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INTEROFFICE MEMO

TO: Distribution

DATE: April 15, 1986

FROM: Anker Berg-Sonne

DEPT: Product Marketing

DTN: 297-2187 LOC: MRO3-1/8E ENET: CURIE::ANKER

SUBJECT: \$2M+ Slides

Enclosed are the main (and backup) overheads used for the "Products in the \$2M Plus price band" presentation given at the March "Commercial Woods" meeting.

If you have any questions or concerns, please don't hesitate to contact me.

Regards.

## \$2M PLUS - A G E N D A

MARKET DATA
Anker Berg-Sonne

IBM OFFERING IN 1990 Paul Kampas

DIGITAL OPPORTUNITY SUMMARY Anker Berg-Sonne

TWO VIEWS IN DETAIL

Science

Mike Peterson

MIS

Per Hjerppe

BUSINESS ANALYSIS Larry Rosenberg

QUESTIONS, ISSUES, RISKS Gary Eichhorn

## \$2M PLUS MARKET STUDY

- Monolithic Systems
  - No clusters or cluster add-ons
  - ONLY net equipment sales
- Market size
  - External/Internal
- Digital opportunity
- IBM scenario
- Business analysis

# PRESENTATION FORMAT

- Conclusions presented first
  - Supportive data to follow
- Detail available in package

# Groups participating in study



## Product Marketing (OIS,LDP,MFG,ESG,MIS)

### **HPSC**

Corporate Finance

**Corporate Marketing** 

**Product Operations** 

Management Sciences

Education

Medical

**DECwest** 

**GSG** 

TIG

**MSB** 

# Summary Conclusions \$2M Plus

- IBM dominance no surprise
  - can Digital provide alternative
- First pass estimates are, Digital can achieve 6-8% market share by 1995
- Investments required
  - Applications
  - TP
  - Vectors
  - Mass storage
  - Reliability
- Profitability
  - Exclusively \$2M+

# **Summary Conclusions**

## (continued)

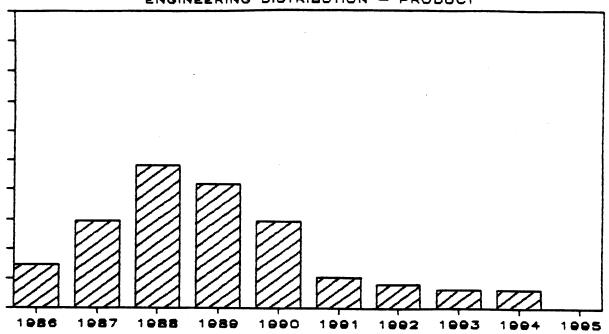
- TO COMPLETE THE STUDY
  - Iterate \$2M+ numbers
  - \$1-2M price band
  - Field issues

## \$2M PLUS MARKET

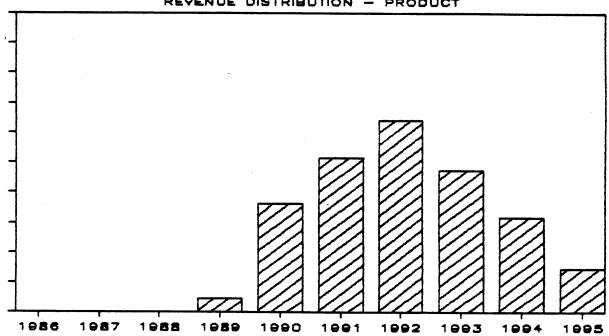
#### **HIGHLIGHTS**

- Long-term business decision; NOT a product decision
- \$1 billion cash investment; recovery 10 years out
- Must take share and real growth from entrenched competition
- Profitability goals might be elusive
  - Competitive reaction
  - Internal risks
- Limited success results in substantial penalties

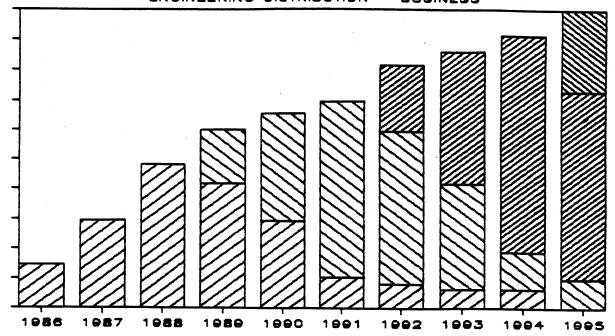
## \$2M PLUS MARKET ENGINEERING DISTRIBUTION - PRODUCT



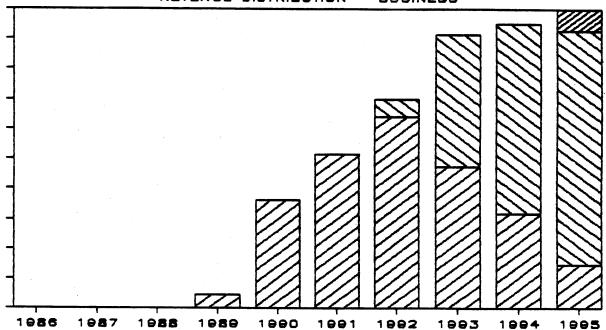
\$2M PLUS MARKET REVENUE DISTRIBUTION - PRODUCT



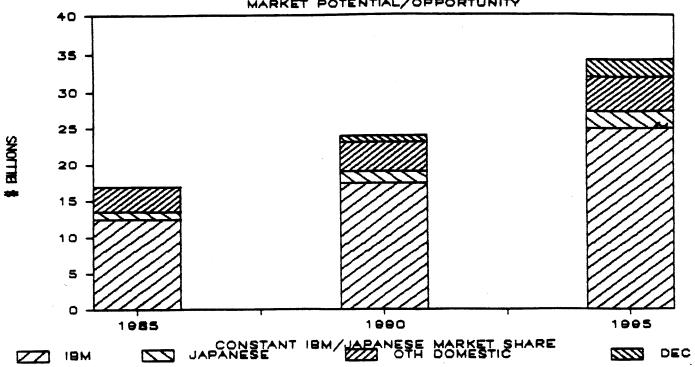
## \$2M PLUS MARKET ENGINEERING DISTRIBUTION - BUSINESS



