

Free phone numbers to be withdrawn

In today's world, communicating with another person over a distance is less cumbersome than it was one hundred years ago. Inventions and developments in communication mechanisms were superseded quickly by new technologies which in turn gave way to even newer ones. The information revolution gave birth to the Information and Communication Technologies which even an advanced computer user had problems to keep up with. Six years ago, a free phone service was provided by ECHO for new and advanced users in the area of Electronic Information Services. A pan-European free-phone service was developed - the first of its kind - and was extremely popular with ECHO users. At the beginning of the service ECHO was receiving an average of 150 calls per day. The number of calls has now dropped to 40-50 per day with the majority of users preferring to contact the help desk via E-mail.

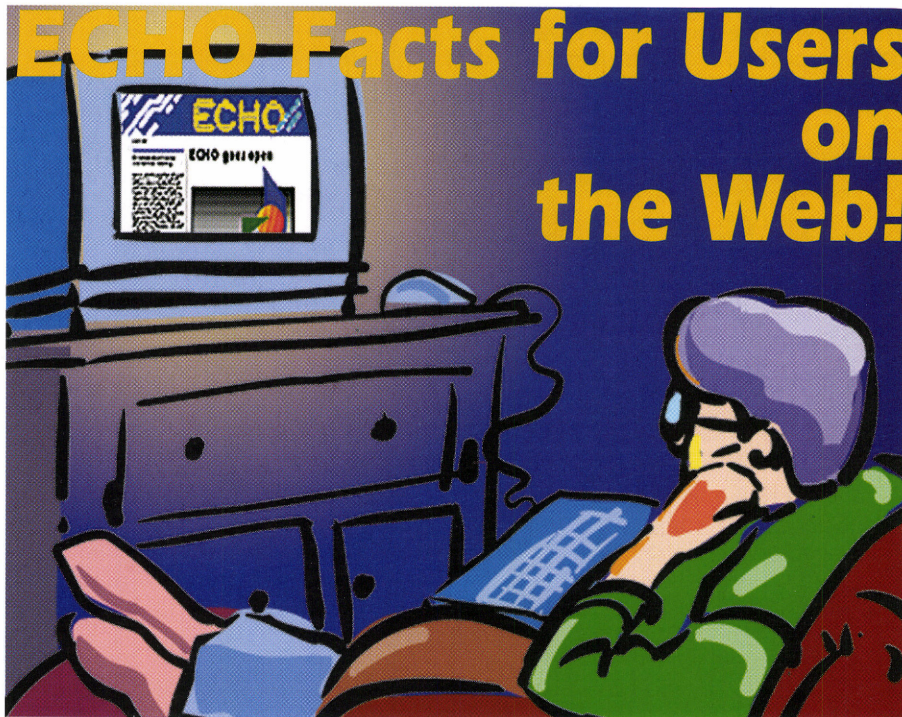
Following this, DG XIII-E of the European Commission launched a second free-phone service for the IMPACT (Information Market Policy Actions) programme. Once again, this service proved to be of great use to the public. However, new developments such as the Internet and E-mail services were quickly introduced and the ease of use of these facilities became evident to us and have been reflected in the increasing number of e-mail messages relating to both ECHO and IMPACT. The users were quickly attracted to this fascinating new technique of communicating. Following this trend, coupled with the INFO 2000 programme, we have withdrawn both these free-phone services in favour of the more popular e-mail service. All users are now encouraged to use these new communication facilities which are now fully operational. To contact ECHO via e-mail simply address your messages to:

echo@echo.lu

All the free-phone service numbers previously announced will be discontinued as of 31 March 1996. However, the existing pay phone numbers may still be used:

ECHO: +352-34981-200
INFO 2000 Central Office:
+352-34981-222.

ECHO Facts for Users on the Web!



Regular "surfers" of the I*M Europe WWW server may have noticed that ECHO Facts for Users is now available on the Web as an "Adobe Acrobat" PDF (portable document format) file. This marks a milestone for ECHO as this indicates a start into a new area of electronic publishing and in fact it is expected that the bulk of ECHO documentation will eventually be available on the WWW.

Of course, the advantages of making documentation available in this way know no bounds. Users are able to download, print and save and search the documents available. The documents are available on a permanent basis, meaning that they can be referred to at any given moment.

There are currently two issues on the Web - Issue 4/95 and this issue, 1/96. The latter includes, where possible, hypertext links to the relevant pages of information on the subjects covered.

In order to set up your equipment to receive ECHO Facts for Users on the Web, simply connect to the I*M Europe home page:

<http://www.echo.lu>

Click on the "ECHO" section where you will see the option to view the newsletter. In order to read ECHO Facts for Users on the Web you will need to

install the "Adobe Acrobat" reader software. This is available on the server as well. Simply click on the line that describes your OS to download it. Once you have installed Acrobat on your system, set up your Web browser by following the instructions which are also on-line and you will be able to read ECHO Facts for Users.

ECHO Facts for Users will, of course, still be mailed to all ECHO users as usual.

If you have any comments or suggestions to make regarding ECHO Facts for Users on the Web, please do not hesitate to contact ECHO or address your queries to:

webmaster@echo.lu

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I*M-Europe WWW Server

(<http://www.echo.lu>): An invaluable resource for EU information market players



A 12% increase in the total document accesses in January 1995

Total document accesses have also increased from 151 237 to 170 700 representing a total increase of over 12%. The ECHO section continues to attract the largest number of accesses (5 271) followed by the Tentelecom'96 section with 2 909 accesses. The What's new page was consulted 2 447 times showing that the server has a group of regular users who like to keep abreast of new developments.

I*M-EUROPE now has a new home page designed to reflect the contents of the server by increasing the number of textual hyperlinks and keeping the usage of graphics and icons to a minimum. All the icons have now been removed making the home page shorter and quicker to load. It is divided into three major sections (EU programmes and activities, Information points and services, in addition to a News and announcements section). A standard footer is appended to all pages offering access to I*M-Europe's various functions and interactive services such as discussion forums, search engines, feedback and query forms...

