

**Memorex Corporation**

Equipment Products Group  
Field Engineering

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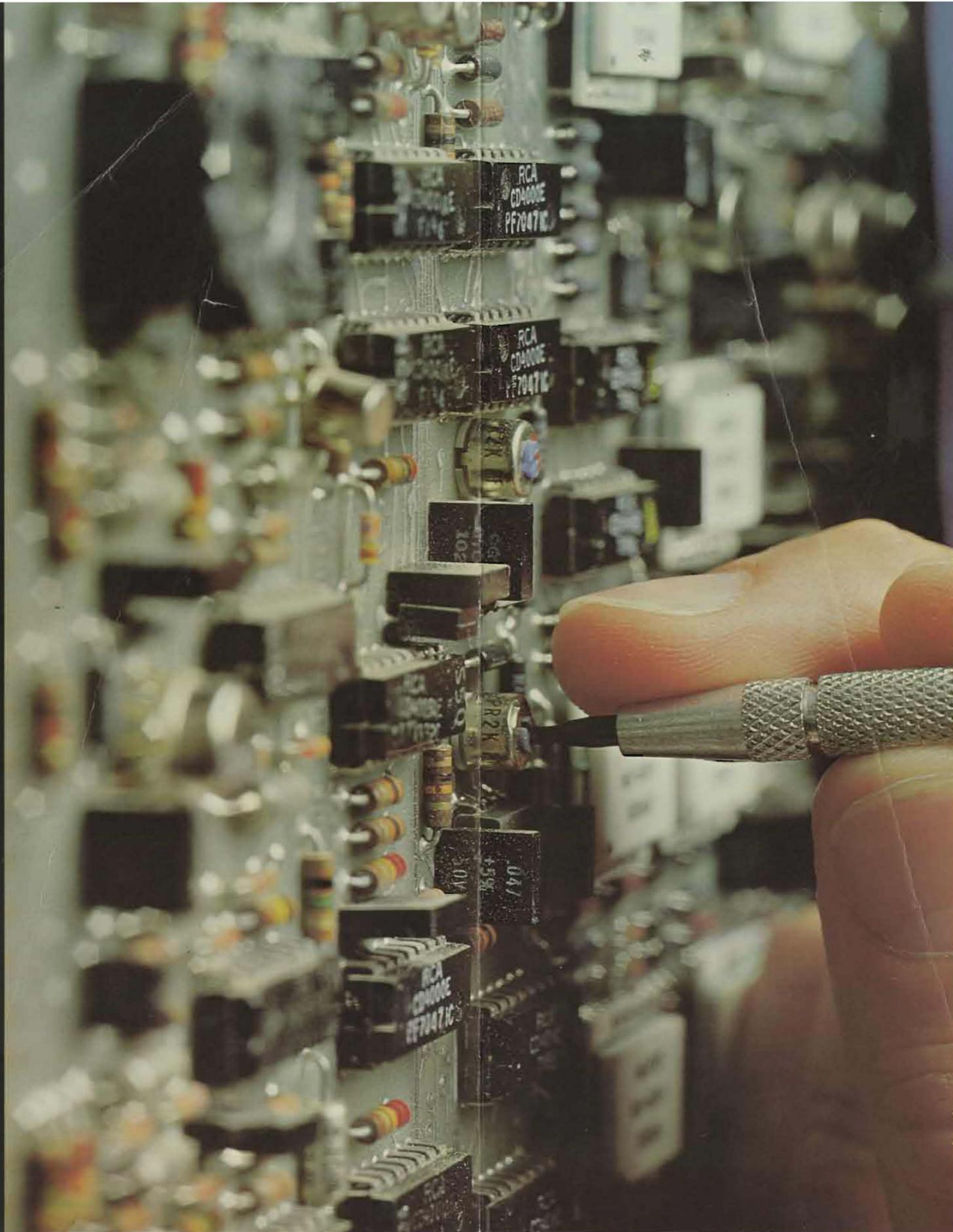
**Memorex Corporation**  
Quality, Value, Service

Founded in 1961, Memorex today employs over 7,000 highly skilled people in more than 100 locations throughout the world. With modern headquarters and major manufacturing facilities in Santa Clara, California, Memorex also has production facilities in Liege, Belgium; Nogales, Mexico; Eau Claire, Wisconsin; and Irvine, California, plus a large network of regional warehousing and distribution centers.

Memorex is a worldwide supplier of high technology equipment and magnetic recording media used in data storage, retrieval and communications. The growing line of products today includes computer peripheral equipment and media, consumer audio tape and accessories, professional audio and video tape and word processing supplies.



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EPG 037-0 8/77 PRINTED IN U.S.A.



MEMOREX

Field Engineering  
Services



**Better. Because We Have To Be,  
We Want To Be, We Can Be.**

We are Memorex.\* We are a company that offers a wide range of field engineering services *because it makes sense to offer them*. Sense for us. And for you. The fact that Memorex provides a full range of products to a wide variety of data processing marketplaces has required that we build a world-wide service organization to install, maintain and interface those products. Extending those considerable capabilities to cover the full spectrum of service to others—manufacturers, leasing companies, end users of all sizes—seemed a logical step to take.

We took it.

We took it in order to achieve the basic business objective of *maximizing efficiency*—an objective we no doubt share with you. An objective that, here specifically, recognizes several other important facts as well. *One, that we have to be better*. Because our reputation demands it. And our competition demands it, too. *Two, that we want to be better*. Because we have made a large commitment to field engineering superiority. *We want the business. And three, we can be better*. Because we have both the means and the organization. We have the data processing products and systems experience, in-depth and across the board. We have the training programs, the technical support, the documentation and the parts logistics network. Simply stated, that means we have the people. People who know our business like few in our business do. Memorex people. Smart. Seasoned. Practical. And plenty of them.

**Up Time and Shut-Up Time.**

We haven't spent a lot of time here talking about those resources that traditionally come in for a lot of talk. Sure, they are important. We wouldn't be where we are if we didn't have them. And you wouldn't be where you are if you didn't recognize them. But, too often, that talk is just that. Talk. Talk that doesn't relate to the only thing that really counts. Your operation.

What's important to say, then, cannot be said in this brochure. Not with pretty words and pictures. Not with charts or maps, graphs or diagrams. What's important to say, ultimately, will be said person to person. Over the phone, perhaps, or maybe over a hot cup of coffee. But only *after* a long, hard look at *your* equipment and *your* requirements. How to quickly, competently, economically fix that equipment when it is down. How, as much as possible, to prevent it from being down in the first place.

That's what we're good at. And that's not just talk.