\$2M PLUS MARKET REVENUE DISTRIBUTION - BUSINESS



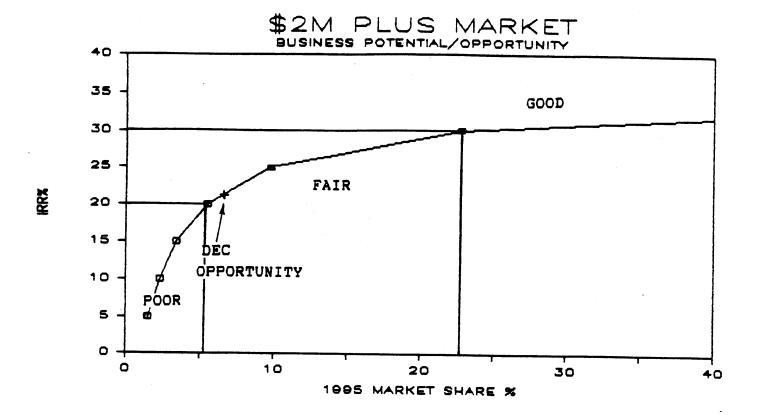
## \$2M PLUS MARKET



## REVENUE DISTRIBUTION\* (\$ BILLIONS)

	1985	1990	1995	1990-95 CAGR
DEC	0.0	1.0	2.2	17%
AMDAHL BURROUGHS	1.6	- 3.8    - 3.8	- 4.6	4%
OTHER FUJITSU∕HITACHI	1.2	1.7	2.4	7%
I BM	12.4	17.5	24.8	7%
TOTAL	17.0	24.0	34.0	7%

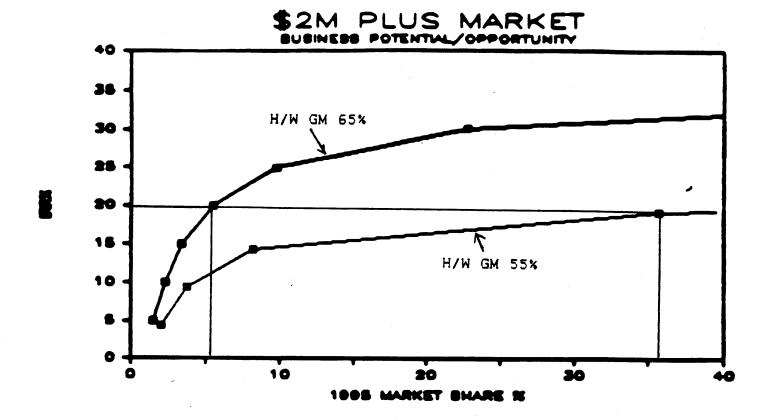
<sup>\*</sup> ASSUMES IBM AND FUJITSU/HITACHI MAINTAIN SHARE, AND DEC ACHIEVES PLANNED VOLUMES

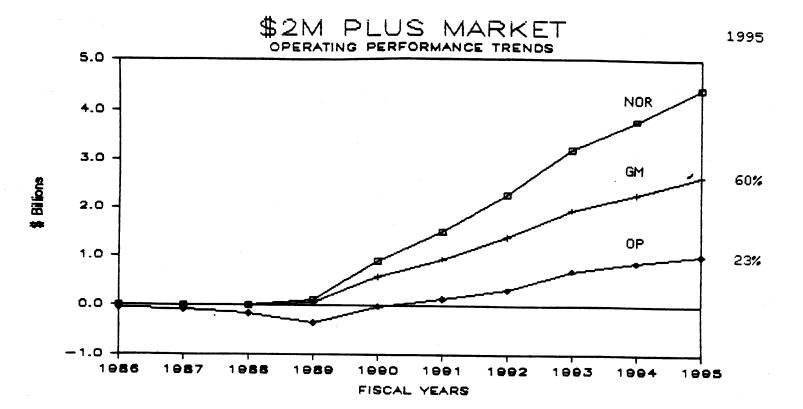


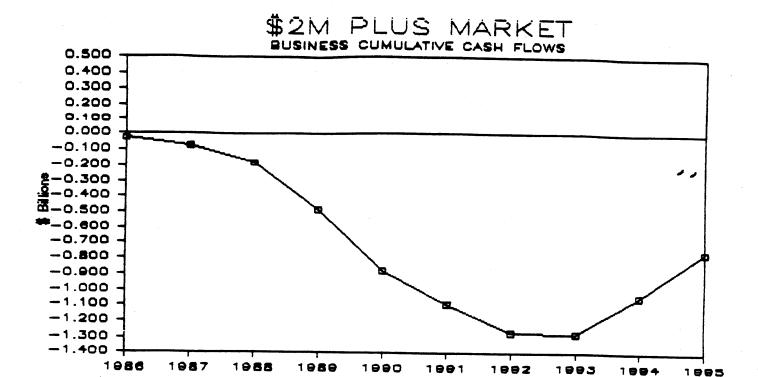
HARDWARE GROSS MARGIN 65%

TOTAL OPERATING PROFIT 20%

ASSET ASSUMPTIONS -INVENTORY TURNS 74 DAYS







# \$2M PLUS MARKET

### **COMPETITION**

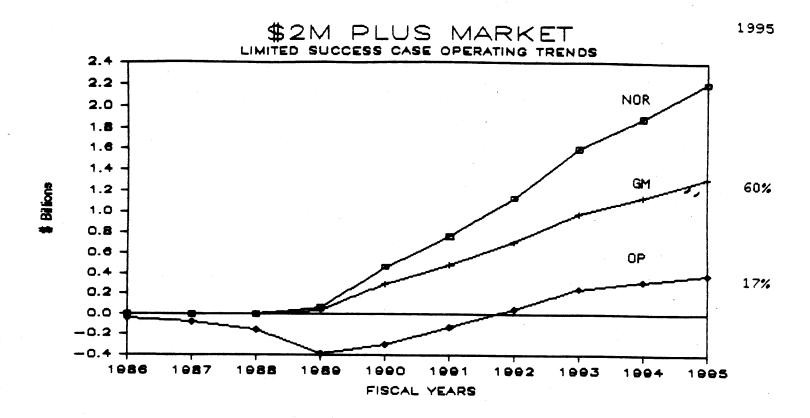
COMPANY	1985 SHARE	GROSS MARGIN
IBM	73%	60%
FUJITSU	4%	?
HITACHI	3%	?
BURROUGHS	9%	40%
CDC	2%	25%
<b>AMDAHL</b>	7%	50%
OTHER	2%	?
DEC	0%	65%

