

# IMPACT



## INFORMATION MARKET

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### Bring information to users! Don't wait for them to come

In Europe there are some 20 million personal computers. But there are less than a million connected to modems for communication at speeds up to 1 200 baud. The number of regular users of online databases may be only a fraction of this. These numbers are tiny compared with the European population of information or knowledge workers. Today those who use information account for a substantial part of the total working population.

Why is there such a small uptake of advanced electronic information systems?

Non specialists are too often confronted with technically complex systems and difficult access to networks. Many managers and other workers still prefer to receive information on paper — even from databases.

The answer, according to DG XIII-B director Cornelis Jansen van Rosendaal, is to create systems and services which BRING information to the user rather than the user having to search the services for what he or she wants.

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## Big IMPACT for proposals call

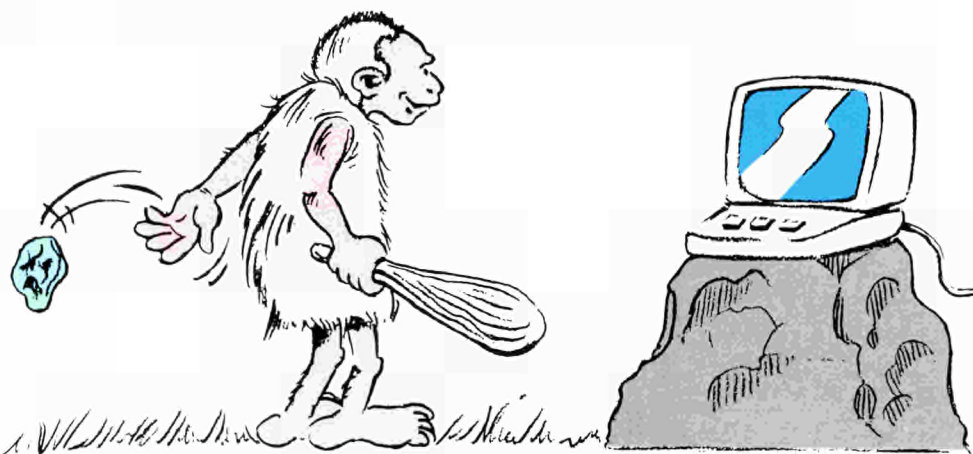
Some 166 proposals were received in response to the IMPACT call for proposals by the closing date of 28 February. Four subject areas were involved: image banks, intelligent interfaces, tourism information, patents information and information on standards.

The large scale demonstration and pilot projects envisaged in these proposals aim to make

use of economies of scale in the European market. Forty seven envisage the creation of image banks, 46 involve intelligent interfaces, 41 are in the priority area of tourism information, 25 on information on standards and 7 involve patents. Some 680 organizations coming from all Member States of the Community are involved in the proposals.

In all some 430 Million ECUS is implied in the proposed projects, with a requested Community support of 147 MECUs. The initial phase of the IMPACT programme itself, unfortunately, has only a budgetary envelope of 20 MECU for two years. The Commission is now involved in evaluating and selecting projects in consultation with the Senior Officials Advisory Committee (SOAC).

## InfoAge: defining the needs for Tomorrow's Information Society



What will be the needs of tomorrow's users of information products and services? How can information service providers satisfy these needs? How can the application of information technologies and telecommunications make this possible? What rôle might the European Commission play in bringing about possibilities?

To help analyze, define and formulate the future programme of the European Information services Market, IMPACT II, the Commission has signed a contract with an Anglo-Dutch consortium, Flint.

The study has as prime contractor, White Waghorn Ltd and is assisted by the Dutch information technology consultancy and software house BSO, Buro voor Systeemontwikkeling, Romtec plc, market research and marketing consultants, University of Salford, Cavendish Tricorn Ltd. According to Mr. Bill Wag-

horn, the project leader, the principal objective of InfoAge contract is the development of a successful European 'information economy'. "To that end," he says, "we shall be looking to the years to come and working out with the Commission on ways to provide 'universal access to information at affordable prices to the benefit of the user' and to enhance European competitiveness overseas."

Wer sind Sie?

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Contact: Mr. Bill Waghorn  
White Waghorn Ltd  
17 Cator Rd,  
London SE26 5DT  
Tel.: +44 1 676 8889

## Bring principle for information services

(from page 1)

We choose our daily newspaper because it brings a mixture of the news we want to read for information, entertainment and reflection. The same is true for professional, trade or technical magazines.

Advanced information systems should offer various services for different target groups of users. These should be based on preselection and editing by the information provider taking into account the specific information needs or profiles of such a target group. They should bring exact, concise, appropriate and timely information which is needed for decision-making or for better job performance.

The European Commission has supported a number of electronic journals in its DOCDEL projects. Delivery was offered to electronic mail boxes or in printed form. The reader not only had his news as soon as he switched on his personal computer but was able to sort and stock the information he wanted to keep in an efficient electronic manner. Or the printed copy could be in his IN-tray on arrival at the office.

The database TED, Tenders Electronic Daily, on ECHO offers a service like this for Telex customers. A telefax service will be introduced towards the end of the year.

A number of other databases and services offer automatic information retrieval. The electronic mail based, Finstat,



DG XIII-B Director Cornelis Jansen van Roosendaal

offers key share information, gilts, unit trusts, currency information which can be downloaded to the customers machine ready for use in the morning when he arrives to start work.

Electronic mail is not the only medium that can use this technique. The centralized videotex systems such as the German and British ones, have the possibility for users to receive and send messages to multiple clients.

American operators are already offering BRING services. Dow Jones has a service which delivers the news to its customers and allows them to converse in English — via a multimillion dollar computer interface — rather than in esoteric retrieval computer language. SDI, selective dissemination of information, using a standardized search is a well known technique but the latest products not only

collect information according to defined rules but insert them into word processing or spread sheet software auto-

matically. The customer can ask normal language questions for supplementary information.

Dow Jones is also revolutionizing its charging policy. Companies subscribing to the new service will — like ESA/IRS — no longer be charged on an inefficient time based scale. Dow Jones will levy charges based on the number of computers on a local area network.

The bring principle is expected by many insiders to reinforce the breakthrough of electronic information services from the relatively small market of specialists to the much larger market of workers who need better information to do a better job.

## Bring me buyers....

"I need 5000 computers!" That's just the words you would like to hear if you had a warehouse full of computers for sale.

Who will bring you that welcome message?

The answer is **TED**, Tenders Electronic Daily. TED is an innovatory database on ECHO. YOU tell ECHO what you have for sale. TED tells you who wants it.

ECHO will send you daily telexes telling you who is asking for your product or service in whatever country you define. You can also set up your computer so that it can present the database with your requirements and you will receive any answers to disk.

With the approach of 1993, the Commission (DG XIII/B) wants to help companies col-

laborate across national borders. The Bring principle for information provision can have a number of uses for companies.

Businesses should take an interest not only in what tenders were called for but in who gets the contract. **TED** now supplies an archive of previous tenders, giving details about who made the winning bid. This is of more interest than morbid curiosity for other companies. They can contact the winning company and offer to supply subcontracted services, knowing that it has a signed and sealed contract.

As an innovatory host, ECHO will be offering other services based on the bring principle. They will save the customer a lot of work in the coming age of information overload!