How to search and retrieve documents from I*M-Europe

I*M-EUROPE now contains a substantial and rapidly expanding collection of documents (over 2 143 full text documents are currently held on the server) and interactive services relating to the activities of DG XIII. To allow the ever increasing user population to identify quickly and effectively documents of interest to them a set of services and functions were implemented on the server. These are:

A clickable subject index (<http://www.echo.lu/subjhead.html>)

enabling the users to click on a subject term and to retrieve a list of the documents in which the terms occur. Clicking on a document reference will display the full text of that document.

I*M-Europe Index (<http://www.echo.lu/cgi/ice-form.pl>) allows users to perform text searches on I*M-Europe. The search engine supports the usage of the Boolean operators (AND, OR, NOT).

EUROPE-INDEX (<http://www.echo.lu/Harvest/brokers/ECHO/query.html>) The system offers the possibility to search simultaneously using one search form the contents of all the EC's WWW servers, namely EUROPA (<http://www.cec.lu>), CORDIS (<http://www.cordis.lu>), ISPO (<http://www.ispo.cec.be>) as well as I*M-Europe. The system offers a high level of flexibility in configuring the query options such as the number of spelling errors allowed, the maximum number of hits desired

Users are also advised to check regularly I*M-Europe's What's new page on <http://www.echo.lu/whatsnew.html>. The page lists the latest additions and modifications on the server.

TEN-TELECOM '96 a success following publicity on I*M-EUROPE

The Trans-European Telecommunications Network (TEN-TELECOM '96) workshop was attended by over 500 people following the publication of advance information and on-line registration forms in the TEN-TELECOM section on I*M-Europe.

The section also holds the on-line forum for consultation for TEN-TELECOM'96. The consultation is aimed at assisting the Commission in finalising the TEN-TELECOM 1996 work programme. It is intended to help the Commission in selecting the priority areas for projects of common interest to be included in the 1996 call for proposals. The section's home page registered the second highest number (2 909) of accesses out of all of I*M-Europe's sections in January.

TELEMATICS APPLICATIONS PROGRAMME: Details of all sectors soon to be released on I*M-Europe

The content of I*M-Europe will soon be enhanced by the addition of new sections covering all the sectors of the Telematics Applications Programme. Watch this space for further details and keep checking the What's new page (<http://www.echo.lu/whatsnew.html>) regularly!

The BC-Net I&T Co-operation database hosted on ECHO

The BC-Net (Business Cooperation Network) is a network of consultants and intermediaries created by the European Union to help SMEs find partners at regional, national, European Union and international level.

The network rapidly identifies potential partners in response to a specific offer of co-operation that may cover all sectors of activity, thus opening the way for all types of co-operation (financial, commercial, technical, industrial and technological).

The BC-Net I&T database contains technical and technological Co-operation Profiles (CPs). These CPs are selected from the BC-NET Central Unit database in Brussels on the basis of whether keywords are added or not. Only technical and technological CPs with keywords at the end of the free text are deleted and placed in the I&T Database. The original CP remains stored in the Central Unit database. Selected CPs are subjected to a quality check and transmitted to the ECHO server if the quality criteria are satisfied. If the quality is insufficient, the CP is returned to the member who receives error messages.

The following fields can be used when querying the database (search fields).

- Activity Codes (AC)
- Home Code (HC)
- Market Code (MC)
- Free text (TEXT)
- Keywords (CT)
- Creation date (CD)

The following fields are shown but cannot be searched

- Target Codes (TC)
- Transaction amount (CUR)
- Expiry date (EXP)

The following data are shown after effecting an on-line matching and enable a BC-NET member to contact another BC-NET member directly.

- Member code and name
- Authorised person code, name, phone and fax
- BC-NET CP number
- CP Reference
- CAR (Company Activity Report) reference.

NOTE:

The BC-NET database is open to BC-Net members only. However, a 'BC-NET Sample Database' (BCNS) is available which complements the members only database. This 'Sample Database' serves didactic as well as marketing purposes, contains fictitious I&T CPs, is not confidential, and is accessible to anyone having access to the ECHO server who might be interested, whether a BC-NET member or not. This database is available under the public password "ECHO".

This database contains a controlled number of I&T CPs. A document 'BC-NET Sample Database: Tutorial and Examples' contains a guide to the basic features offered by the on-line I&T co-operation database.

The 'BC-NET I&T Co-operation Database' (BCNT) has been created by the European Commission (DG XXIII-B2, BC-NET) in order to improve and to facilitate the search of potential business partners in the context of I&T co-operation.

For further information please contact ECHO or:

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I'M Guide looks to the future - your opinion is requested!

Throughout the IMPACT programme (Information Market Policy ACTIONS) the I'M Guide was set up as the 'Directory of the European Electronic Information Services Market', which in fact is the official title of the guide, available in nine languages on-line, with menu driven interface, traditional CCL interface and also now under ECHO's new Windows based interface, Watch-ECHO (see page 8). As you may also know, the database is also available on a CD-ROM distributed via the network of National Awareness Partners at a price of 50 ECU. During the four years of IMPACT, EIA, European Information Industry Association, has acted as contractor to the Commission for collecting input to the database. The amount of input to the guide is substantial. An average of 200 new records are

entered in the database every month and some 2 000 modifications, e.g. changes of addresses, phone numbers, abstracts etc. and deletion of products and services that have disappeared from the electronic information services market, are effected.

A recent internal study has clearly shown that the word 'European' really can be used for I'M Guide. Not only is I'M Guide the only such directory which is available in several European languages, in content as well as in search possibilities, but it also has a true European coverage. Compared with other International directories I'M-Guide is outstanding in this area. In I'M Guide, some 1 500 European organisations (database producers and information services) are described which are hardly mentioned in other leading directories. Concerning information products (on-line and CD-ROM databases) the corresponding figures are some 4 000 European products.