<sup>\*</sup>Higher for mainframes

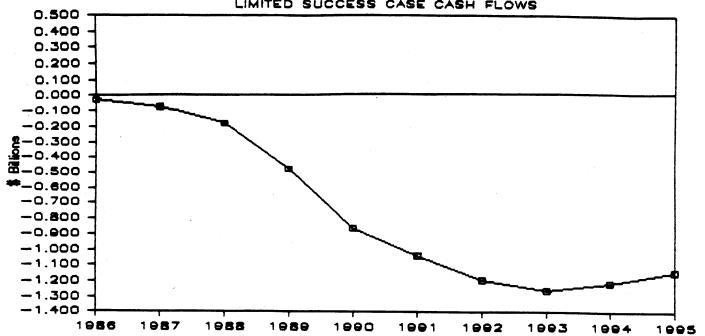
## \$2M PLUS MARKET

## LIMITED SUCCESS CASE ASSUMPTIONS

- Engineering, marketing, and selling grow in anticipation of achieving planned volumes
- At year-end 1990, new forecasts indicate volume likely to be at 50% of original plan



## \$2M PLUS MARKET LIMITED SUCCESS CASE CASH FLOWS



# \$2M PLUS MARKET

#### **ISSUES**

- Gross Margin percentage achievement
- Market share achievement
- Selling/marketing investment to achieve share
- Parallel engineering efforts
- Ability to deliver 'complete' systems
- When and how will IBM react?
  - When DEC achieves X% share
  - Now? (is IBM reducing price to compete with Digital)?
- Technical and MIS markets may have unique requirements

#### MARKET FOR \$2M+ SYSTEMS IN SCIENCE MARKET

#### MAIN NESSAGES

O OPPORTUNITY IS SMALL FOR \$2M+ "IBM-STYLE" SYSTEMS USED FOR SCIENTIFIC RESEARCH

BECAUSE. . .

O SCIENTIFIC COMPUTING STYLE FAVORS DISTRIBUTED COMPUTING WITH ELEGANT ACCESS TO LARGE, COMPUTE RESOURCES (... OR SPECIALIZED ONES)

#### STRATEGY

- O REPRESENTS MARKET FOR COMPLETE SYSTEMS FOR BASIC AND APPLIED RESEARCE
  - o BIOLOGICAL SCIENCES (INCLUDING MEDICAL AND LIFE SCIENCES)
  - o PHYSICAL SCIENCES (PHYSICS, CHEMISTRY, MATH, ETC)
  - o SOCIAL SCIENCES (ECONOMICS, POPULATION DYNAMICS, ETC.,)
  - o ENGINEERING SCIENCES (ESPECIALLY UNIVERSITY ENG DEPTS)
- O THE MARKET PULL FOR THIS SPACE IS FOR COMPUTING ENVIRONMENTS THAT ...
  - o PROVIDE DISTRIBUTED, SMALL TO MIDRANGE SYSTEMS
  - O PROVIDE ELEGANT ACCESS TO THE LARGEST POSSIBLE SCIENTIFIC COMPUTER (SUPERCOMPUTER AND/OR DEDICATED APPLICATIONS ENGINES...)

#### PURCHASING CRITERIA

- 1. PERFORMANCE
- 2. FUNCTIONALITY (# APPLICATIONS)
- 3. RELIABILITY
- l A "GATING" CRI**TERIA**

### BARRIERS TO SUCCESS

- O SCIENTIFIC APPLICATION HIX FAVORS MANY SMALL SYSTEMS (PRICE <\$2M), WITH READY ACCESS TO THE LARGEST POSSIBLE COMPUTER (CRAY CLASS)
  - O IN THE SCIENTIFIC MARKET WE'RE WINNING TODAY AGAINST IBM FOR SCIENTIFIC RESEARCH CENTERS WITH OUR EXISTING PRODUCT AND APPLICATION STRATEGIES
    - CERN
      - ORNL (REPLACE 2 3033)
    - . SLAC (2 SITES, 1 308X, 1 3090)
    - . FERMI (CDC REPLACEMENT)
    - . LBL (CDC REPLACEMENT)
- O DIGITAL'S REPUTATION (POOR H/W RELIABILITY, DIFFICULT TO DO BUSINESS WITH, "MINI" MENTALITY)
- O IBM IS ENTRENCHED
  - ONLY 10% IS NEW BUSINESS, THE REST IS REPLACEMENT OF WHICH THE 0 BUNCH WILL GET ABOUT 15% TO 18%

#### INVESTMENT REQUIRED

#### MARKETING INVESTMENT MUST BE TO:

- 1. UNDERSTAND THE CUSTOMER'S BUSINESS (I.E., SCIENCE)
  - O SCIENTIST PROFESSIONALS IN MARKETING
  - o SYSTEMATIC APPLICATION CHARACTERIZATIONS
  - O DEDICATED FIELD APPLICATIONS SUPPORT PROFESSIONALS
- 2. MOTIVATE PROJECT-ORIENTED SALES TEAMS
  - O RESEARCH PROJECTS ARE OFTEN WORLD-WIDE OPPORTUNITIES
  - O INCENTIVES TO PURSUE LONG TERM BUSINESS OPPORTUNITIES
- 3. PROMOTE THE DEC STYLE FOR SCIENTIFIC COMPUTING
  - o MANY SMALLER MACHINES SERVED BY ONE OR MORE REALLY BIG ONES (... OR SPECIALIZED ONES)
  - O WE'RE WINNING TODAY DON'T FIX IT, IF IT AIN'T BROKE
- 4. OTHER INVESTMENTS REQUIRED:
  - o S/W TECHNOLOGY
  - O MASS STORAGE
    - . RELIABILITY
    - . BALANCED I/O
    - . CAPACITY

#### SYSTEM REQUIREMENTS

- O APPLICATION THROUGHPUT (SEE ATTACHED DESCRIPTIONS FOR DETAILS)
  - O STRUCTURAL ANALYSIS (SIMULATION/MODELING)
  - O COMPUTATIONAL CHEMISTRY (SIMULATION/MODELING)
  - o SIGNAL PROCESSING (DATA ACQUISITION AND ANALYSIS)
  - O EVENT RECONSTRUCTION (DATA ACQUISITION AND ANALYSIS)
- O SYSTEM METRICS (AS DETERMINED BY ABOVE)
  - O BY 1990, A \$2M+ SCIENTIFIC SYSTEM WILL PROVIDE THE APPLICATION THROUGHPUT OF A CRAY XMF/48 TODAY, BUT WITH THE INTERACTIVE ELEGANCE OF A VAX
  - o DECNETABLE
  - O VMS FORTRAM COMPATIBLE (SOURCE CODE, INCLUDING SYSTEM SERVICES, RTL, ETC)
- O MESSAGE: MUST BE WELL-BALANCED. . .
  - o CPU SPEED
  - o I/O
  - o MASS STORAGE

