficiency for word processing

A very important application on the System/36 is DisplayWrite/36, a high-function word processing system. DisplayWrite/36 offers an extended range of both basic and advanced word processing functions and also provides the multiprocessing capabilities of the System/36 for both data and text. In addition, documents created with DisplayWrite/36 can be exchanged with IBM Personal Computers.

### Easy to learn, productive to use

With DisplayWrite/36, you can use a wide array of editing aids to help make document preparation and revision productive. Operators can easily move, copy, insert or delete words, sentences or even entire paragraphs. They can center lines and even justify right hand margins for a clean, professional-looking document.

To help keep things productive, DisplayWrite/36 also offers operators the support of spelling aids and automatic hyphenation using generalized and specialized dictionaries.



## Custom documents in three steps

An especially productive feature of DisplayWrite/36 is its ability to merge data with text to create custom documents. Using Query/36, you can retrieve information from one or more data files, then incorporate this data into stored or original documents. As a result, you can produce special reports, mass mailings and personalized repetitive letters without having to write programs or use a programming language. These documents may be printed immediately or stored for revision.

What's more, with DisplayWrite/36's global search/replace capability, an individual word or phrase can be located and changed anywhere it occurs in a document.

### Standard letter

A standard letter such as this one can be typed at the work station or stored as a shell document with the places marked for the variable information.

### Report screen

This accounts receivable report screen can be used to review all customer data and receivables information.

```

Dear

Our records indicate that you currently have an outstanding
balance of $      that is      days overdue. In order to
bring your account up to date, please forward payment
immediately.

If payment has been made, please disregard this notice.

Thank you for your quick attention to this request.

Sincerely,

Robert T. Jamison
Manager, Accounts Receivable
    
```

```

DATE 10/21/83          A/R INQUIRY - OPEN ITEM          SUMMARY          AMOUNT  US
-----
COMPANY 1              KELLY GRAY ENTERPRISES          PHONE 404-224-9974
CUSTOMER 1000          123 ELM STREET                  STMT CD 1 SALESMAN 31702
LINE                                           ANYTOWN, USA 01234              SVC CD 1 SVC PCT 3152
                                           PHONE 331-555-1234              LAST PAYMENT - 7/21/80

SRVC CHGS -          165.03  CURRENT -          165.03  FUTURE DUE -          .00
CURR CHGS -           .00   30 DAY -           .00  CREDIT LIMIT -        15,000.00
CURR PFTS -           .00   60 DAY -           .00
CURR ADJS -           .00   90 DAY -           .00
PREV BAL -          2,421.53  120 DAY -          2,066.50  TOTAL DUE -          2,421.00

LINE  REF_NO  DATE      TRAN AMT  DFR  DISCOUNT  A/R  DATE LAST
                                TO DATE  TAXEN  AMT DUE  ACTIVITY
-----
1  001000  9/30/80    350.00    .00    .00    350.00  9/30/80
2  001004  10/31/80    350.00    .00    .00    350.00  10/31/80
3  066669  8/25/80    1,837.15    .00    .00    1,837.15  8/25/80
4  0A5083  8/25/80     69.80     .00    .00     69.80  8/25/80
5  0A5083  6/25/80    375.00    3.07    .00    375.00  7/21/80
6  0A5332  6/25/80    359.35    .00    .00    359.35  6/25/80
7  SVCHG  12/31/80    165.03    .00    .00    165.03  1/30/81

---END OF DETAIL---          OPEN END OF INQUIRY
    
```

```

Kelly Gray Enterprises
123 Elm Street
Anytown, USA 01234

Dear Ms. Gray:

Our records indicate that you currently have an outstanding
balance of $2,066.50 that is 120 days overdue. In order to
bring your account up to date, please forward payment
immediately.

If payment has been made, please disregard this notice.

Thank you for your quick attention to this request.

Sincerely,

Robert T. Jamison
Manager, Accounts Receivable
    
```

### The result: a customized letter

The standard letter can now be merged with customer and account data from the report screen, and printed in the form of a customized dunning letter like this one.