The above-mentioned figures are overall averages, and if one looks into databases that are not in the English language, e.g. in Italian, Spanish, Swedish, Finnish etc., I'M Guide has an even better European coverage.

What does this imply for the future of I'M Guide?

Before answering this, it is pertinent to reflect upon the purpose of I'M Guide within the Commission's INFO2000 programme (to stimulate European multimedia Content Industry). Basically I'M Guide is intended for the 'first time user of electronic information services', i.e. the individual or organisation entering electronic information provision for the first time, in order to give these an overview of what exists. Taking into account that more than 50% of newly registered ECHO users in fact use the I'M Guide as a starting point, the database is a very valuable tool. But that is only one reason for continuing the operation of the database.

Within INFO2000, the new information content programme proposed by DG XIII/E, special emphasis has been given to the creation and maintenance of European information repositories

and catalogues and to demonstration of information content. Obviously, we are now investigating how I'M Guide - or in reality a 'modernised version' of I'M Guide - could contribute within the framework of INFO2000. The ideas are many, and thanks to the technological developments within ECHO and its infrastructure, it seems that there is no limit to what can be done. With ECHO moving towards an 'open environment' with full support for a variety of 'network facilities', a number of ideas have already been created.

Before finalising the list of ideas and making a detailed action and development plan, we are of course extremely interested in getting the views of the users. What do you think should be done?

Below is a list of ideas - briefly explained and not at all extensive - and we would appreciate your opinion on these as well as additional ideas, of course.

- Sample records: for each database, possibilities to see a sample record. If the product is a multimedia database, this would of course be a (short) multimedia sequence
- Automatic e-mail: After seeing information about a product and possibly a sample record, an automatic possibility to send an e-mail to the service provider in order to get further details and perhaps also to order the product/register as a customer
- Host linking: After seeing information about a product and possibly a sample record, an automatic possibility for 'linking up' to service providers in order to see what the product 'looks like' in reality, e.g. a sort of 'demonstration search'
- WWW Access: Possibilities for searching I'M Guide using World Wide Web access
- WWW Links: In cases where information service providers have WWW access, automatic linking to these

These are just a few ideas. What do you think and what would you like?

Please send your comments and suggestions to:

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Tel.: +352-34981-200
Fax: +352-34981-234
E-mail: echo@echo.lu





Reduced connect time charges for TED

As of 1 April 1996 the costs of using TED On-line will alter as follows:

- 50% reduction for connect time charges (from 60 ECU per connect hour to 30 ECU per connect hour)
- Document charges will rise slightly from 0.8 ECU to 1 ECU
- A new document charge of 0.5 ECU will be incurred when the AU and CO fields are viewed.

Documents containing the TX or OT field (or both) will thus cost 1 ECU each. Documents containing the AU or CO fields (or both) will cost 0.5 ECU each. Documents containing any other fields will remain free-of-charge.

In line with the new costs, the output formats will be slightly restructured.

- The SHORT format (S F=SHORT) basically remains the same. This format gives the user a quick overview of what the document contains. In order to provide better information on the legal regulations governing the tender, the RP field (Regulation of Procurement) will also feature in this output.
- The STANDARD format (S) also basically remains the same. It contains a maximum number of free fields including the multilingual OA (Original Abstract) field
- The new EXTRA format (S F=EXTRA) contains, in addition, the AU (Name of Awarding Authority) and CO (Name of

New charges - new output formats

successful bidder) fields. This means that the user can obtain information about the parties involved in public procurement. The user will be charged 0.5 ECU for use of this format.

- The ALL format (S F=ALL) also remains basically the same, the only difference being that the AU (Name of Awarding Authority) field will be shown before the CO (Name of successful bidder). The CCL commands CALL TEDCOST and CALL TEDUSAGE will also show the different types of output formats (1 ECU, 0.5 ECU and free).

We are convinced that the new charging system will be of advantage for most of our users since costs will be cut for the user due to cheaper connect time. This will balance the costs incurred for the slightly higher document charges. Added to this, the new EXTRA field allows the user to obtain just that little bit more information, for the mere cost of 0.5 ECU. This offers the user a further look into the document without jumping into the full cost bracket. The lower on-line connect charges mean that users are able to spend extra time preparing their searches, which is even more of an advantage if using the Watch-ECHO application (see page 8), where searches can be prepared and refined off-line.

NOTE: The new on-line charges are independent of any minimum annual fee or administration charges.

Searching in TED

Since connect time charges for TED will be cut by 50% as of 1 April 1996 you might like to use this occasion to revise your knowledge of the most useful CCL commands, some of which you might not have used in the past in order to save connect time charges! You will be surprised how much assistance the CCL can give you!

The DISPLAY command

(Note: DISPLAY can be abbreviated to D)

Tip 1: Selecting keywords - use the DISPLAY command.

Not all of us have enough time to browse and look through databases

and indexes. The DISPLAY command can help you with this. We know it is very tempting to type FIND TUNNEL to immediately obtain all documents dealing with tunnels from TED. But: have you ever tried using the DISPLAY command to look at the index relating to the keyword for which you are searching? - for example - DISPLAY TUNNEL. If you do, you will see that the plural is used much more often than the singular, so you should at least include FIND TUNNELS - or even better - FIND TUNNEL\$ to find all documents starting with the word stem TUNNEL. (The same applies of course for other languages.)

Tip 2: Use the DISPLAY command to check on complex grammatical terms.

The DISPLAY command is extremely useful for finding out if words are spelt in different ways or for finding grammatically different functions. This is even more useful in languages which are grammatically complex.

For example, most languages use separate words for compound terms (e.g. ROAD TUNNEL). Some languages (such as German and Finnish) often use only one word for a compound term (e.g. STRASSENTUNNEL) - Besides different grammatical versions the German language does not have equivalents for certain compound words. For example, the compound word "ROAD TUNNEL" (two words) is called in German language "STRASSENTUNNEL" (1 word) - which means that if the user types F TUNNEL\$ this term would not even be found in the German language. But you can of course use DISPLAY \$TUNNEL\$ (and FIND \$TUNNEL\$) to check all different spellings - you will be surprised! (Please be patient since the system may take slightly longer to process your request when using front truncation.)