#### **OPPORTUNITY**

#### UNITS

	<u>'90</u>	195	LIFETIME	MARKET SHARE
BUSINESS AS USUAL	8	24	73	5% - 8%
2 LEADERSHIP SYSTEM	32	60	230	16% - 18%

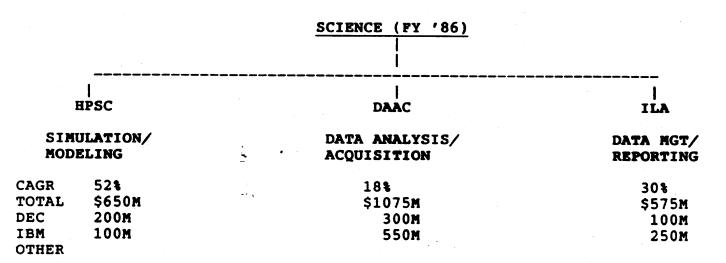
<sup>1</sup> EXTEND VAX TECHNOLOGY (PRICE/PERFORMANCE) INTO THE \$2M - \$5M RANGE (25-30 MIPS/CPU)

<sup>2</sup> VAX OR VAX-COMPATIBLE SYSTEMS OPTIMIZED FOR SCIENTIFIC COMPUTING

AT IBM'S EXPENSE

## SCIENCE MARKET (BY APPLICATION TAXONOMY)

	<u>*85</u>	<u>′86</u>	<u>'90</u>
TOTAL SIZE	2200	2300	4309
CAGR	<del>-</del>	16.0%	18.0%
MKT SHARE			
DIGITAL	27.0%	28.7%	36.0%
IBM	40.1%	39.1%	34.0%



- 1. R&D SPENDING/GNP RATIO WILL CONTINUE TO INCREASE THROUGH 1990
- 2. DISTRIBUTION OF R&D SPENDING SHIFTING MASSIVELY TOWARD PHYSICAL AND E1.GINEERING SCIENCES - 74% OF TOTAL U.S. OUTLAYS FOR R&D (54% TODAY) -IBM'S WEAKEST MARKET, DEC'S STRONGEST!
- 3. DECLINE BECAUSE IBM MAINFRAME GROWTH, IN SCIENCE, IS MUCH LESS THAN OVERALL SCIENCE MARKET GROWTH (16% VS. 7%-9%)
- 4. IBM WILL NOT HAVE A MINISUPER OFFERING BY 1990. MINISUPER MARKET WILL BE \$2.9B BY 1990 (DATA QUERT)

## Hypothetical customer RFP

YEAR: 1990

BUDGET: \$2,000,000 +

IBM PRODUCTS & PRICES?

Scenario 1:

Business as usual (70% share)

Scenario 2: \*

Some competition (60% share)

Scenario 3:

Serious competition (50% share)

\* expected scenario

# IBM revenue/profit: 1985

Category	<i>\$B</i>	%
DP Processors Peripherals Office/Wkstn Software Maintenance Supplies/U-R Federal Other	12.135 12.676 10.533 4.165 6.103 2.134 2.057 0.073	24% 25% 21% 8% 12% 5% 4%
Totals	50. 056	100%
PBT	11.619	23%

# IBM revenue/profit: 1985-1984

Category	1985 (\$B)		1984 (\$B)
	40.405	. 2.4	11 010
DP Processors	12.135	+2%	11. 919
Peripherals	12.676	+9%	11.652
Office/Wkstn	10. 533	+6%	9. 955
Software	4. 165	+30%	3.197
Maintenance	6.103	+16%	5. 266
Supplies/U-R	2.134	-5%	2.235
Federal	2.057	+25%	1.645
Other	0.073		0.068
		ı	
Totals	50. 056	+ 9%	45. 937
PBT	11.619	045	11.623

## Summary of predictions

#### **SCENARIO 1:**

- Continuation of two CPU, two family (43xx, 30xx) approach.
- 1990 introduction of 4391 & SUMMIT (9,30 MIPS/CPU).
- Continuation of same price points, spacing, mark-ups.
- PBT = 22%

#### **SCENARIO 2:**

- Same as above plus . . .
- Upward extension of 4391 to \$2M with 4x SMP or clusters.
- Moderate SUMMIT repricing and earlier mid-life kickers.
- PBT = 16%

#### **SCENARIO 3:**

- Same as above plus . . .
- 1989 4391/SUMMIT introduct'n.
- More drastic price cuts.
- Rapid move to next generation technology.
- PBT = 10%

## Scenario 1: Business as usual

#### **SETTING:**

IBM market share in 70% range; Japan, BUNCH, DEC sticking to their knitting.

#### IBM STRATEGY:

Use moderate technologies; continue two family approach; introduce 4391, SUMMIT in 1990; maintain price points, spacing, mark-ups.