## TED Telex service

The customer pays just for the number of calls for tender that ECHO sends him or her. Depending on the format chosen, the customer pays according to the following tariff:

Short (giving only the title and deadline) 2.00 ECU

Standard (giving administrative data as well) 3.50 ECUs

Full (full text from Official Journal) 7.00 ECUs.

Brokers are charged 20 per cent extra.



Information Market  
Marché de l'Information  
Informationsmarkt  
Mercado de la Información

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incorporating  **DIANE NEWS**

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Comments and inquiries to:  
Commentaires et renseignements à:  
Fragen und Bemerkungen an:

## European law

"Council resolution of 14 October 1988 on the limitation of the use of chlorofluorocarbons (CFC) and halons". That is the title of an entry in **Jusletter** a new database on ECHO, when you type **FIND OZONE**



A 16 line abstract gives an explanation and Official Journal reference of Community action to save the ozone layer following the Montreal agreement.

The twice weekly **Jusletter** contains more than legal information on the environment. Summaries include initiatives and decisions taken by the Community in relation to

- institutions
- free movement of persons
- free movement of goods and services
- competition
- social security, living and working conditions
- health protection
- culture, education, vocational training
- consumer protection
- taxation and currency

The **Jusletter** is available in both English and French versions.

ECHO and the database producers, l'Association pour la diffusion de l'information juridique, wish to encourage the use of the information. A public password **JUSE** (or **JUSF** for the French version) entered as you logon to ECHO will give you access to past and present judicial information. For online help, just type **INFO JARE** which gives you aid on the Jusletter archive records and the current newsletter (**INFO JARF** for French).

## Vocational training

**Tecnet** is a database created by the European Centre for Work and Society, Maastricht, Netherlands, and gives detailed information on the demonstration projects that are currently part of the Eurotecnet network. These projects were put forward by Member States and represent a reasonable cross-section of training approaches in the field of new information technologies and vocational training. The database is the complement of the second abridged edition of a compendium of information gathered by questionnaire. It covers such topics as educational setting, target groups, aims and contents, methods, training of trainers and relations with other projects.

## Formation professionnelle

**Tecnet** est une base de données, créée par l'European Centre for Work and Society, décrivant les projets de démonstration du réseau Eurotecnet. Ces projets, sélectionnés par les douze Etats Membres, sont représentatifs des approches pédagogiques dans le domaine des nouvelles technologies de l'information et de la formation professionnelle. Cette base de données est le complément de la deuxième édition d'un compendium réalisé sur base d'un questionnaire et couvre des sujets tels que le contexte éducationnel, les groupes cibles, les objectifs et les méthodes, la formation des formateurs et les rapports avec d'autres projets.

**Eurobrokers**  
B.P. 2761  
L-1027 Luxembourg  
Tel.: +352 45 47 21-227  
Fax: 352 45 47 27  
Telex: 60538 ARLPD LU

## Biorep for biotech research

**Biorep** is a database now available free on ECHO designed to help scientists and policy makers needing information on current biotechnology research projects. By making known the research activities that have just begun, the database will help avoid duplication of resources and encourage collaboration across the Community. A systematic classification and indexing system also helps to ensure the bringing together of related research projects.

The implementation of **Biorep** by the Royal Netherlands Academy of Arts and Sciences in Amsterdam with the support of the Commission (DG XIII), follows a one-and-a-half year exploratory and technical preparation. Starting with data from Ireland and the Netherlands in January 1989, the database will be expanded to cover some 70 per cent of publicly

funded biotechnological research projects (some 7000 projects) in the first coverage. The database will include descriptions of projects of the Biotechnology Action Programme (BAP) of the Commission (DG XII) and projects to be submitted to the European Molecular Biology Laboratory (EMBL) at Heidelberg.

Updating of the database takes place on a regular basis so that the database is reviewed entirely throughout the year. Norway, Sweden and Finland are interested in participating in the next stage of the project. A Biorep Newsletter is issued by the database producer.

**Contact: Mr. H Laliou**  
Royal Netherlands Academy of Arts and Sciences  
Joan Muyskenweg 25  
P O Box 41950  
NL- 1009 DD Amsterdam  
Tel: +31 20 668 5511  
Fax: +31 20 668 5079



# ECDIN

The EC  
Commission's  
data bank

## Environmental Chemicals Data and Information Network

Offers easy access for factual data on chemicals and their impact on man and on the environment.

For more information fill in and return to.

## DC host centre

I/S DATACENTRALEN af 1959

Retortvej 6-8, DK-2500 Valby, Copenhagen, Denmark  
Phone: (451) 46 81 22, Telex: 27122 DC DK

Organisation: .....  
Name: .....  
Address: .....  
Country: .....  
Phone: ..... Telex: .....

I wish to have more information   
I wish to attend a training course   
\* Preferred country/city: .....

## Dangerous substances

A new database with the gripping title, **EECDNG**, based on the handbook **EEC Regulations on marketing and the use of dangerous substances and preparations** is now available on Questel. Such substances are referred to by their EEC number, CAS registry number and chemical name. Indications of danger, risk and safety phrases are included in nine official Community languages.

Questel have also produced a software package, **Darcchemlink** which will help customers formulate their chemical queries offline. This helps minimize the time spent online and facilitates chemical structure searching.



Contact: Télésystèmes Questel  
83-85 Bd Vincent Auriol  
F-75013 Paris  
Tel: +33 1 45 82 6464

## Beilstein and Molkick

**Beilstein** is a major structure and factual database in organic chemistry. The first release comprises more than 350,000 heterocyclic substance records. These records contain the critically reviewed and evaluated documents from the Beilstein handbook of organic chemistry, basic series and supplementary series 1 to 4. This covers all the literature from 1830 to 1959. Search possibilities include full structure, and substructure as well as data searches (numerical, keyword, string) which can be performed in combination.

**Molkick** is the Online '88 award winning software package employing a memory resident query editor with an easy-to-handle graphics input

system using a mouse. Searching is also facilitated by **Sandra**, a structure and reference analyzer, and **Argos**, for automatically representing graphs of chemical structures. In inorganic chemistry, **GFI**, the Gmelin Formula Index database comprises 20 index volumes plus abstracts and bibliographic details from the Complete Catalog.

The dangerous goods database, **Gefahrgut** which has details of substances, appearance, composition, and safety measures and procedures following accidents is now available on CD-ROM in German.

Contact: Springer Verlag  
Postfach 1052 80  
Tiergartenstr 17  
D-Heidelberg 1  
Tel: +49 6221 487 0 D

## Arab world online

The Dubai-based Al Bayan Press has created an **Arab information bank** containing some 50 000 articles on such subjects in the Arab world as economics, energy, financial data, health, education, transportation, communications, culture, religion, industry, social issues, politics, international relations, Arab-Israeli

relations. A team of editors translates articles into English from various Arab newspapers. The Al Bayan group also assures the communications link via satellite to make the database available worldwide.