### **Efficient document retrieval**

Versatile document folder functions make searching for documents easy. Operators can call for an index of document names and descriptions, then perform processing options—such as revise, print, send, delete or copy.



### **Professional-looking documents**

You also receive flexibility in printing with DisplayWrite/36. You can change type fonts within a document, and adjust pitch or print in proportional spacing if needed. You can print single or multiple documents, and direct output to any attached system printer... including the IBM 5219 and 4214 Printers or selected IBM Personal Computer printers.



### **System-wide compatibility**

Compatibility is a major feature of DisplayWrite/36. For example, documents created by the IBM PC and DisplayWrite 2 and 3 or System/36 Text Management System can be easily converted into a format that can be used by DisplayWrite/36. In addition, with Personal Services/36, documents can be sent to other systems in final or revisable form. Documents can be directed to the IBM Display-writer and to the IBM 6670 Information Distributor for printing in a variety of type styles.

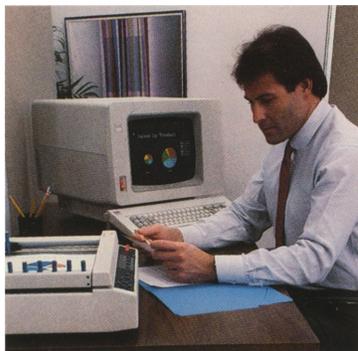
## Query/36...for rapid information retrieval

Query/36 can be used alone to retrieve information easily and efficiently from data files in your System/36. But it can also be used in conjunction with DisplayWrite/36 to help manage, revise and then distribute this information where it's needed.



### Flexibility and efficiency with Query/36

Query/36 gives you flexibility in the way you retrieve information. You can output the data on display stations and printers or save the data in a disk file. You can also selectively retrieve information according to a wide variety of test conditions such as equal, not equal, list range, etc. Files can be created and edited. Up to five fields per query can be used for sorting, and each field can be sorted in ascending or descending order.

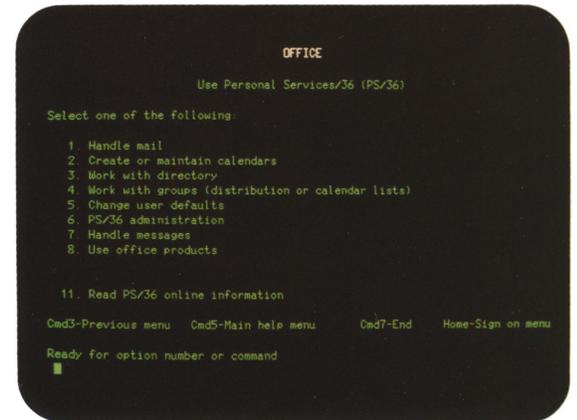


In addition, once a query has been defined, it can be saved, allowing the query to be run many times, even in batch mode. A new query can be patterned after an existing one by revising it and saving it under a different name. Query/36 even has easy-to-use instructions that guide you through the query definition process so that you only need to work with the part of the definition that needs to be changed.

## Putting it all together... Personal Services/36

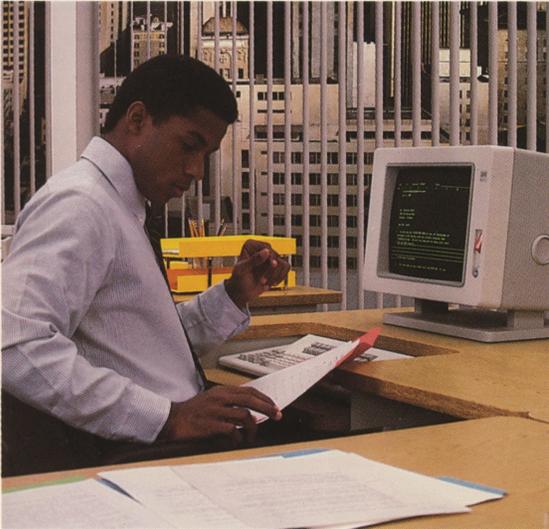
Working with DisplayWrite/36, Query/36 and other applications is Personal Services/36—a versatile licensed program that can help smooth workflow and administrative procedures throughout the office. Personal Services/36 is designed to support daily office work such as calendar management and provide electronic document distribution to local and network users. There is also a conversion aid allowing the user to convert System/36 Text Management System documents to Personal Services/36.