#### IBM PROPOSAL:

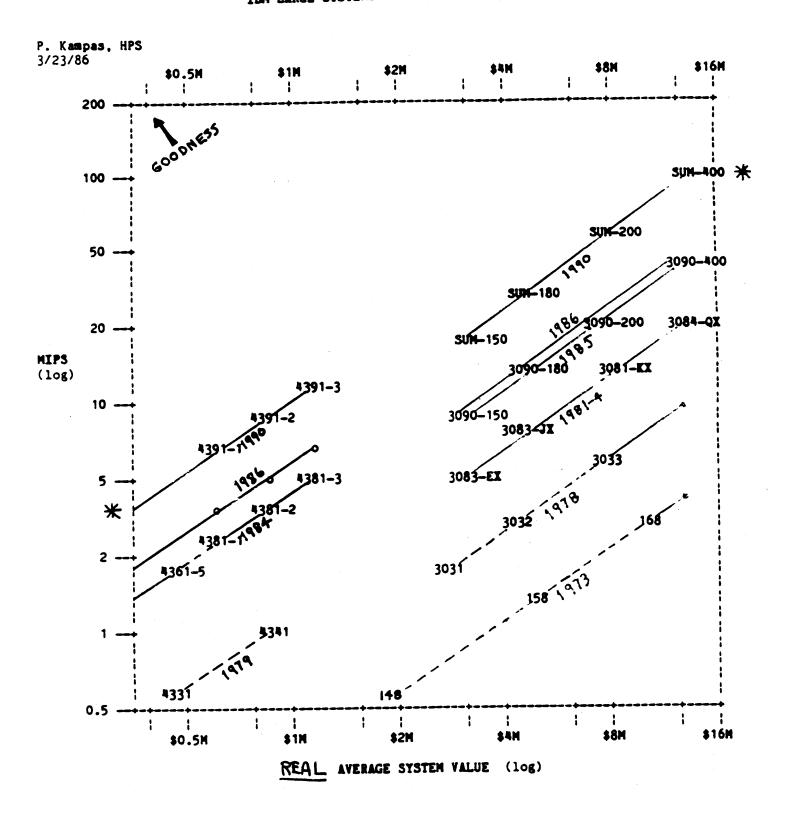
\$2M - nothing

**\$3M - SUMMIT** 150

**\$4M - SUMMIT 180** 

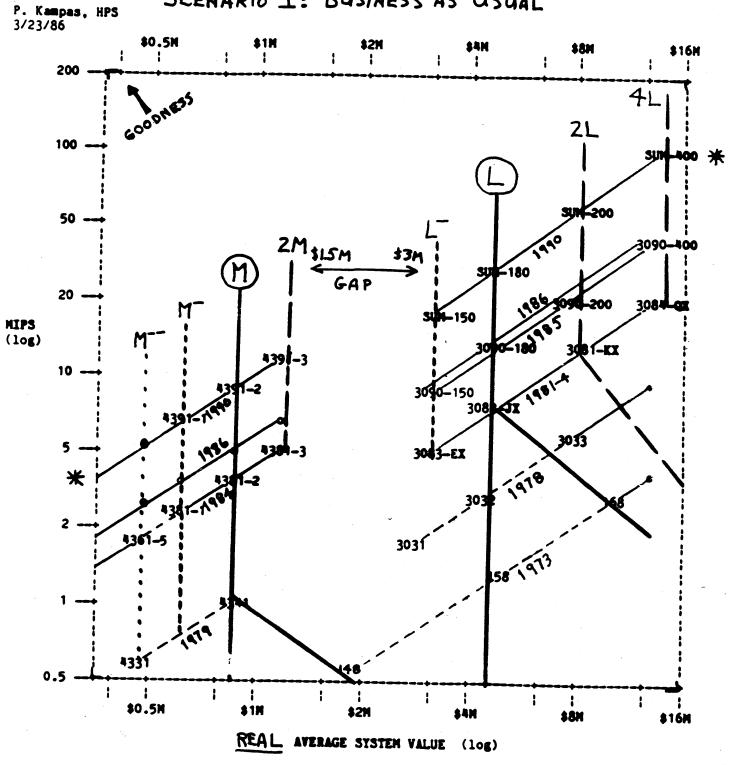
**\$8M - SUMMIT 200** 

\$16M - SUMMIT 400



IBM LARGE SYSTEMS POSITIONING: 1970-1990





# Scenario 2: Some competition

#### SETTING:

IBM market share falling to 60% range; Japan capturing some high-performance sales, DEC getting some \$1-3M sales.

### IBM STRATEGY:

Extend 4391 to \$2M with 4x SMP/cluster; reprice SUMMIT downward moderately and move in mid-life kickers.

### IBM PROPOSAL:

 $$2M - 4391 \times 4$ 

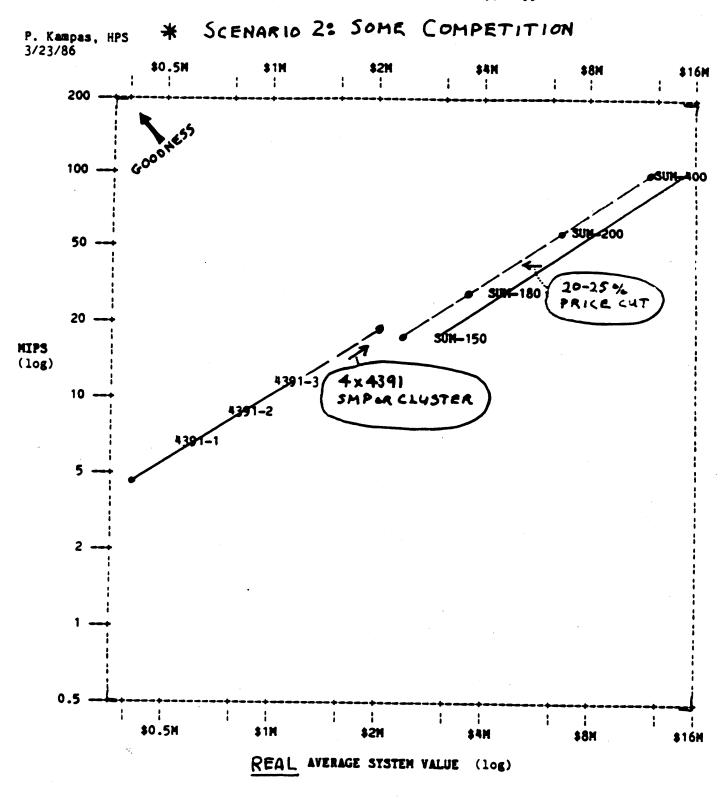
\$2.5M - SUMMIT 150

\$3.5M - SUMMIT 180

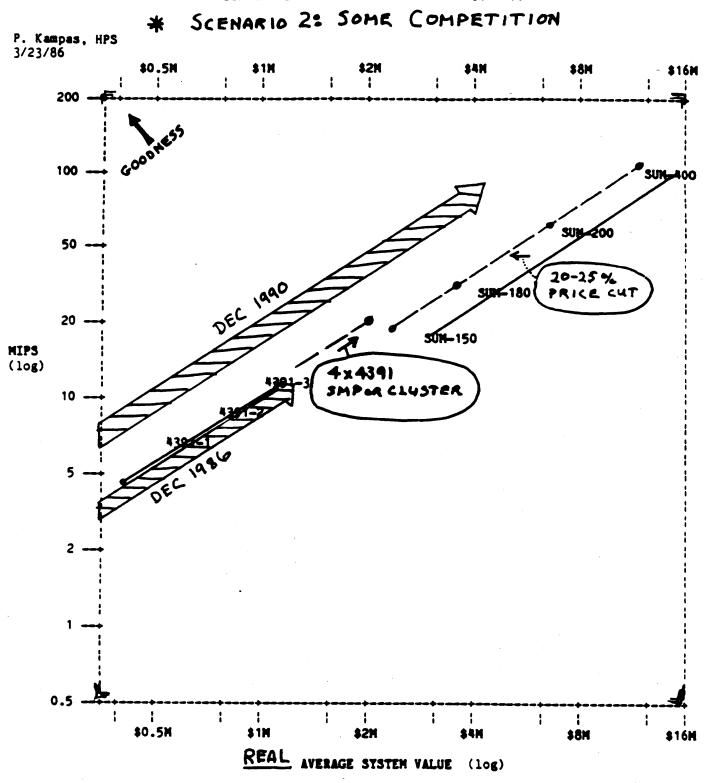
\$6.5M - SUMMIT 200

\$13M - SUMMIT 400

#### IBM LARGE SYSTEMS POSITIONING: 1970-1990



IBM LARGE SYSTEMS POSITIONING: 1970-1990



## Scenario 3: Serious competition

#### **SETTING:**

IBM market share falling to 50% range; Japan, DEC threatening to crack IBM's dominance, price umbrella.