Contact: Genios  
Postfach 11 02  
Kasernenstr. 67  
D-4000 Düsseldorf  
Tel: + 49 211 83 88 184

## Book finding

Online help in locating journals, newspapers, conference proceedings, monographs and dissertations is available at the **DBI**, Deutsches Bibliotheks-institut. Publications can be tracked down worldwide, in all languages, current or out-of-print dating back to the 16th or 17th centuries. The host offers a number of databases to this end: **VK** the Union Catalogue of machine readable data of German libraries, **ZDB**, a serials database, **GKS**, the Union list of conference proceedings, **NZN** Lower Saxony serials catalogue, **ZBSB** the serials catalogue of the Bavarian State library. The databases can be interrogated using **CCL/Grips**.

Contact: DBI  
Bundesallee 184-5  
D-1000 Berlin 31  
Tel: +49 30 8505 199

## Infolink

Information is the key to successful management, says **Infolink**. In order to support such functions as finance, marketing and sales, **Infolink** provides a commercial file on 1.2 million British companies and 1 million non-limited businesses, sole traders and partnerships. Cross referencing provides fuller information on directors and individuals. The **Infolink** consumer file provides accurate and comprehensive information on 42.5 million individuals at 23 million addresses, the National Credit Register of positive and adverse information and bankruptcy information from County courts, defaults credit transactions and previous searches by subscribers.

Contact: Infolink  
Coombe Cross  
2-4 South End  
GB-Croydon CR10 1DL  
Tel: +44 1 686 7777

## Jobs in life sciences

**Biosis** is now getting extra attention from life science information seekers; a **Jobline**, featuring employment opportunities has now been added to **Biosis connection** online service. The database provides worldwide listings of classified employment in all life science disciplines, including academic, industrial and government openings. Jobs can be sought by job title or description, company name or by scientific field, geographical area or educational qual-

ifications. The file is updated weekly and postings are free of charge.

Other recently added files include: **AIDS in focus** and **BioTheses** a four year back file of recently accepted and hard-to-find doctoral dissertations and masters theses in the life sciences. **BioTheses** is a derivation of **Dissertation Abstracts**.

Contact: Biosis  
2100 Arch Street  
Philadelphia PA 19103-1399  
Tel: + 1 215 587 4800

## Pharmaceutical decisions



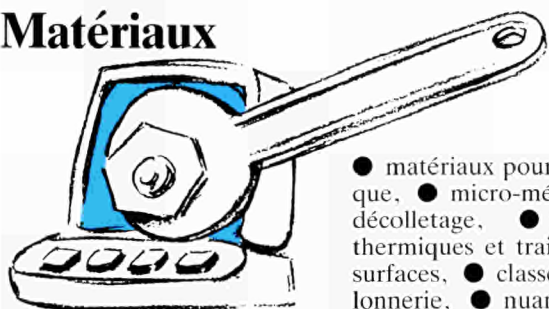
**Imbase** is a host specializing in online support for pharmaceutical business decisions. The file, **Adis**, for example, provides instant tabulations showing the essential features and potential impact of a competitor's clinical trials, and thus gives insight into his marketing strategy and product positioning. The file also provides a means of evaluating the place of candidate products, training representatives and detailmen, and

checking the significance of potential and actual adverse drug reactions. Summaries of foreign language reports and letters in journals are supplied. Details of locations and means for clinical trials are also supplied on the file.

**Imbase** has a menu driven, routine search system which requires little time spent on training or practice.

Contact: IMS AG  
Gartenstrasse 2  
CH-Zug

## Matériaux



**Vulcan BDM** est une banque de données sur les matériaux et leurs traitements, mise en service par l'AFNOR, Association Française de Normalisation, et par le C.T.DEC, Centre Technique de l'Industrie du Décolletage. Conçue pour être utilisée par les bureaux d'études, de méthodes, d'achats, de service qualité, de documentation technique et ateliers de production, Vulcan BDM fournit l'information utile dans les domaines suivants:

- matériaux pour la mécanique,
- micro-mécanique et décolletage,
- traitements thermiques et traitements de surfaces,
- classes de boulonnerie,
- nuances étrangères,
- nuances commerciales,
- usinage,
- sélection de fournisseurs et
- sélection de nuances en fonction de données générales.

L'accès Minitel est assuré par le 36.13.

**Contacteur: AFNOR**  
Tour Europe Cedex 7  
92080 Paris La Défense  
Tél: +33 1 42 91 55 55  
Fax: +33 1 42 91 56 56  
Télex: 611 974  
C.T.DEC  
B.P. 65  
F-74301 Cluses Cedex  
Tél: Numéro  
vert 05 09 26 69

## Cedocar

Pour répondre aux questions de la recherche et de l'industrie, le serveur Cedocar offre des bases de données multidisciplinaires et spécialisées comme: **Fiesta, Aero, NTIS, INSPEC, Metadex, Materials business file, Compendex, EI meetings and DM & T** (on defence markets and technologies). Cedocar offre également: recherches bibliographiques à la demande avec l'assistance d'une équipe d'ingénieurs analystes spécialisés

par discipline technique, économique et juridique, ainsi que la diffusion sélective d'information (DSI) et de notices sélectionnées par thèmes (NST).

Les bases de données sont accessibles en ligne par le réseau Transpac ou par le réseau Télétel.

**Contacteur: Cedocar**  
26 Bd Victor  
F-75996 Paris Armées  
Tél: +33 1 45 52 4321  
poste 8410

## Les entreprises en ligne

**EKOL**, European Kompass on line, est une banque de données portant sur plus de 300 000 entreprises industrielles et commerciales implantées en Europe, et recensées dans les fichiers Kompass: identité, activités, services, décideurs, effectifs. Dix différents critères de recherche donnent une grande souplesse à l'interrogation; le plus important est l'accès par la nomenclature européenne normalisée (5 chiffres) de plus de 2000 branches d'activités. Le dialogue est disponible en cinq langues: français, anglais, allemand, espagnol et italien.

Un Disque compact, créé avec le soutien de la CCE (DG XIII), **EKOD**, European Kompass on Disc, comportant 300 000 entreprises de 12 pays européens et offrant l'accès par la nomenclature européenne normalisée de sept chiffres de plus de 100 000 produits ou services sera commercialisé courant 1989.

**Contacteur: SNEI S A**  
22 Ave Franklin  
Roosevelt  
F-75008 Paris  
Tél: +33 1 43 59 37 59  
Fax: +33 1 45 63 83 49  
Télex: 644911

## Journaux officiels français

Le Journal Officiel Electronique, **Joel**, permet l'accès aux informations contenues dans l'édition papier du J.O. sur les six dernières parutions. **Joel Lois et Décrets** est disponible chaque jour dès 8 heures, et fournit l'information législative et réglementaire (textes généraux et mesures nominatives). **Joel Associations** donne chaque mercredi les déclarations d'associations (Loi de 1901); **Joel indices** actualise les principaux indices économiques et les indicateurs sociaux y compris le SMIC, l'indice mensuel des prix; **Joel avis de concours** contient le calendrier des avis de concours de la Fonction Publique, des armées, et de certaines collectivités territoriales; **Joel traitement des fonctionnaires** a été créé pour les services de gestion et de paie des administrations et des collectivités locales et contient les barèmes et calculs des traitements de la fonction publique.

**Joel services pratiques** contient un catalogue de publications, la composition du gouvernement et des cabinets ministériels, la composition des préfectures et des tribunaux administratifs. Les services **Joel** sont disponibles sur le minitel 36 15: code JOEL 5.