As part of our commitment to offering office systems that can work together, Personal Services/36 makes use of IBM's Systems Network Architecture Distribution Services (SNADS) and Document Interchange Architecture (DIA) for exchanging documents in revisable or final form among users of compatible systems. With these architectures and distribution services, Personal Services/36 can provide for information interchange with other System/36s, IBM Personal Computers, the IBM Displaywriter System, the 5520 and other IBM systems utilizing the IBM Distributed Office Support System (DISOSS). The result is efficient distribution of documents to almost any desk, any time, assisting people in doing their work efficiently.



### Mail menu

*The simplicity and clarity of the menu screens can be seen in the sample Mail Menu screen shown here.*



### Keeping up with business mail

There is little doubt that electronic mail is becoming a necessity in today's fast-paced businesses. With Personal Services/36, formal documents—as well as informal memos and messages—can be distributed quickly to other System/36 users in your organization.

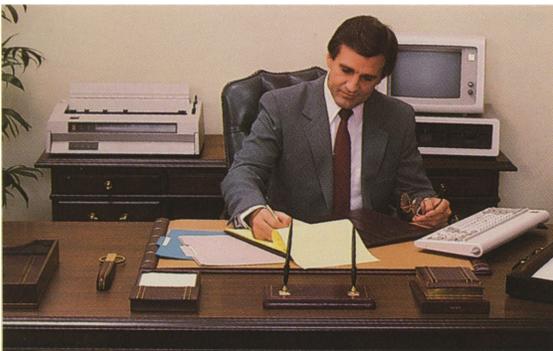
Electronic mail capabilities begin with the ability to check your mail. You can view the contents of your electronic "in-basket" at any time, as well as indicate new documents to be added to your electronic "out-basket" for distribution to other users and compatible systems. This mail log automatically helps you keep track of both electronic and hard-copy mail. Incoming mail can be viewed, filed, printed, deleted or forwarded with or without memo slips attached—all at your command. You can also easily locate documents by simple criteria such as key words, author, document date or subject.

### **Calendars that keep up with you**

Personal Services/36 lets you create, change or remove calendar appointments, as well as schedule meetings, rooms and equipment. The system supports daily and weekly schedules, and can even give authorized users access to other people's calendars to aid in the coordination of schedules. You can also schedule a task to be performed at any time so that a weekly report, for example, can be prepared automatically. As in other office support functions, these activities are menu-driven, and everyday English is used for screens and messages.

### **Directory services from A to Z**

Information for each user can be organized according to name, address, location or other criteria. This helps ensure that the right information gets to the right person on time.



### **Group processing the efficient way**

For communication efficiency, users can be referred to by a group name. For example, calendar revisions can be made collectively for everyone in a group and the same group listing can be used to distribute documents.

### **Effective message control**

For internal memos or less formal business communications, Personal Services/36 provides an interactive message facility, allowing messages to be created and distributed within the System/36.

### **System administration made easy**

Personal Services/36 administration capabilities can be used by system managers or security officers for both installation and maintenance. Installation includes the determination of file sizes, security procedures, default values and communication requirements. Once the system is installed, it can be maintained and defaults can be modified.

## More powerful tools for business productivity

Several additional, separate applications are available for System/36 to help enhance productivity and make needed information readily available for better-informed decision making.



## Improve reporting and decision making

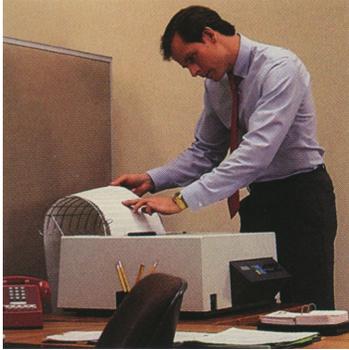
The Business Report/Application Development System (BRADS) allows you to take advantage of the productivity potential of System/36 without having to write programs.