Tip 3: Use the DISPLAY command to obtain code lists.

The DISPLAY command has another very useful function - it displays code lists. TED contains many different legal codes (found in TD - type of document, RP - regulation of procurement, etc.) and product codes (PC - CPV Product code and PN - CPV Product

name). It's highly unlikely that the user will know all the codes and the content of the database by heart. If, for example, you want to know what other types of documents exist in the database simply type `D TD=$`.

If you see a product code 74831400 (Interpretation services) you might wish to type `D PC=74831` to see if there are other similar product codes.

The FIND command

(Note: FIND can be abbreviated to F)

Tip 4: Use ADJACENCY operators to refine your search.

Users will certainly know how to use the FIND (F) command. But did you know that you can use the dot (.) and the comma (,) in conjunction with this command in order to specify word adjacency?

For example: Imagine that you are interested in contracts concerning the "quality of water" (consultancy, measurement etc.). If you search using the following string `FIND WATER QUALITY` you would miss, for example, documents including "... to measure the quality of water from ...". Similarly typing `FIND WATER AND QUALITY` would also obtain irrelevant documents, e.g. "... helicopter transport services of reliable quality to be done ... on land and on water..."

You can refine your search, for example, by typing the following search string `FIND WATER , . . QUALITY`. The dot (.) stands for a maximum number of words in between the two words. A comma (,) stands for any sequence. So, in this example, the terms `WATER` and `QUALITY` can have up to two words in between them and can be in any sequence (e.g. ... quality of water ...).

EXTRACT command

(Note: The EXTRACT command can be abbreviated to EX)

Tip 5: Use the EXTRACT command to identify relevant CPV product codes.

Do you want to find out which are the best CPV Product codes for your products? If yes, we have a new command for you: The EXTRACT command. Here is how it works:

- 1) formulate a search, e.g. `FIND`
- 2) type `EXTRACT` (or just `EX`)
- 3) The screen will automatically display the most relevant product codes.

Example:

You are conducting a series of studies and you would like to find out the most important CPV codes relating to this subject. User input is shown in bold.

? **F STUDY\$**

1.00 NUMBER OF HITS IS 891

? **EX**

```
SAMPLE=40 RECORDS PROCESSED
9 TERMS EXTRACTED
8 TERMS SELECTED
S=  HITS  FREQ  RELEV  TERM
2.01  8    4    8    PN=SURVEY CONDUCT
      SERVICES
2.02  2    2    4    PN=TELECOMMUNICA-
      TION CONSULTANCY
      SERVICES
2.03  17   2    3    PN=SYSTEMS AND UTILITY
      SOFTWARE
2.04  1    1    2    PN=OTHER MARKET,
      SOCIAL AND ECONOMIC
      RESEARCH SERVICES,
      N.E.C.
2.05  1    1    2    PN=SURVEY DESIGN,
      INCLUDING FORMS
      DESIGN SERVICES
2.06  3    1    2    PN=OTHER MANAGEMENT
      CONSULTANCY SERVICES
2.07  9    1    2    PN=PRINTED BOOKS,
      BROCHURES, LEAFLETS
      THE LIKE
AND
2.08  28   1    1    PN=INSTALLATION SER-
      VICES OF COMPUTERS
      AND OTHER INFOR-
      MATION PROCESSING
      EQUIPMENT
*** END OF EXTRACT STD ***
?
```

The table shows you the relevant CPV code names, ranked by relevance factor (column RELEV). It also shows you the total hits of the CPV codes in the database (column HITS) and the frequency of the CPV code in the sample search (column FREQ).

By default the EXTRACT command takes a sample of 40 records. If you want to analyze more you can indicate another sample, e.g. `EXTRACT SAMPLE=200`.

The EXTRACT command shows you the CPV code, ranked by relevance. Relevance is determined by

- a) the number of hits for the CPV code in your search
- b) the number of hits for the CPV codes in the entire database.

CALL TEDSTAT

Tip 6: Use the command CALL TEDSTAT to obtain document statistics.

If you are not interested in documents, but rather in statistics, you can use the `SHOW REPORT=STAT` command (see TED User Guide, section 5.3. If you don't have a copy of this publication please contact your TED gateway or ECHO). Unfortunately, this command has 2 limitations: a) The maximum number of hits is 2000 (capacity limit); b) The command is a `SHOW`, so it cannot be saved as an individual search. For this reason, ECHO has created the new command `CALL TEDSTAT`. This command gives you a list of the number of documents following one field.

Example:

1) Prepare your search string, e.g. `FIND AA=4 AND TD=3 AND CY=EU`(for invitations to tenders from utilities from EU countries)

2) At the ? prompt type `CALL TEDSTAT`.

3) The system will ask you for which field you want a breakdown. You enter e.g. `CY` for a breakdown by country.

4) The screen will show you the results.(...) If you use the `T (TAB)` you can see the list of all FIND commands. You can of course `SAVE` them (e.g. `SAVE STAT1`) and refer to the updated statistic whenever you wish. (Please note that this command is only available for fields which can be searched directly, which you can use with the command "FIND fieldname=.....". This includes, for example, all legal codes, product codes, date fields, country and language fields; it excludes, for example, free text and title fields.

Examples:

1) Imagine that you want to know what kind of tenders have been published relating to hospitals within Europe, but first you would like to check if the tenders relate to construction, supplies or services. To do this you will conduct your search using the `NC (nature of contract)` field. For a comprehensive overview the following searches are carried out in the TED Archive database.

? **FIND HOSPITAL\$ AND CY=EU**

1.00 NUMBER OF HITS IS 12053

? **CALL TEDSTAT**

For which field name would you like a breakdown of the 12053 hits?