La base de données, **Balo** fournit les références des sociétés publiées au Bulletin des Annonces Légales Obligatoires, ainsi que la publication des chiffres d'affaires trimestriels comparés.

Derrière le sigle barbare **Boamp** se cache un gisement d'informations indispensables pour les entreprises. En effet, tous les appels d'offres supérieurs à 800 000 FF sont répertoriés dans le Bulletin Officiel des Annonces des Marchés Publics de l'Etat et des collectivités locales sont tous les appels d'offres supérieurs à 800 000FF.

**Bodacc**, le Bulletin Officiel des Annonces Civiles et Commerciales, est la seule source officielle à vocation nationale, qui assure la publicité légale des sociétés et fonds de commerce immatriculés au registre du commerce. Quelques 600 000 références nouvelles sont ajoutées chaque année et la base est mise à jour quotidiennement. Elle est disponible sur Télésystèmes Questel et sur G.CAM serveur.

**Contacteur: Direction des Journaux Officiels**  
26 rue Desaix  
F-75727 Paris Cedex 15  
Tél: +33 1 45 78 61 39

## Dernières nouvelles



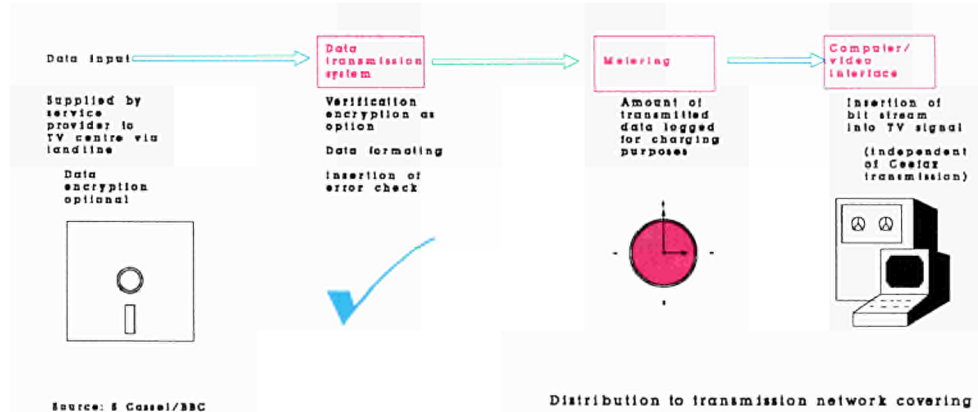
La base de données de l'Agence française de la Presse (AFP). **Agora** est subdivisée en cinq bases accessibles séparément. **AGRA** traite de l'ensemble des informations, françaises et internationales, diffusées par l'AFP dans son service général par télécopieur. **AECO** des informations économiques et financières, **ASPO** des informations sportives, **ADOC** des informations à caractère documen-

taire: biographies, chronologies, textes de références, listes de gouvernements et **AFPE** groupe l'ensemble des informations de l'AFP en anglais.

Les services AFP sont disponibles sur le serveur G-CAM.

**Contacteur: AFP**  
13-5 Place de la Bourse  
F-75002 Paris  
Tél: +33 1 42 33 44 66  
Télex: 210064

## Info services through the air



Information services taking advantage of the already installed infrastructure of data broadcasting are beginning to expand rapidly. Rather than using the terrestrial data networks which are still largely controlled by PTT monopolies, such data broadcasting services work out efficiently and do not entail customers having to access packet switched data network nodes which may be some distance from their place of work.

In the U.K., for example, the BBC run Datacast service offers a tariff of only 3.8 pence per kilobit of customer data. On the British Telecom national data network PSS might cost a fraction of this for the time and volume charges, but there would be other costs to add such as a local telephone call to the node and of registering for an NUI (network user identifier).

For volume use the price becomes very competitive. For just over £1100 plus VAT, unlimited use of the London International Stock Exchange financial information service, Market Eye can be supplied. The price includes all rental charges on the equipment — a box of electronics, a colour video monitor and a simple 20 button keypad. The informa-

tion available includes real time access to prices and movements of 2800 SEAQ equities, the FT-SE 100 Index, gilt indexes, traded options, ticker tape on all trades and other information.

Other services being offered by Datacast include:

**Coral racing.** Some 800 betting shops are fed multimedia racing information of data and images which is received on 12 screen video displays. Remote switching between off-air television programmes, satellite racing coverage, private paged teletext magazines and Coral's comprehensive real-time betting, information and prices service are included.

**Post Office Nu-Media.** A moving image information and advertising service on display boards in 1500 Post Offices is provided by Datacast.

**ECCTIS.** Datacast has experimented with the UK Department of Education and Science on their Educational Counselling and Credit Transfer Information Service. The Training, Education and Careers database, published on CD-ROM, was updated daily to provide the latest details of courses and availability. The

pilot project was deemed a success and could lead to other projects marrying CD-ROM and data broadcasting.

**Financial Times.** The FT has broadcast its electronic newscaster boards at its headquarters and the Stock Exchange floor.

**Genossenschaftlicher Informations Services (GIS)** an information service set up by the Association of Credit Union Banks in West Germany has purchased datacasting equipment for use with existing video cable systems. Transfer via satellite is also planned. If the trial is successful, up to 1000 GIS banking members will be supplied with Datacast receivers.

**Datacast umbrella.** A significant portion of the Datacast capacity will be offered to retail, finance and travel companies through an arrangement with the information and communications systems group, Bishopsgate Systems Ltd, part of the Alphameric Group. The Halifax Building Society is equipping a substantial number of its 3500 retail offices with a Datacast high level graphics display and information service.

How does datacasting work?

Using a spare line of television transmission (a vertical blanking interval) some 14.2 kilobits can be transmitted per second. Presently two such VBI lines are used from each of the two BBC channels. Up to 4 could be used in the next five years.

Satellite television could also apply this technique. An experiment on the Direct Broadcasting payload of the European Space Agency's Olympus satellite, called BBC Eurocast, is intended to show the feasibility of replicating Datacast across Europe.

It is also possible to use FM sideband (Sub Carrier Authorization) and the European Broadcasting Union's Radio Data Service for the transmission of data. Encoding would ensure that there was no interference to the main radio broadcasting services. BBC radio already uses RDS for its UK network, passing on station identification and automatic tuning facilities to a new range of RDS receivers.

Contact: BBC Datacast  
Woodlands  
Wood Lane  
London W12 0TT  
Tel: +44 1 576 0563  
Fax: +44 1 749 0538

## CD-ROM directory

Nearly 400 compact disks presently offered to inform the public are included in the third edition of TFPL's **CD-ROM Directory**. It includes **Sherlock Holmes on Disc** (the full text of the stories including original illustrations from the *Strand Magazine*) **Pravda 1987** (translated into English) **Public domain software**, **Type 'n' talk**, which allows the user to type a word or sentence and have it spoken in a natural male or female voice, **Universe of sounds**, containing 6000 samples and a **World Atlas** at 20 miles to the inch but with greater detail for USA and Europe.

The CD-ROM directory also lists **SilverDAT**, Bertles-

mann's disk on car spare parts and repairs, **Skelleftebor**, the demographic data from 1720 to 1900 of the Swedish town of that name, **Clip art 3-D**, thousands of three dimensional images that can be used for Desk Top Publishing and **Between heaven and hell**, "the first CD-ROM designed to offend everyone - a mixture of Bible and adult entertainment". The new edition now gives a description of CD-ROM drives on the market, company information, books, journals and conferences and exhibitions.

