

15 October, 1986

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John Holmes  
Management Science America, Inc.  
61 S. Paramus  
Paramus, N.J. 07652

Dear Mr. Holmes:

During the period of September 26 through October 9, we experienced considerable difficulty in expanding a file in the Purchasing system. I feel we had sufficient IDMS expertise to carry out the required tasks. What we did not have was sufficient experience with the MSA software. We turned to the hotline for support in what we considered to be a relatively common thing to do - expand data files. We found support very difficult to come by. The individuals would acknowledge the steps we proposed to take, but they had no actual experience with the process. In the end, we were able to solve the problem with our own resources after several days of concentrated effort.

The point is not so much this particular exercise, but rather the very limited IDMS support apparently available via the hotline. In the past we have depended on Angie Thurmond and Jean Tucker, but Angie has been promoted and Jean is not reached on the hotline.

What I really need to know is how many individuals and who specifically can be reached on the hotline - for each of the three packages - that can assist with IDMS questions. I need specific names so that when we can't get an answer from the assigned individual, we can suggest that they talk with so-n-so. I need the number of individuals available so that I can better understand the depth of support available. Now that this exercise is complete, we have documented the steps to follow. Our concern is that when we are faced with another MSA/IDMS problem, that there is limited support available on the hotline.

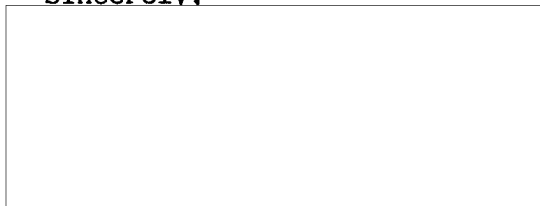
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For more information, you may call me at



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Sincerely,



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