NC

```
6 descriptors found for NC
3434 1 ... Public works contract
6397 2 ... Supply contract
```


89 3 ... Combined contract
 2134 4 ... Service contract
 0 8 ... Not specified
 0 9 ... Not applicable
 6 FIND commands with 12054 hits processed
 2 FIND commands with HITS = 0
 6 Entries for profile-table generated
 ?

2) Imagine that you work for a company which manufactures "transformers", and you would like to know if they are included in calls for tenders or also in other types of documents (e.g. contract awards, pre-qualification notes etc.) For this purpose use the TD field.

? FIND TRANSFORMER\$

8.00 NUMBER OF HITS IS 8398

? CALL TEDSTAT

For which field name would you like a breakdown of the 8398 hits?

TD

21 descriptors found for TD

2 ... Public works concession
 1 D ... Design contest
 1 E ... Works contracts awarded by the concessionaire
 0 G ... European economic interest grouping (EEIG)
 0 I ... Call for expressions of interest
 90 M ... Periodic indicative notice (PIN) with call for competition
 0 N ... Technical standards and regulations
 97 O ... Qualification system with call for competition
 617 P ... Periodic indicative notice (PIN) without call for competition
 335 Q ... Qualification system without call for competition
 0 R ... Results of design contests
 46 0 ... Pre-information procedures
 68 1 ... Corrigenda
 1+ MORE 0 CCL
 334 2 ... Additional information
 4188 3 ... Invitation to tender
 37 4 ... Prequalification notices
 0 5 ... Request for proposals
 0 6 ... General information
 2575 7 ... Contract awards
 5 8 ... Other
 2 9 ... Not applicable

21 FIND commands with 8398 hits processed
 6 FIND commands with HITS = 0
 21 Entries for profile-table generated
 ?

If you have further questions please contact your chosen gateway or the ECHO help desk.

Gateway Profiles



The following three profiles continue our series on the gateways currently providing access to the TED database throughout the Member States and beyond.

EDVg Unternehmensgruppe, EU Gateway Österreich

Die EDVg Unternehmensgruppe, eine der bedeutendsten IT-Dienstleister Österreichs, ist seit September 1994 operativ tätig als EU-Gateway und bietet den Zugang zu vorläufig elf Datenbanken der Hosts EUROBASES und ECHO, darunter auch zur Datenbank TED. September 1995 fand das erste Usermeeting im Rahmen einer IT-Konferenz in Linz statt und wurde von den Teilnehmern sehr positiv beurteilt. Wir nehmen dieses Echo gerne zum Anlaß bei den Dienstleistungen rund um die EU Datenbanken weiterhin innovativ vorzugehen und Standards im Bereich Usermeeting, Arbeitsplatz-Datenbank-Integration, Helpdesk, Schulungen und technische Zugangsmöglichkeiten weiterzuentwickeln.

Im folgenden findet sich eine Kurzdarstellung der Kernbereiche der EDVg-Unternehmensgruppe, deren Zusammenspiel die Möglichkeiten der Mehrwertdienstleistungen rund um das bestehende Informationsangebot erkennen lassen:

Unternehmensbereich Softwareentwicklung

Der Schwerpunkt der Tätigkeit hier ist natürlich die Anwendungsentwicklung und andererseits eigenständige Dienstleistungen im Bereich Projektmanagement, Technologiesupport oder Software-Engineering-Support. Der zweite Schwerpunkt der Softwareentwicklung liegt im Bereich der Anwendungsintegration, worunter Services wie Workflow, Groupware, Internet oder Multimedia fallen.

Unternehmensbereich Bibliothekssysteme

Mit dem System BIBOS wurde die EDVg zum österreichischen Marktführer im Bereich der Bibliothekssoftware und erreichte auch internationale Anerkennung. Mit der Neuentwicklung BIBOS IV unter Anwendung neuester Technologien (Client-Server, Unix, Grafische Benutzeroberfläche) sollen Biblio-

theken in ihrer neuen Rolle als informationsvermittelnde Stellen mit umfassenden IT-Dienstleistungen unterstützt werden.

Unternehmensbereich Gesundheitswesen und Sozialversicherung

Dieser Branchenbereich sammelte bereits wesentliche Erfahrungen in der informationstechnologischen Betreuung von Spitälern, bevor 1994 eine Entwicklungskooperation mit SAP, dem weltweit größten Anbieter von betriebswirtschaftlicher Standardsoftware, eingegangen wurde. Aus dieser Zusammenarbeit entstand R/3 IS-H*MED, das erste vollintegrierte Krankenhausinformationssystem, welches auf der herstellerunabhängigen Plattform SAP-R/3 basiert.

Unternehmensbereich Interessensvertretungen und Vereine

Seit ihrer Gründung gehört die Betreuung von Interessensvertretungen und Vereinen zu den Kerngeschäftsbereichen der EDVg. Dieser Unternehmensbereich entwickelt weit über den klassischen Bereich der Mitglieder- und Adressverwaltung hinausgehende, integrierte Informationslösungen mit maximaler Einbindung von Mitgliederinformationssystemen, kaufmännischen Lösungen, Standard-Software, sowie Informations- und Kommunikationssystemen.

Unternehmensbereich Information und Dokumentation

Das Dienstleistungsspektrum von IuD beinhaltet alle Aspekte der Speicherung und Abfrage von Textinformationen, welche vom Unternehmensbereich selbst oder von externen Partnern in Form von Online- oder Offline-Datenbanken angeboten werden. Darüberhinaus ist IuD selbst auch Partner wichtiger Datenbankanbieter und betreibt unter anderem das österreichische Gateway zu den EU-Datenbanken des EUROBASES und des ECHO Hosts.

Die wesentlichen Beteiligungen der EDVg:

EDVg-debis Systemhaus GmbH

Dieses gemeinsame Unternehmen der EDVg und debis Systemhaus, einem Tochterunternehmen von Daimler-Benz, erbringt nicht nur alle IT-Dienstleistungen für die gesamte Unternehmensgruppe, sondern auch für eine

ganze Reihe anderer Kunden, die die vielfältigen Serviceangebote im Bereich Outsourcing, Facility Management, Netzwerkdienste, Systemintegration, Support und Beratungsleistungen in Anspruch nehmen.