Contact: **TFPL Publishing**  
22 Peters Lane  
London EC1M 6DS  
Tel: +44 1 251 5522

## CD-ROM lessons

"In a fast moving area as CD-ROM..., it is inevitable that a book such as this becomes quickly out of date," says Charles Oppenheim in **CD-ROM, fundamentals to applications**. Speedreading the book, shows that it has still a lot to offer both public and companies. Tony Hendley gives an expectedly excellent summary of optical media which is only just turning brown at the edges with the recent announcement of CD-ROM XA. Martin Brooks's amusing lessons about how not to let programmers loose on user interfaces, is useful reading for many companies. He relates how programmers might have dealt with a modern television, which rather than switching on to the last channel you watched, fills the screen with lines like 'going through memory and colour

checks', offers a helpful 'TV' which it then expects you to type in 'LOAD TV SEL,DA'. And so on... Unfortunately the CD-ROM industry, in spurning any type of common, friendly menu or command system, has too many examples of parallel inanities.

Large scale projects such as ADONIS and the Commission's DOCDEL work are also covered. A spin-off of the TRANSDOC project led to a 14.5 Million ECU contract from the European Patent Office to digitize 65 million pages of patent documents. The contract would otherwise have gone abroad: this one case practically justifies the whole of the DOCDEL budget.

Contact: **Butterworths**  
Borough Green  
Sevenoaks  
GB-Kent TN15 8PH

## Joint standards for 1992

The first CD-ROM produced by international collaboration among three equivalent national bodies will make it easier to find and compare standards. With the support of the European Commission, **Perinorm**, comprises **Standardline** of BSI, **DITR** of DIN and **Noriane** of Afnor. The information can also be searched in English, German

or French. All European and international standards (ISO, CEN/CENELEC) are included. In addition the file contains records of those technical rules and regulations applicable in France and Germany.

Contact: **Tel:**  
BSI: +44 908 220022 ext 2035  
DIN: +49 30 2601-260  
Afnor: +33 1 42 9155 33

## L'image et l'intelligence artificielle

Les conférences données lors d'un séminaire de l'Institut National de Recherche en Informatique et en Automatique à Benodet en juin 1988 ont été publiées sous le titre **Image et intelligence artificielle dans l'information scientifique et technique**. Les exposés des spécialistes en analyse de l'image, traitement optique, gestion de l'image, infographie, lecture optique, intelligence artificielle, systèmes experts visent à répondre aux préoccupations d'auditeurs praticiens de l'information, soucieux de mieux

maîtriser la problématique de leur profession, confrontée au développement des nouvelles technologies de l'information.

Il ne s'agit pas ici d'apporter des recettes pratiques qui seraient en tout état de cause rapidement dépassées, mais plutôt d'établir un état de la question, susceptible de nourrir la réflexion personnelle.

Contact: **INRIA-SEDIS**  
BP 105  
F-78153 Le Chesnay  
Cedex  
Tél: +33 1 39 63 56 27

## Vidéodisques et logiciels

**Les logiciels documentaires de pilotage de vidéodisques**, un rapport réalisé et rédigé par Sandra Sinno et Danièle Degaz-Vataire en coopération avec la Bibliothèque publique d'information du Centre Georges Pompidou et la DBMIST, présente une étude comparative, établie par société, portant sur les caractéristiques des logiciels documentaires de pilotage de vidéodisques actuellement disponibles sur le marché. Chacun des logiciels a sa spécificité liée à une application particulière. Plusieurs de ces logiciels, commercialisés ou en

cours de développement, possèdent une interface CD-ROM. Cependant un logiciel documentaire pour vidéodisque n'a pas les mêmes structures qu'un logiciel CD-ROM. Dans un CD-ROM on ne gère pas normalement les images mais des fichiers voire des mots ou suites de mots. Le problème qui se pose à tous ceux qui ont à gérer des images est celui de la stratégie à adopter pour le choix du support et du logiciel.

Contact: **La Documentation française**  
29-31 quai Voltaire  
F-75340 Paris  
Tél: +33 1 40 15 7000

## CD-I handbook

CD-I is already late on its announced arrival and alternative offerings are beginning to add competitive features. A handbook **Compact disc-interactive, a designer's overview**, indicates that CD-I will still offer some pleasant surprises and open up an exciting market. Edited by Philips International, the guide covers

specifics of the CD family, interactivity, developing a storyboard and the mechanics of CD-I design. Some examples of products, such as 'Hot shot sports', 'Country house murders', 'Surrogate travel' and 'Singalong' are given.

Contact: **Kluwer Technical Books**  
P O Box 23  
NL-7400 GA Deventer

## Multi-disc CD-ROM

**Medline** database can now be accessed using a stack of four CD-ROM half height drives. The system developed by Cambridge Scientific Abstracts incorporates new features in its retrieval software with the ability to explode the indexing terms (MeSH Headings) on **Medline**. The system

will become available for other databases such as the Life sciences collection and Aquatic sciences and Fisheries Abstracts.

Contact: **Microinfo**  
P O Box 3  
Omega Park, Alton  
GB-Hampshire GU34 2PG  
Tel: +44 420 86848  
Fax: +44 420 89889

## EDI and the small company

The cost of converting masses of documents, invoices, way bills, delivery instructions, credit notes, customs procedures and so on into electronic documents of standard format (EDI) can often be recuperated rapidly in large firms. Sometimes an EDI system will pay for itself in a matter of months. But for small firms converting to electronic document interchange may be a burdensome cost. A subscription cost of £ 2000 is substantial if the firm is only going to receive a few transactions a week. The purchase of software at £ 2000 or £ 3000, as well as a computer for those firms which have not automated their procedures may be significant items of expenditure.

Many more firms will face

these and other problems in considering to make the change to EDI, says **The Infra Structure Review**. With only one per cent of firms employing EDI in the UK, there are thousands of firms who should be encouraged to convert over if everyone is to benefit. Small firms should look out for low cost starter kits offered by major organizations to their suppliers. Another help would be embedding EDI facilities at virtually no cost into software packages originally designed for invoicing or freight forwarding or some similar function.

**Contact:** Applied Network Research Ltd  
Queens House, Holly Road  
GB-Twickenham TW1 4EG  
Tel: +44 1 892 9165  
Fax: +44 1 891 6280

## Metering information download

Onliners are often annoyed at the seemingly illogical way they pay for information: usually an up-front charge and a time based connection charge. Time does not always correspond to quality of the answers received.

**Meter it** is a software solution which gives greater flexibility to hosts. The user is provided with a software key for his computer and a code that gives him access to a given number of units. These units can be defined as anything appropriate such as the number of pages downloaded or

browsing time. The host can also provide "throw-away" keys for limited access.

Once the units are expended, the user can obtain a further one over the telephone. The host does not need to buy special telecoms equipment for complex charging systems and the user is not obliged to download large sections of novalue information.