#### IBM STRATEGY:

Move 4391/SUMMIT introductions to 1989; dramatically price SUMMIT line downward; move in mid-life kickers; advance rapidly to next generation technology to regain margins.

#### IBM PROPOSAL:

\$2M - SUMMIT 150 or 4391 x 4

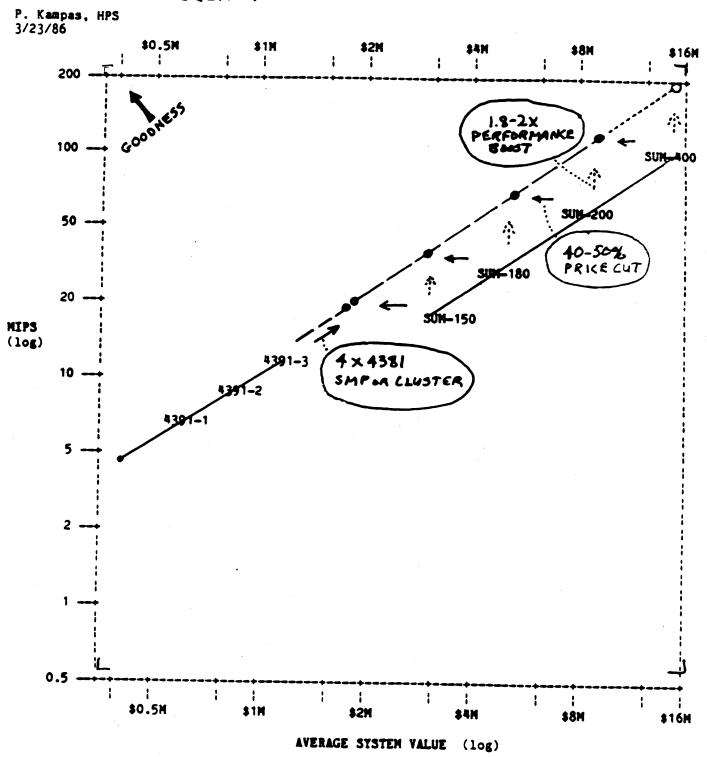
\$3M - SUMMIT 180; SUM+ 150

\$4M - SUMMIT 200; SUM+ 180

\$8M - SUMMIT 400; SUM+ 200

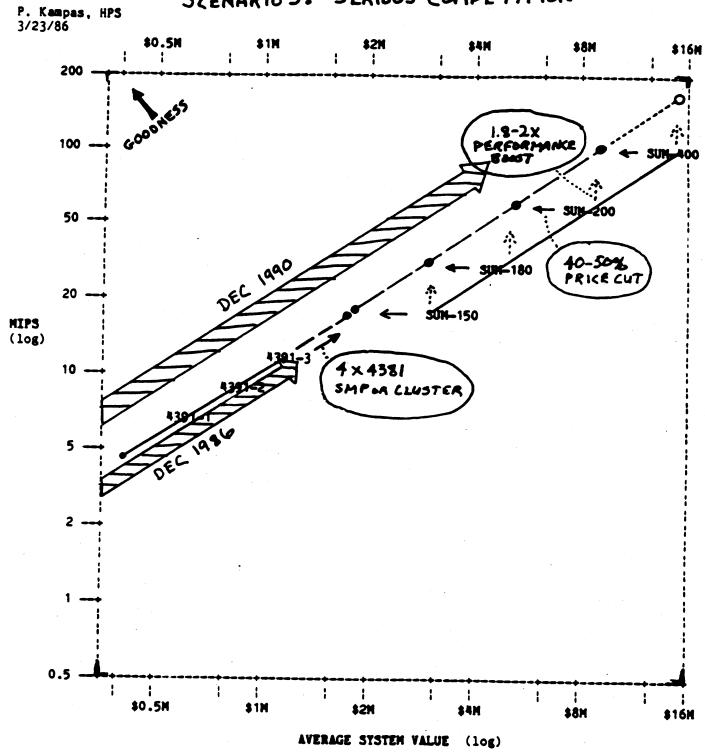
\$16M - SUM+ 400

## IBM LARGE SYSTEMS POSITIONING: 1970-1990 SCENARIO 3: SERIOUS COMPETITION



IBM LARGE SYSTEMS POSITIONING: 1970-1990

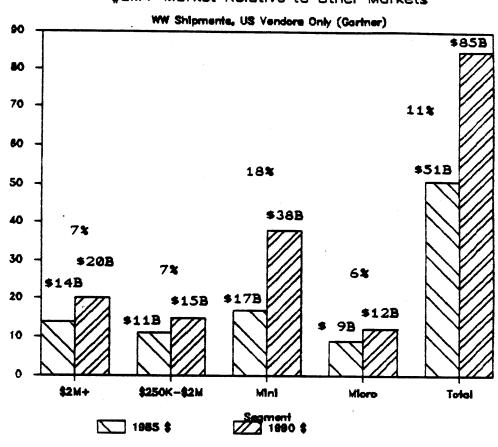




#### MARKET DATA

- Large market \$20B in 1990, 24% of total
- Low growth 7% CAGR
- Technical segment \$4B in 1990, 15% CAGR
- Dominated by IBM and PCMs -87% of revenues
- Almost all systems run traditional, commercial production applications 93%
- All \$2M+ mainframes are purchased as replacements or additions to existing mainframe installations