With BRADS, you can retrieve information from your data files with a simple inquiry function and create formatted reports by answering easy-to-follow prompts. A spreadsheet generator allows you to produce forecasts, "what-if" analyses and variance reports, as well as consolidations and comparisons between historical and projected data.

With BRADS, it's easier to handle financial statements, budget and product planning, and a whole range of other business tasks that you may now handle manually.

### **Create powerful business graphics**

System/36 Business Graphics Utilities provide a valuable graphics tool to help you create and view bar graphs, pie graphs, line graphics, surface graphics and text charts through a menu-prompted program. The graphs can be directed to plotters, to monochrome or color displays, and to black and white or color printers.

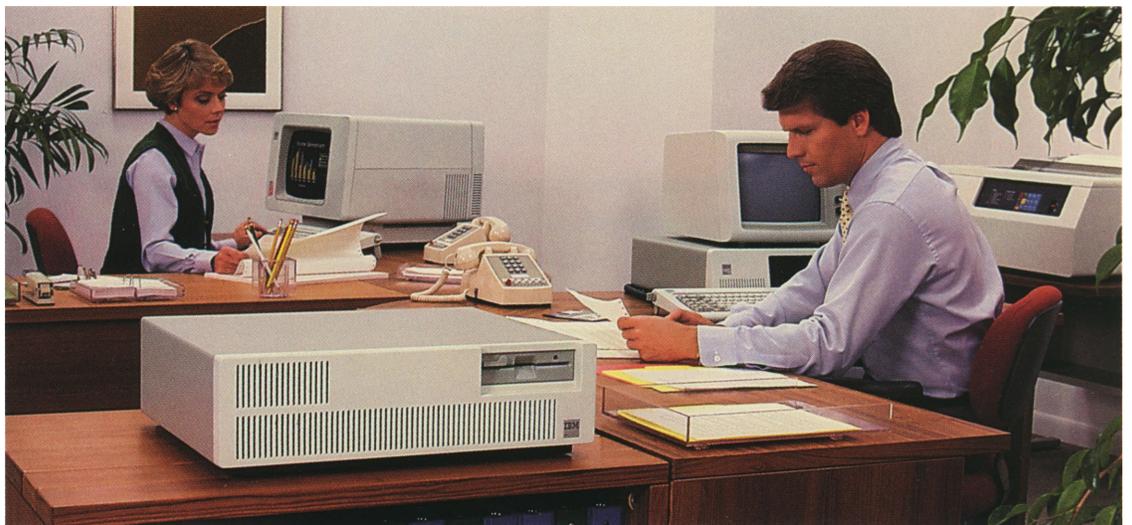


### **Expand your printing options**

The System/36 Advanced Printer Function Application is a program that lets you use the expanded function of some system printers to create and print logos, emblems and bar graphs, as well as customized forms and letterheads. You can also generate large-character output for uses such as overhead projection.

### **Learning made easy, too**

Another program provides users with Computer-Assisted Training in the operation and use of System/36. This training sequence is accessible from a menu and provides display education for new users of the system. The training program is structured for easy learning and includes modular lessons, an online quiz after each lesson and practice exercises for hands-on experience.



## Make the efficient decision

When you implement System/36 office applications, you're making an investment in improved office efficiency. These powerful programs can help you and your staff reduce the time spent in gathering and disseminating information, expand the amount of work that can be done and improve the quality of that work.

Remember, with office applications and System/36 you can:

- Create an office or departmental system that allows information to be managed and shared easily and effectively
- Transform your IBM Personal Computer into an interactive workstation that can tap the power of a System/36
- Create and print correspondence-quality documents and reports
- Distribute documents locally or across multiple systems through a DISOSS interface
- Make use of advanced electronic mail capabilities
- Maintain a computerized filing system
- Maintain directories and distribution lists
- Inquire into the system and generate customized reports
- Develop a variety of business graphics.



See your sales representative for more information about System/36 office applications. The time both of you spend talking today is well worth the time System/36 can save you—and your business—tomorrow.



Some photographs in this brochure are of engineering and design models; some display screens are simulated computer displays, intended to serve only as examples. Any names of individuals, companies, brands, and non-IBM products are fictitious, and similarities to actual names are coincidental.

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