**Contact:** Run Time Innovations  
1.02 Kelvin Campus  
West of Scotland Science Park  
Glasgow G20 OSP  
Tel: +44 41 945 2891  
Fax: +44 41 946 1139

## Online Guide

The British Library's Online Search Centre at the Science Reference and Information Service have produced a concise guide for those considering going online or wanting to know what online searching involves. **Online searching in science and technology: an introductory guide to equipment and search techniques** Covers such topics as basic equipment, choosing hosts

and databases, search strategies, output options, hardware and software requirements and recent developments including CD-ROM. The guide includes annotated examples of searches and useful addresses.

**Contact:** BL Publications  
Boston Spa  
GB-Wetherby LS23 7BQ  
Tel: +44 1 323 7477

## Comco room service



Comco, the easy communications company, are now providing a smartcard driven modem in a number of hotel rooms, business centres and airports. This avoids the need for separate contracts with each national network administration. If the visitor wishes to check his mail or search a database, he has only to con-

nect his portable pc and insert his smartcard. A local connection to the datanetwork is made automatically and, at the touch of a key, connects through to a specified host computer.

**Contact:** Comco  
Route de Lausanne 128  
CH- 1052 Le Mont  
Tel: +41 21 36 51 05

## INSPEC thesaurus

Some 300 new terms have been added to the latest edition of the **1989 INSPEC Thesaurus**, reflecting the rapidly developing fields of electronics, computing and physics covered by the database.

New terms include "token networks", "knowledge representation" and "heavy fermion superconductors".

There are also some 600 new cross reference or lead-in terms, bringing the total number of terms to about 12 500.

**Contact:** INSPEC  
Station House  
Nightingale Lane  
GB-Hitchin, Herts SG5 1RJ  
Tel: +44 462 53331  
Fax: +44 462 59122  
Telex: 825962

## CAS/Questel cooperation

The US based Chemical Abstracts Service (CAS) and Télésystèmes Questel have announced that they will "explore possible links between their services and other joint activities". The two organizations will examine in detail the technical feasibility of making their software, databases, and services compatible and establishing links between them so that the services can be used in combination.

Chemical Abstracts Service, a division of the American Chemical Society, produces databases in chemistry and related fields and computer soft-

ware for handling chemical information and is the North American operator of the STN International online information network.

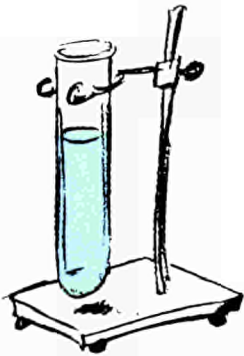
Questel, a division of Télésystèmes SA, is a major European host of scientific and technical databases and producer of information-handling software.

The new cooperation will be based on existing online services and software packages.

**Contact:** Télésystèmes Questel  
115 rue du Bac  
75341 Paris Cedex 07  
Tel: +33 145 49 86 35



## Chemical EDI manual



The European Council of the Federation of Chemical Industries (CEFIC) has pub-

lished a User Manual following the first phase of its electronic document interchange (EDI) experiment. The CEFIC/EDI project brought together 17 chemical companies, who contributed to four working parties on various industry specific problems. CEFIC is participating in EDIFACT standardization bodies in order to ensure that the needs of the chemical industry are met in the design of Universal Standard Messages.

Contact: CEFIC  
Ave Louise 250/1  
B-1050 Brussels  
Tel: +32 2 640 2095  
Fax: +32 2 640 1981

## All the worlds databases

Prof Martha Williams and Kathleen Young Marcaccio have assembled 4200 databases in the first Gale edition of **Computer readable databases**. In 1976 there were 300. Included in the volume are online and transactional databases, CD-ROMs, electronic bulletin boards, offline files

available for batch processing, databases on magnetic tape and diskette. Subject area, user aids, fee and availability information are included for each item.

Contact: Gale Research Inc  
Book Tower  
Detroit MI 48226  
Tel: +1 313 961 2242

## LAN insecurity

Local Area Networks, LANs, are much more insecure than is generally realized, according to a recent report by International Resource Development. Technological naiveté on the part of the communications managers is one of the main factors, it says. It is not only systems which are connected to public networks which are insecure. Security can be enhanced by using diskless workstations and physical locking devices but such measures may not be sufficient. The technology for tapping into LANs is now widely available and can be used by industrial spies. Even optic fibre is not inviolable. IRD expects encryption, electronic access control and Tempest-style shielding for LANs to burgeon as a result.

Contact: IRD  
21 Locust Ave, Suite 1C  
New Canaan, CT 06840  
USA  
Tel: 1 203 966 2525

## Swiss intelligent info interface

Any one can try out the Swiss intelligent interface **Transnet**. A modem connection for a computer is +41 22 33 54 00. Or using the data networks, the NUA is 022846821113. Software should be set to 8 data bits, no parity. On receiving the networks message COM, type . followed by a carriage return.

Instructions about how to register will follow. New users get an hour's free usage.

**Transnet** offers a comprehensive service which includes telecoms, telex and electronic mail, a selection of worldwide databases run on a menu system, encyclopaedias online, film revues and recipes, travel and tourism information, access to French minitel services, language tuition in French, German, Italian and English, and computer and software news.

Contact: Transnet  
C P 2361  
CH-1211 Geneva 2  
Tel: +41 22/33 32 02

Transnet bietet eine Menge von professionellen Datenbanken mit Hilfe beim Suchen. Benutzer müssen nur die Schlüsselwörter des gewünschten Themas angeben. Auf dem Hauptprogramm dieses Schweizer Informationsdienstes gibt es: Telekommunikation, Telex und Briefkasten, Welt Datenbanken, News, Handel und Finanzen, Recht und Regierung, Medizinische Datenbanken, Wissenschaft und Technik, Reisen und Tourismus, Dienste des französischen Minitel und Sprachen.

Transnet offre aux utilisateurs non seulement une multitude de bases de données professionnelles, mais en plus l'aide à faire les recherches. L'utilisateur doit seulement donner les mot-clés du sujet désiré. Sur le menu principal de ce service d'information suisse contient: télécommunications et mesagerie, les bases de données mondiales, nouvelles, sport, météo, voyages et tourisme, les services du Minitel français, et «Parlons une autre langue, English, Deutsch, Italiano».



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### ENROLL ON THE ENGLISH-FRENCH INTERNATIONAL TRADE DIRECTORY

**IMPEXTEL**

Agents required

Host online data on request

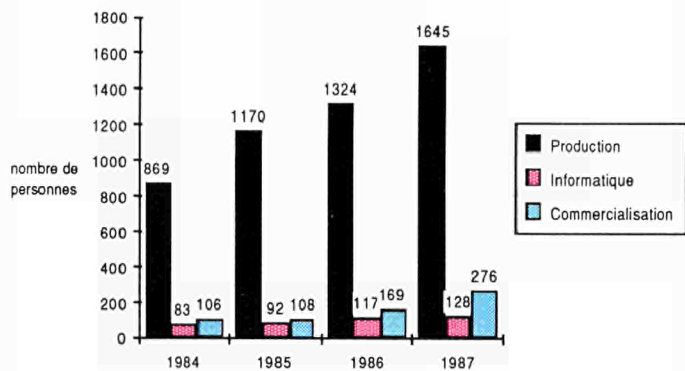
Contact:

MINITEL: 36 16 AIMPEX or BP 322 09 75423 PARIS Cedex 09 France

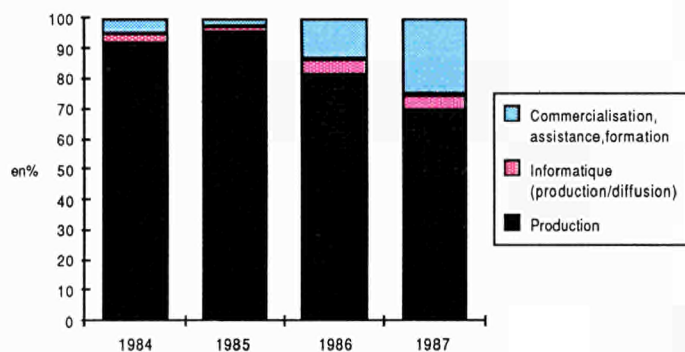
## Le marché français: croissance explosive du secteur privé

Dans une enquête annuelle réalisée par le Groupement français des fournisseurs d'information en ligne, GFFIL, **Le marché français de l'information en ligne: comportements, stratégies, tendances**, une double évolution semble s'amorcer en 1987. On constate une croissance des effectifs liés à la commercialisation, la formation et l'assistance. Cependant, la part des effectifs employés dans la production reste dominante (80 pour cent) mais des effectifs liés à la production et à l'informatique diminuent en valeur. Alors que les postes «production» et «informatique» ont connu des taux de croissance de leurs effectifs respectivement de 89% et 54% entre 1987 et 1988, les effectifs commerciaux ont été multipliés par 1.6 pour la même période chez l'ensemble des fournisseurs privés, publics et associatifs. Plutôt qu'une tendance générale, la part des effectifs chez les fournisseurs privés passe de 3% en 1985 à 25% en 1987, soit une multiplication par 13 du personnel commercial et de formation en trois ans. Alors qu'en 1985 les recettes globales du secteur se partagent à raison de 80% pour les organismes publics et parapublics et de 8% pour les opérateurs privés, la répartition est de 30% pour les premiers et 65% pour les seconds en 1987. Le secteur public a multiplié par 4 ses recettes globales sur la période; les fournisseurs privés les ont multipliées par 44.

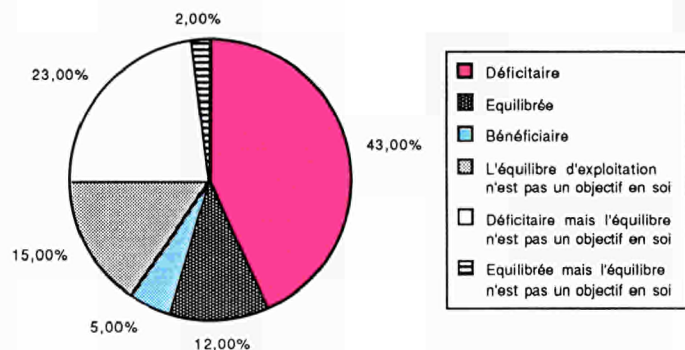
Evolution des effectifs



Evolution de la répartition des effectifs dans les sociétés de droit privé



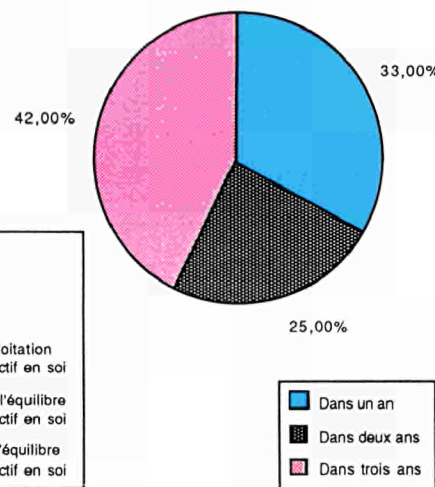
EXPLOITATION EN 1986



Les ventes de services sur le kiosque ont été multipliées par plus de 13 entre 1985 et 1987, tandis que les ventes hors kiosque ont «à peine» quadruplé sur la même période. Cependant, seulement 5% des fournisseurs ont dégagé une rentabilité. Un tiers ont atteint ou envisageaient d'atteindre l'équilibre en 1987. Parmi les 43% de fournisseurs dont l'exploitation est déficitaire et pour lesquels l'équilibre reste un objectif, 33% prévoient d'atteindre l'équilibre dès 1987, 25% en deux ans et 42% en trois ans.

**Contact: GFFIL**  
29-31 quai Voltaire  
F-75340 Paris Cedex 07  
Tél: + 33 1 40 15 7000

PERSPECTIVES DE RENTABILITE



## Deutscher Telekommunikationsmarkt: mit starkem Aufwärtstrend

Der BTX-Markt ist in den vergangenen Monaten nochmals gewachsen. Nach einer Analyse von Nord Computer & Software gab es Mitte November 1988 bereits über 3 400 BTX-Anbieter, davon 216 über externe Rechner. Die Zahl der BTX-Anwender ist im selben Monat auf über 140 000 angestiegen. Jeden Monat kommen ca. 3 000 hinzu. Die Hauptanwendungsbereiche sind dabei Home-Banking und Datenbankab-

fragen. Rund die Hälfte der Teilnehmer benutzen BTX mit ihrem Computer (Multitel 41%, TV 10%).

Während der Telex-Markt stagniert, ist bei Telefax (Fernkopieren) ein starker Anstieg festzustellen. Die neuesten amtlichen Zahlen für das Fernkopieren stammen von 1987. Demnach verdoppelte sich die Anzahl der Telefax-Anschlüsse gegenüber dem Vorjahres-Zeit-

raum auf 84 000. Es sind momentan ca. 170 000 Telex-Anschlüsse vorhanden.

Im November 1988 gab es bereits über 33 000 Datex-P-Hauptanschlüsse. Die Zahl der ‚NUIs‘, der Teilnehmerberechtigungen, liegt noch um ein Vielfaches darüber. Die Zulassung privater Modems durch die Post hat einen Boom ausgelöst. Von dieser Entwicklung profitieren vor allem die nichtzugelassenen

Modems, die zum Großteil den kompletten Hayes-Standard bieten. Die posteigenen Modems haben dagegen einen relativ geringen Zuwachs.

Für den Mailbox-Markt liegen keine genauen Zahlen vor. Die Tendenz in diesem Markt zeigt steil nach oben.

**Kontakt: Nord**  
Emil-Kurz-Straße 1  
D-8045 Ismaning  
b. München  
Tel: +49 89 96 75 72

## Guide to commands

The UK Online Users Group (UKOLUG) have issued their second edition of **Quick guide to online commands**. Some fifteen hosts have been covered, including such non British hosts as ESA, DIMDI, STN, Telesystemes Questel. Commands and features are

divided into seven sections including system details, logging on and off, help features, developing and refining strategies, obtaining records and multiple file searching.

Contact: UKOLUG  
IIS  
44 Museum Street  
London WC1A 1LY

## FID: business info

FID, Fédération d'information et de documentation, is holding a meeting of its information for industry committee in Jerusalem 10-11 September.