Computer Systemvertrieb Austria (CSA)

wurde 1994 gemeinsam mit der Bank Austria gegründet und ist ein Handelsunternehmen, das sich vor allem dem Vertrieb von Hardware und Standardsoftware widmet.

Transparent GmbH

Ein Multimedia-Dienstleistungsunternehmen, das plattformunabhängig multimediale Online- und Offline-Lösungen konzipiert und entwickelt.

Rechtsdatenbank GmbH

Ein gemeinsames Unternehmen mit den juristischen Verlagen Manz und Orac. Anbieter, Ersteller und Vertrieb für Rechtsinformation auf Online- und Offline-Basis.

Arbeitsmarktservice Betriebsgesellschaft mbH

Dieses Dienstleistungsunternehmen (gemeinsam mit SNI und Management Data) betreut und unterstützt das Großprojekt Arbeitsmarktservice in ganz Österreich aus technischer und organisatorischer Sicht.

Anfragen:

EDVg, A-1060 Wien,
Hofmühlgasse 3-5,

Tel: +43-1-599 07/277

Fax +43-1-599 07-250

E-mail: nasser.ansari@edvg.co.at

OSEC's Euro Info Center Switzerland

The Swiss Office Trade for Promotion (OSEC), the main body responsible for export services in Switzerland, has been offering services and support to its members for over 60 years. The growing demand for information on developments in EC legislation and programmes led them to become an official sales office for EUR-OP publications in 1989 as well as commercial agent for a range of EU on-line databases. In 1992, OSEC also became a Euro Info Correspondent Centre and opened the Euro Info Center in Switzerland.

"Being sales agent for all official publications, documents and CD-ROMs means a great advantage for our cus-

tomers", explains Mr Thomas Bauer, responsible for electronic services and information. "If clients come upon interesting documents during an on-line search, they can use our on-line order facilities. We have most of the EC-publications available in stock".

Euro Info Centre Switzerland is experienced in information dissemination in a multilingual environment. They are now offering publications and services in German, French and Italian. There is also a great demand for services in English. Multilingual training and support services will be available to gateway subscribers through their head office located in Zurich and regional offices in Lausanne and Lugano. Gateway users and other interested persons will also be offered access to a variety of additional information, i.e., selective information delivery, surveys, brochures, manuals and seminars on EU topics. Training sessions in TED are offered periodically.

EURO INFO CENTER SCHWEIZ
c/o Schweizerische Zentrale für Handelsförderung OSEC
Stampfenbachstrasse 85
CH-8035 Zurich

Tel.: +41-1-365-54-64.

OUTLAW GmbH Germany

I. Überblick

OUTLAW INFORMATIONSSYSTEME GmbH wurde Anfang 1991 als Nachfolgerin eines Consulting-Unternehmens gegründet, das sich schwerpunktmässig mit der Informationsvermittlung und mit Schulung und Vertrieb europarechtlicher Datenbanken beschäftigt hatte. Diese Tätigkeiten wurden von der OUTLAW GmbH übernommen und fortgeführt. Hinzu kamen verschiedene Vertriebstätigkeiten für Hard- und Software, insbesondere der Verkauf von Telekommunikations-ausrüstungen (Modems, ISDN, Datex-P etc.). Der Schwerpunkt der Geschäftstätigkeit liegt aber nach wie vor beim Vertrieb elektronischer Fachinformationen.

II. Elektronische Information

Die Informationsvermittlung wird hauptsächlich für Rechts- und Wirtschaftsfragen durchgeführt. Die Mitarbeiter können hier auf eine 8-jährige Erfahrung und juristisches und betriebswirtschaftliches Fachwissen zurückgreifen. Für die Entwicklung der Informationsvermittlung engagiert sich

die OUTLAW GmbH im Infonetz Bayern e.V., einem Zusammenschluss der Bayerischen Informationsvermittler. Bereits seit 1991 ist die OUTLAW GmbH Vertriebspartner für Nordbayern der juris GmbH, Saarbrücken. Für juris werden die Online-Dienste und die CD-ROM-Datenbanken vertrieben. Ausserdem werden in Würzburg und Hannover regelmässig Online-Schulungen und Präsentationen der juris Datenbanken durchgeführt.

Ausser den CD-ROM-Anwendungen für die juris GmbH verkauft die OUTLAW GmbH auch CD-ROM-Anwendungen anderer Verlage, hauptsächlich aus dem juristischen und betriebswirtschaftlichen Bereich. Dazu gehören auch die CD-ROM-Titel des EUR-OP und des Verlages Context Ltd. (u.a. CELEX CD-ROM).

III. Europa-Informationen

Seit 1991 ist die OUTLAW GmbH auch als Vertriebs-Agent des EUR-OP für die kommerziellen Online-Datenbanken tätig. Die Kunden kamen aus den Bereichen Verwaltung, Wirtschaft, und Wirtschaftsberatung. Im Jahr 1995 konnte die OUTLAW GmbH dann die Ausschreibung zum nationalen GATEWAY-Partner des EUR-OP für Deutschland gewinnen. Seitdem werden alle deutschen Kunden der Dienste ECHO/TED und EUROBASES von Würzburg aus betreut. Die OUTLAW GmbH stellt den technischen Zugang zur Verfügung, erstellt deutsche Bedienungsanleitungen, beantwortet Fragen am telefonischen Helpdesk und führt Schulungen durch.

Zusätzlich zur Online-Information können Kunden die ECHO/TED-Informationen auch per Telefax erhalten. Das EUR-OP hat dazu den TED-ALERT-Service geschaffen, der ebenfalls von der OUTLAW GmbH angeboten wird.