\$2M+ Market Relative to Other Markets



### Mainframe Market Relative to Other Systems Markets

## (WW Shipments, US Vendors only) Revenues(\$B)

#### Excluding Software and Services

	1985	8	1990	ક	CAGR
Mainframe(\$2M+)	\$14B	27%	\$20B	24%	7%
Mainframe(\$250K-\$2M)	\$11B	22%	\$15B	18%	7%
Mini	\$17B	33%	\$38B	45%	18%
Micro	\$ 9B	18%	\$12B	14%	6%
TOTAL	\$51B	100%	\$85B	100%	11%

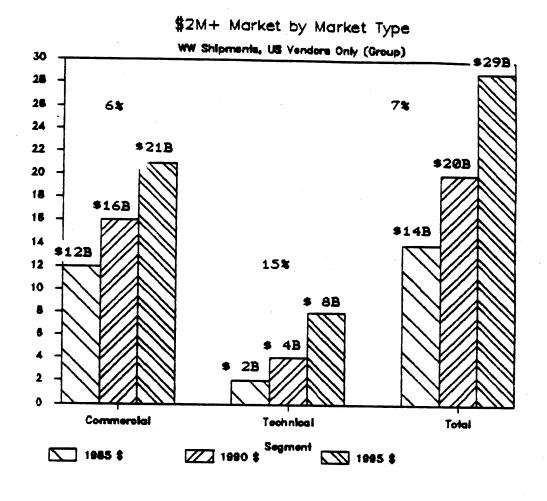
ASV in the \$2M+ bracket is \$5M

Digital growth from LRPs is 27%

Gartner

- Represents only hardware revenues. Software and services excluded.
- Software and services represent approximately the same amount of revenue
- The mainframe end of the market grows at a much smaller rate than the minicomputer end that we are familiar with
- The \$5M average system value in the \$2M+ bracket indicates that the market spans a very large size range



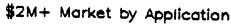


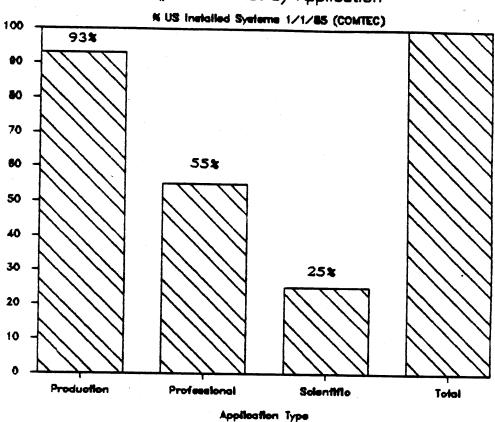
## \$2M+ Mainframe Revenue by Market Type -----(WW Shipments, US Vendors only) 1985 Revenues(\$B)

	1985	1990	1995	CAGR
Commercial Technical	\$12B \$ 2B	\$16B \$ 4B	\$21B \$ 8B	6%
TOTAL	\$14B	\$20B	\$29B	15% 7%

Team consensus

- The is lower than average growth in the commercial segment of the mainframe market
- In spite of much higher than average growth in the technical segment, it will continue to be much smaller than the commercial segment for the foreseeable future





## Segmentation by Application

## (Large Systems \$2M+) % US Installed Systems as of 1/1/85

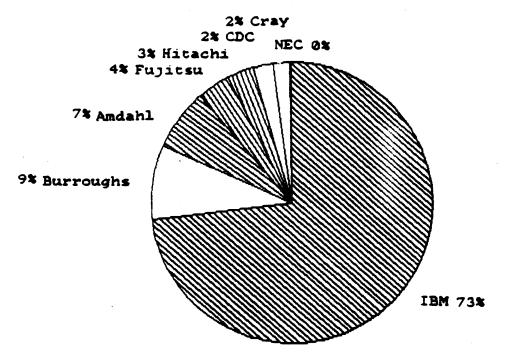
	Application	% of all Systems
Production	On-line TP Accounting Data entry Data Base Mgmt Total	- 72% - - 93%
Professional	Time Share Distrib. Proc. Word Proc. Total	- - - - 55%
Scientific	Total	25%

Percentages do not add up to 100% because of systems running multiple applications

COMTEC

- Percentages add up to less than 100% because a single system may run applications from several classes
- 93% of mainframes run traditional mainframe production systems, and 72% run accounting
- 55% run professional applications, most probably because of "excess capacity"
- 25% run scientific applications, statistics, modeling, simulation, etc.

\$2M+ Market by Vendor WW Shipments, WW Vendors (Infocorp)



## Market Segmentation by Vendor

(WW Shipments, WW Vendors) 1985 Estimate, \$2M+ Systems

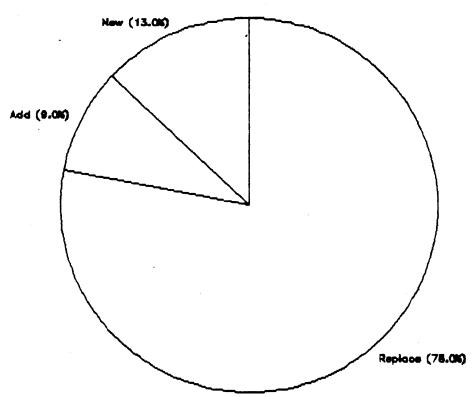
Vendor	Revenue	Share
IBM Burroughs Amdahl Fujitsu Hitachi CDC Cray NEC	\$10,890M \$1,275M \$1,051M \$568M \$442M \$345M \$285M \$285M	73% 9% 7% 4% 3% 2% 2%
Total	\$14,884M	100%
PCMs	\$ 2,061	14%

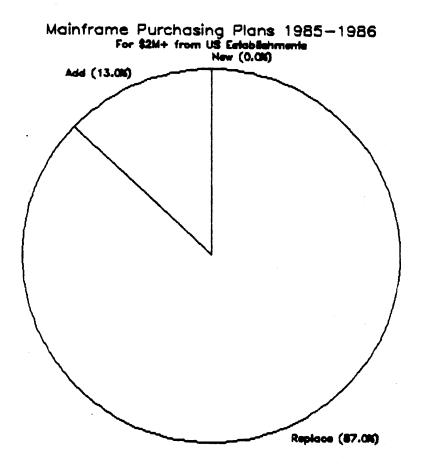
IBM+PCMs = 87% of total

Infocorp Forecast

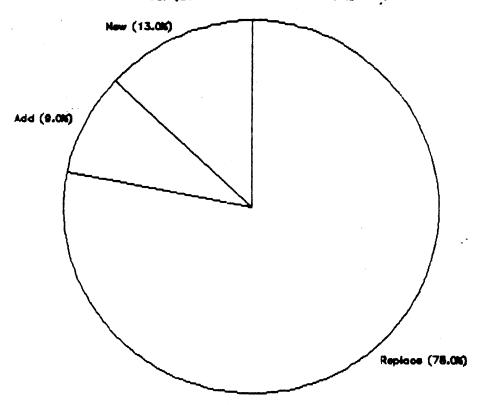
IBM and PCMs account for 87% of the revenues
Burroughs is the only significant non-IBM-compatible vendor