Contact: FID/II  
Orta Ltd  
2 Kaufman Street (Textile Center)  
P O Box 50432  
Tel Aviv 615600  
Tel: +972 3 664825  
Fax: +972 3 660952

## Eusidic Annual Conference

Towards 1993 — piccolo mondo is the theme for the Eusidic annual conference being held in Albano Terme, near Padua, Italy, 16-19 October.

Contact: Eusidic  
9a High Street  
GB-Calne, Wilts SN11 0BS  
Tel: +44 249 814 584  
Fax: +44 249 813 656

## WORMs and CD-ROMs

WORM (Write Once, Read Many times) technology will be widely used for document imaging systems and text and data management applications, according to a recent Eusidic study. **The influence of optical disc media on the distribution, packaging and storage of information.** WORMs will gradually usurp the role of magnetic tape in most office information and

electronic publishing applications. CD-ROM is likely to be best exploited in in-house publishing and information distribution on a regular basis such as car dealers or computer installation managers.

Contact: Eusidic  
9a High Street  
GB-Calne, Wilts SN11 0BS  
Tel: +44 249 814 584  
Fax: +44 249 813 656

## Info Village

**Datacom '89**, to be held at the Business Design Centre in London 26-28 September 1989, will include an information village, where information providers can display publications, online databases and information services.

Contact: EMAP  
12 Bedford Row  
London WC1R 4DU  
Tel: +44 1 404 4844  
Fax: +44 1 404 0747

## Nordic Info

The seventh **Nordic Conference for information and documentation** will take place at Aarhus, Denmark on 28-30 August 1989.

Contact: 7th Nordic I & D Conference  
Secretariat  
State and University  
Library  
Universitetsparken  
DK-8000 Aarhus  
Tel: +45 6 125 759  
(mornings)

## East meets west

An East-West online information meeting has been arranged for Moscow 11-13 October 1989.

Contact: Learned Information  
Woodside  
Hinksey Hill  
Oxford OX1 5AU

## Standards for IT

The International Symposium on Information Technology Standardization (INSITS) to be held 4-7 July 1989 in Braunschweig, F R Germany has as one of its aims to develop proposals from the analysis of established processes and so improve the users' and manufacturers' positions.

Workshops will be held to deepen understanding of standards, standard making and testing and to formulate recommendations.

Contact: Dr H Scummy  
INSITS  
PTB  
Bundesallee 100  
3300 Braunschweig  
Tel: +49 531 592 7520  
Fax: +49 531 592 4006

## Come and see ECHO!

Information about the Commission's (DG XIII) IMPACT programme and ECHO databases will be available at the following exhibitions.

Language Show London  
13-15 June

IDT '89 Paris 21-23 June

Systems '89 Munich 16-20 October

Online London 12-14 December

Contact: ECHO  
P O Box 2073  
L-1023 Luxembourg  
Tel: +352 488041  
Fax: +352 488040

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For more information, fill in the reply card or attach your business card and send to:

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1720 Groot Bijgaarden  
Belgium  
+32 2 466.64.80

Name: \_\_\_\_\_

Company/Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

I also would like to know more about your other databases:  
BISNES: Belgian Company Information  
Profile Information: The Financial Times database, more than 50 international publications on-line

# I'M Leser!

## Was lesen Sie in IM?

**Folgende Artikel interessieren mich am meisten:**  
(Geben Sie bitte eine Reihenfolge von 1 = sehr interessant bis 9 = uninteressant an)

- A. Politik der Kommission zum Informationsmarkt
- B. Probleme der Nutzer (und wie man sie löst)
- C. Daten über den gemeinsamen Informationsmarkt 1992
- D. Ankündigungen von kommerziellen Informationsanbietern
- E. Termine von Konferenzen und Ausstellungen
- F. Wie man Online beginnt sowie Neues von ECHO
- G. Auswirkungen von neuen Netzen (Breitband, ISDN) und Ergebnissen von Programmen (ESPRIT, RACE, DELTA, DRIVE) auf Informationsdienste
- H. Welche weiteren Themen würden Sie interessieren? .....
- I. Auf Englisch ; Deutsch ; Französisch ; Italienisch ; andere Sprachen .....
- Die Artikel sollten  länger;  kürzer;  so lang wie derzeit sein.

### Welches ist Ihr beruflicher Hintergrund?

- J. Beruf im Online-/CD-ROM-Sektor
- K. Bibliothekar
- L. Industrie (privater Sektor)
- M. Dienstleistungen (privater Sektor)
- N. Öffentlicher Sektor
- O. Presse
- P. Andere, nämlich .....

### Ausrüstung

- Q. Ich habe Zugang zu einem Computer/Terminal
- R. Ich nutze es für Recherchen in Online-Datenbanken
- S. Ich nutze es für CD-ROM-Datenbanken
- T. Ich habe weder Computer noch Terminal

### Zwecks Ergänzung und Korrektur der Adressenliste bitten wir um folgende Angaben:

- U. Ich habe IM bereits abonniert
- V. Ich möchte IM gerne gratis abonnieren
- W. Meine Adresse hat sich geändert (Falls möglich, bitte Adreßetikett beilegen)

Name: .....  
Firma (falls zutreffend): .....  
Adresse: .....  
.....  
.....

Bitte zurück an: INFORMATION MARKET  
Postfach 23 73  
L-1023 LUXEMBOURG  
Tel: +352 488041 Fax: +352 488040 Tlx: 2181 eurol lu

# Queremos acercarnos

## a nuestros lectores

**Los artículos que mas me interesan son:**  
(Enumere por orden de preferencias de 1 = muy interesante, hasta 9 = no es interesante)

- A. Política de la Comisión sobre el mercado de la información
- B. Problemas de los usuarios y cómo resolverlos
- C. Información sobre los productos y servicios europeos de la información en 1992
- D. Anuncios de los proveedores en informaciones comerciales
- E. Fechas de conferencias y exposiciones
- F. Cómo conectarse en línea y las noticias de ECHO
- G. Nuevas redes (RNIS, banda larga) y los resultados de otros programas (ESPRIT, RACE, DELTA, DRIVE) que afectarán los servicios
- H. Prefiero leer artículos sobre los siguientes temas: (especificar) .....
- I. En inglés ; alemán ; francés ; italiano ; español  otros .....
- Los artículos deben ser  más largos;  cortos;  iguales

### Datos profesionales

- J. Profesional del sector de la información en línea o CD-ROM?
- K. Bibliotecario
- L. Empresa industrial (sector privado)
- M. Empresa de servicios (sector privado)
- N. Sector público
- O. Prensa
- P. Otras especificaciones

### Equipo

- Q. Tengo acceso a un ordenador o un terminal
- R. Lo utilizo para la interrogación de bases de datos en línea
- S. Lo utilizo para las bases de datos sobre CD-ROM
- T. No tengo ni ordenador ni terminal

### Con el objeto de seguir disfrutando de un abono gratuito a nuestra revista y a la vez corregir posibles errores en su dirección postal, les rogamos rellenar el cuadro siguiente:

- U. Estoy abonado a I'M
- V. Me gustaría estar abonado a I'M
- W. He cambiado de dirección y mis nuevos datos son:

Nombre .....  
Empresa (si existe) .....  
Dirección .....  
.....  
.....

Devolver a: IM, Mercado de la Información  
PO Box 23 73  
L-1023 Luxemburgo  
Tel: +352 488041 Fax: +352 488040 Telex: 2181