IV. Service

Die Kundenbetreuung steht bei der OUTLAW GmbH an erster Stelle. So stehen die Mitarbeiter nicht nur am Help-Desk täglich zur Verfügung, sie bemühen sich ausserdem ihre Kunden über etwaige Änderungen oder Neuerungen im Datenbankbereich auf dem laufenden zu halten. Alle zwei Monate erscheint das Kundeninformationsblatt "OUTLAW TIMES", in dem alle wichtigen technischen Informationen sowie aktuelle Angebote und Schulungstermine bekannt gegeben werden.

Seit kurzem verfügt die OUTLAW INFORMATIONSSYSTEME GmbH über einen eigenen Internet-Zugang und plant noch im Jahr 1996 die Realisati-

on eines eigenen Daten-Netzes, um ihren Kunden besseren Service durch Leitungsaufbau, raschere Datenübertragung und dadurch günstigere Tarife bieten zu können.

Ebenfalls für 1996 geplant ist die Einrichtung der technischen Voraussetzungen für eine eigene CD-ROM-Programmierung. Als Dienstleistung wird dann CD-ROM und Online-Publishing angeboten werden können.

Kontakt:
OUTLAW INFORMATIONSSYSTEME
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D-97012 Würzburg

Manuela Wehner

Tel: + 49-(0)931/2966-200
Fax: + 49-(0)931/2966-299
WWW: OUTLAW.DE

The EC Information Sources and Services meeting attracts record number of participants

Nearly 200 participants attended the EC Information Sources and Services meeting which was held jointly between ECHO, EUR-OP, Eurobases and CORDIS.

The meeting, which took place on 6 December 1995 during the On-line '95 exhibition, also afforded participants the opportunity to learn more about the INFO 2000 programme. A presentation was given on EUROPA, the Commission's WWW server. During the presentation "News on ECHO", ECHO's new strategy for its departure from a mere database host to an interactive information and communication centre was explained.

An animated questions/answers session took place regarding all aspects covered.

ECOSOC Technical Sheet now available

Users will be interested to note that a technical sheet has been especially developed for the ECOSOC Options Database (see p. 6, issue 4/95). This information sheet provides explanations and search examples for the database and can be obtained from the ECHO help desk.



WATCH takes the public by storm

WATCH (Windows Access to Central Host) ECHO is a Windows application which provides easy access to the ECHO on-line databases. WATCH-ECHO hides the CCL (Common Command Language) behind a user-friendly GUI (Graphical User Interface).

The new version (2.00) of WATCH ECHO was presented to visitors to the European Commission's joint stand at the On-line '95 Conference and Exhibition in London during December 1995. ECHO staff participating in the Exhibition were particularly happy to note the enthusiasm of the visitors for the application. Regular ECHO users who were used to using the CCL ordered WATCH immediately - those already using it were satisfied with the "old" version and were impressed by the new features in the new version. More importantly, ECHO was able to demonstrate WATCH to non-registered ECHO users, who were learning about our activities for the first time. They immediately ordered a copy.

ECHO users will now be pleased to note that the version unveiled in London during December is now ready for distribution. Those of you already familiar with WATCH will undoubtedly welcome the enhanced features included in the new version which are described below.

▪ WATCH language versions:

You may wish to use a different interface language from that of the database. This is now possible. During the installation process, WATCH asks you to indicate the interface language you wish to install and the database language you wish to work with.



▪ More databases:

More databases have been added to version 2.00



▪ Advertising pages in IM-GUIDE on the CD-ROM:

In the full version of the IM-GUIDE database on the CD-ROM, you will discover a new feature. If after search in the directory of the electronic information market this icon is highlighted, you will be able to activate some "advertising pages" of the organisation in question.



▪ 16 or 32 bits version:

Users now have the possibility to work with platforms other than the Alpha version. There is now a 16 bit version and a 32 bit version.



▪ The 16 bit version of WATCH runs on the following platforms:

Windows 3.1
Windows for Workgroups 3.11
Windows 95
Windows NT



This version has 4 data communication drivers:

RS232
PC-NFS
Interrupt 14h
Windows Socket

Only RS232 and Windows Socket are supported under Windows 95 and Windows NT.

▪ The 32 bit version of WATCH runs on the following platforms:

Windows 3.1 with WIN32s extensions
Windows for Workgroups 3.11 with WIN32s extensions
Windows 95
Windows NT (for Intel processors only)

This version has 2 data communication drivers only:

RS232
Windows Socket

The RS232 driver may only be used on the Windows '95 and Windows NT platforms.

▪ Electronic mail possibility:

You may now exchange queries and documents via electronic mail directly from WATCH, provided that you have a MAPI compliant with an E-mail application.

▪ Copy/Paste queries:

You may now copy/paste queries between similar databases. This is available for the I'M-Guide, CORDIS, BC-NET and TED databases.



▪ **Are the queries defined under the previous Alpha version compatible with version 2.00 ?**

Unfortunately queries defined under the previous WATCH-ECHO Alpha version are not compatible with version 2.00. Please do not overwrite the Alpha version until you have saved the old queries in a separate file.

▪ **Selection of more than one concept in the index:**

This new WATCH version allows you to select more than one concept from a local index or from an index you have scanned at the same time.

▪ **Post-its:**

You will notice that we have implemented post-its in WATCH. The function of every icon in WATCH is explained in a small yellow box.

▪ **Status bar:**

The results of your search are immediately and clearly visible at the top and bottom of the status bar, which has been divided in two.

▪ **Telesoftware, your new update procedure:**

An integrated update procedure allows WATCH to remain in-synch with the structure of the databases hosted by ECHO. Each time a database changes on the Host, your copy of WATCH will be updated by carrying out this procedure.

If you would like to receive a copy of WATCH-ECHO, please contact the ECHO help desk. Alternatively, the application may be downloaded from the I*M Europe WWW server (see page 2). WATCH-ECHO can be found under the "ECHO " section of the Web and the "What 's new " section. You can reach the application directly by typing the following URL:

ftp://www.echo.lu/pub/echo/wecho/wecho.exe

ECHO
B.P. 2373
L-1023 Luxembourg

Tel.: +352-34981-200
Fax: +352-34981-234
E-mail: echo@echo.lu

The I*M Guide CD-ROM may be purchased for the sum of 50 ECU from your National Awareness Partner.

