

Windows Customer

Mikeheb can you help?

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Messages:

From richie Tue Mar 12 21:09:38 1991
To: bobau brades mikemar paulina rusew steveb
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Subject: PM: Goldman Sachs
Date: Tue Mar 12 21:08:23 PDT 1991

I spent a long time on the telephone today with David Flauman, from Goldman Sachs. They have been classified as a "problem account" after a recent visit from the local sales team, Michael Hebert, David Goodhand and Darden Moorefield.

Goldman had a pretty negative reaction to Microsofts revised systems strategy where they interpreted it as us saying PM was dead. This steamrolled into them questioning MS commitment to this corporate account. Given MS had taken them down the PM path they felt they had been abandoned.

This reaction prompted the sales team to request some senior level support my role today was to unravel the issues and see if we could address them first.

Bottom line: We dont need to rush an exec to Goldman, however there are still some political and product specific issues to be resolved. Particularly in the "if we decide to go to Windows how will MS help us" area. I think that the IT group are losing political ground, and the guy we have to get to, to understand if there are any real issues, is Rick Adams (CIO). Steveb, you are the executive partner on this account, I will work with the sales force and Flauman to get a better feel, and see if a phone call from you would save all this energy expenditure.

Summary: It turns out that there is more than meets the eye in this situation. There is some interesting politics at play here. First of all it appears that the information technology team at GS has been losing political power. Jim Burns, Flauman's boss was not offering a partnership, and recently there have been business units questioning the value of the solutions that IT have been building. (This could be partly explained by the ground swell of Windows at the account, 2000 workstations). I think that some of the hostility is driven by this shifting political sands and Flauman looking for a scapegoat; Rick Adams (CIO and Partner) is very positive about MS, and can be seen as an ally in the account. That said, Goldman are still representative of a very visible account that have written to PM and are questioning its future and how MS will help them in a transition to Windows, or supporting and enhancing PM in the future.

Goldman claim that they need preemptive multitasking and multiple threads for the Trader Workstation project, and its communication requirements. They would be interested in Win32, if MS had a plan to help them get there. Otherwise they will stay with OS/2 PM for a short period of time and move to Unix. They dont trust us right now, Flauman repeatedly told me that we have low credibility in this account. Again I think we have to separate out if it is low credibility with Flauman/IT, or with Goldman in general.

Detail

Goldman have a significant investment in PM, they have been writing PM code for over three years and they have a traders workstation application that has been deployed on 150 machines.

OS/2 issues

- Given that we (MS) currently dont plan to improve PM, means two things to Goldman,
1) Microsoft are going back on the promise we made four years ago that the future was PM
2) PM is dead, and they are left with a core business application on a dead platform.

The screw was tightened today when they got news from Sybase (considered a technical partner of Goldman's) that their TCP/IP net lib and OS lib products would be available on Windows first, despite the fact that the OS/2 version went into beta before Windows. Sybase explained that they had realigned development priorities. This basically shafted the trader workstation plans as they wanted integrated database support to Sun servers, however it made the windows community very happy.

Goldman are also very confused about the positioning of OS/2 2.0 vs OS/2 3.0. They bought an SDK a year ago from us when we were telling everyone that OS/2 2.0 was the version of OS/2 they had been waiting for for four years, now we are saying that OS/2 3.0 is the platform for mission critical server applications. (I explained the differences, and Flauman bought it, however he feels that OS/2 3.0 will be '94 product, and they might as well go to Unix in the interim, this is at the server of course)

I asked him if he had got an early beta of OS/2 2.0, he told me that because they do not buy IBM hardware (Compaq) that IBM have been slow to respond to their requests of early code. However they are promising it! If they were to go to 32 bit Windows, they think it is a long wait, and they want tools to help them do it. (I asked Flauman to think about what tools, and support he would expect, and what he would be prepared to pay for. I talked about the resource converter and the possible API document, he liked the sound of both of these.)

The sales team pointed out that the PM developers are very sensitive, as they feel that they may lose their job if Goldman go to Windows. (I got the sense from Flauman that Microsoft was not on his developers Christmas card list).

Windows issues

Goldman feel that the Windows platform today is inferior to OS/2. This is a technical statement, where they feel that the PM API is superior to the Windows API. He sighted UAE horror stories, and the fact that they are trying to get Windows working with TCP/IP and ODBC. (They have decided that ODBC is not for them, and they will go with Sybase. (They have SQL on SUN boxes, Flauman said if he could show him SQL, on LanMan with TCP/IP he would be very interested). They are primarily a Novell shop, however they would like to standardize on LanMan, but with TCP/IP as the primary protocol stack.

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Leaman feels that Goldchen have got Windows running out of steam, they have three terminal emulators running with market info and Reuters data feeds, when they add their database app, he claims the 386 machine just dies. I think we need a better understanding of exactly what is going on on application wise. Mikehab, can you give us that from the field??

arden issues

Leaman started flaming at us because we told him that disk mirroring would be in LanMan 2.0, which it is. Unfortunately it was not what he expected. In that we do not mirror the boot partition, so if the disk with the boot partition is to fail, then the machine cannot be brought back up. (I was surprised to learn that they had 2.0 beta and did not test this, but I also have not tried this, and don't know if it will be fixed in 2.1, David??). However he proceeded to tell me about Goldchen hiring a consultant to fix Novell's IPX.obj, and some drivers, thinking Novell would want to pick them up, and they proceeded to turn them down. So he is worried about TCP/IP and IPX, and its stability.

is is very interested in Microsofts TCP/IP plan, and how that will be supported at the client end. (Vessas can we talk)

In summary then the hot items are:

- 1) How would we help them get to windows fast.
- 2) understanding what is breaking in windows today
- 3) disclosing our SOL/Lan/TCP/IP plans early.
- 4) building credibility

Richard

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