Mainframe Purchasing Plans 1985-1986
For \$250K+ from US Establishments

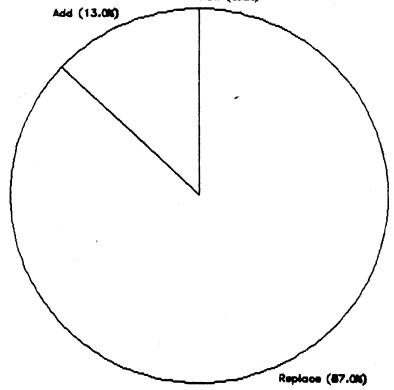




Mainframe Purchasing Plans 1985-1986
For \$250K+ from US Establishments



Mainframe Purchasing Plans 1985-1986 For \$2M+ from US Establishments New (0.06)



#### Mainframe Purchasing Plans

(US Establishments planning to purchase during '85-86)

	% \$250K+ units	% \$2M+ units
Replace	78%	87%
Add	9%	13%
New	13%	0%

COMTEC

All initial mainframe purchases are systems smaller than \$2M

Most mainframes in the \$2M range are purchased by mainframe installations

#### Market Data

Large market - \$20B in 1990, 24% of total

Low growth - 7% CAGR

Technical segment - \$4B in 1990, 15% ĆAGR

Dominated by IBM and PCMs - 87% of revenues

Almost all systems run traditional, commercial production applications - 93%

All \$2M+ mainframes are purchased as replacements or additions to existing mainframe installations

## Requirement & opportunity summary

#### NEEDS

- Office and manufacturing have no need for a large monolithic system
- Engineering & science need systems with very high disk & floating point performance & good price/performance
- MIS needs a commercial transaction processing, information center, and production system

#### OPPORTUNITY

- Small outside the MIS area
- Represents the tail end of a large opportunity in the \$1M to \$2M space

## Requirement and opportunity summary

(continued)

- Critical investment areas
  - Production system applications
    Transaction processing
  - Scientific application performance Vectors
  - System/peripheral reliability and performance
  - Balanced system performance MIPS MFLOPS Single channel disk I/O
- All these investments are needed even if we do not build a monolithic \$2M+ system

Purchasing criteria (market groups)

- Ability to do the job
  - Applications
  - Performance

ESG, LDP; Application turnaround MIS: Transactions per second

OIS: Number of users supported

## **Purchasing Criteria**

#### (continued)

- System reliability
  - Application MTTR most critical
  - Application MTBF close to a year
- Vendor recognition
  - Business partner
  - Viable

Committed to solving their problems Dependable

		O,I S	ESG	MFG	LDP	MIS
Perform	reliability	* *	* * *	*	* * *	* * * *
OIS	Approach - Integ Capacity and ab Ability to supp	ility to	grow	s of use	rs	
MFG	Adequate systems Recognition as a Application supp Interna Third pa	viable ve port	endor ations d	d - reli	_	
SCI	Complete solution System reliabile Support					
ESG	Performance Functionality ( Reliability	of app	lication	s)		
	Ability to do jo Reliability of s Service Capabil	system	formance	in M/GFI	LOPS	

## \$2M PLUS PROJECT Barriers to Digital success

(Market groups)

- Perceived system reliability
  - MTBF to short
  - MTTR to long
  - Greatest problem with peripherals
- Image/recognition
  - Business partnership
  - Not viewed as a commercial vendor
  - Ability/commitment to provide "fail safe" service

		OIS	ESG	MFG	LDP	MIS
Perceiv Ability	recognition yed reliability y to sell ate solutions	* *	*	*	*	*
OIS	Digital not v applica Digitals abili "servic	tions ty/commi	_			mainstream "fail safe
MIS	Investment in e Lack of image Lack of softwar	existing e as a	Commerci	ial IS ve		
ESG	IBM entrenchment Application eit Digital's repu to do	her run	or poor			computers lifficult
ESG	Ability to prov Perceived probl Ability to main	ems with	n system	reliabil	lity	

Investment/system requirements (Mkt. groups)

- Applications
- Floating point performance Vector H/W
  - Transparent, Automatic Decomposition/ Vectorization
- Transaction processing

## Investment/system requirements (Mkt. groups)

- Disk I/O
  - Throughput to application
  - Backup performance
- Reliability
- System management
  - Large databases

		OIS	ESG	MFG	LDP	MIS
Perform Perform	tion processing ance, MFLOPS/MIP ance, Disk ic Decomp./Vect.	S	*	*	* *	* * *
MIS	Storage 6-8GB/M Transaction prod Dramatically ind	cessing	@ 150 TP reliabil	S ity		
Recommends investing in distributes processing  SCI  Project-oriented sales teams Application throughput single job 400 MFLOPS						
ESG	VAX fortran comp High reliability Fast memory/disk SMP	patibili 7	B/SEC si ty	ngle cha	nnel I/O	

# Opportunity for Digital (Market groups)

	1990	1995
	units	units
Manufacturing	10	30
Engineering	20	35
Office	20	50
Science	32	60
MIS	340	700
TOTAL	422	875
Market share	4.4%	6.4%

- No cluster add-ons included
- System value over \$2M

#### Requirement and Opportunity Summary

#### Needs

Office and Manufacturing have no need for a large monolithic system

Engineering and Science need systems with very high disk and floating point performance with good price/performance

MIS needs a commercial transaction processing, Information Center and production system

#### Opportunity

Small outside the MIS area

Represents the tail end of a large opportunity in the 1M to 2M space

### Requirement and Opportunity Summary

Critical investment areas

Production system applications

Transaction processing

Scientific application performance

Vectors

System/peripheral reliability and performance

Balanced system performance

MIPS

MFLOPS

Single channel disk I/O

ALL THESE INVESTMENT ARE NEEDED EVEN IF WE DO NOT BUILD A MONOLITHIC \$2M+ SYSTEM

### RISKS

- Program incomplete before product
- Retaliation by IBM
- Japan
- Opportunity risk