TELEWORK - A chance and a challenge for Europe

LUXEMBOURG 26-28 June 1996

This congress, which is part of a global telework policy of the European Commission, will deal with all the issues related to this way of working.

The congress is sponsored by "Le Groupe La Luxembourgeoise SA" and is supported by the European Commission under the patronage of M. Jacques Santer, President of the European Commission, and is under the effective presidency of M. Jean-Claude Juncker, Prime Minister of Luxembourg.

Numerous studies and pilot projects which have been completed or are in progress by various organisations will be presented, and their conclusions will be the subject of debates and round tables.

The various subjects covered by this Congress will include:

- a definition of telework
- the situation today
- the principal actors
- the sectors with the most interest
- social-legal, protection, and health issues
- economic issues such as real benefits or added value, mixed economy
- telework as an instrument of international integration and collaboration
- logistic and technological issues related to telework

- the future of this way of working, future developments such as necessary structural changes
- training issues

The moderators will be well-known personalities in the teleworking world such as:

- experienced senior managers
- representatives of the large trade unions and supporting organisations working on this subject with the European Commission
- sociologists reflecting on the future and its structures
- associations representing various economic sectors
- representatives of international and European institutions

The papers presented and the round tables will be integrated into the following four major themes:

- Visions
- Facts and case studies
- Key challenges
- Issues and expectations

World organisations will also be represented in order to compare European policy on telework with that of other countries.

A very large part of the Congress will be reserved for debates between the participants and the moderators.

For more information please contact:

Fax: +352 34981-234
Tel: +352 34981-283

Email: telework@ip.lu

Or return this form

Company:

Contact person:

Mailing address:

.....

.....

Tel:

Fax:

Email:

Please send more information: Please send the congress programme

Please return this form to
Telework Congress
Airport Center
B.P. 262
Fax: +352 34981-234





You can now enter data for the RTD-Partners Database electronically, via the CORDIS World Wide Web server. Information provided in this way is automatically verified electronically and processed so that it appears in the on-line database as a record within a few days of the information being provided.

If you have access to the World Wide Web the procedure for submitting an entry is as simple as typing your details in a series of boxes. However, to ensure that you place a good quality advertisement for your project it is well worth while doing a little work beforehand. This will also minimise the length of time that you will spend on-line.

To view the entry form properly and to enter data you need a forms-capable Web Browser. We recommend that you use a recent version of Netscape or Mosaic. The form will not work properly with some other, or older browsers.

It would be useful to have a look at a copy of the data entry form before you go on-line to complete it. You can find a copy on the CORDIS CD-ROM, or you can log on to the CORDIS World Wide Web server and download the online version of the form to your hard disk. If you do this, take the opportunity to download the instructions for completing the form as well. It is also handy to get hold of a copy of some of the codes used. These are the CERIF Science Classification Codes and the Venture Economics Industry Codes. These can be accessed from the entry

On-line Data Entry for the RTD-Partners Database

form instruction text and they are also available on the CD-ROM. You may also find it useful to have a few records downloaded from the RTD-Partners Database either on the ECHO Host or the CORDIS CD-ROM so that you can see typical data in each field.

Before starting to enter data read the on-line instructions carefully and adhere to them scrupulously. If you have printed them out you can refer to them while you enter data and this will reduce the time it takes to complete the form, and should reduce the potential for errors.

There are three fields where some preliminary work is well worth while. These are the Description of Activities, Collaboration Type Details, and the Target Partner Expertise Sought fields. Each of these fields allows you up to a specified maximum number of characters to write a clear and concise description (as the instructions say). Most word processors can count characters for you. Remember that spaces count as characters.

Because these fields are relatively lengthy and because it is important to get them right, it is worth writing them off-line beforehand and pasting them into the data entry form when you go on-line.

The Description of Activities field is where you describe the specialisation of your own organisation in order to provide background information for potential partners. Theoretically this description applies to your organisation as a whole, and not just your

department. However, if you are part of one of those huge world-wide conglomerates you may feel the need to exercise some discretion and simply to describe the organisation at a level appropriate to the project. This field allows you up to 2 000 characters.

The Collaboration Type Details field is where you describe the nature of the collaboration that you are hoping to achieve. This field allows you up to 2 000 characters.

The Target Partner Expertise Sought field is where you specify the areas of expertise that you require from your target partner. This field allows you up to 2 000 characters.

Some fields contain codes and these are available on the form when you are on-line. It is only necessary to scroll through the list of codes and to click on those required to enter them on the form. However, the lists are quite long and it is worth while reviewing them beforehand so that you know which ones you are looking for. Other coded fields are for countries and currencies and are shorter and offer less opportunity for making an unsuitable selection.

To select a code just click on it with your mouse. In some fields you will wish to select more than one code. To do this you can select a block of codes by clicking on one and holding the shift key as you click on another. If you wish to select codes that are not adjacent to each other press the Control key and hold it pressed while you click on all the codes you want to select.

I am interested in receiving information on

CORDIS ON-LINE DATABASES

CORDIS DATABASES ON CD-ROM

Watch-CORDIS

Name

Organisation/Company

Address

City

Country

Are you an ECHO user? If so, please provide your User Reg. No. 00

CORDIS Customer Service, B.P. 2373, L-1023 Luxembourg.
CORDIS fax (+352) 3498 1248

Country codes cannot be scrolled quickly because of the small size of the boxes. To find the code you want quickly you can activate the list by clicking on any code, and then press the letter keys to display the part of the list required.

When you come to the end of the form you can submit it or you can clear your data and start again. Once submitted your entry will appear on the online database within a few days, and on the next edition of the CORDIS CD-ROM. Updates to entries submitted in this way must be made via hard copy quoting the record control number in the RCN field (fax is acceptable to):

RTD-Partners Team
Cartermill International Ltd
Technology Centre
St Andrews
Fife
Scotland
KY16 9EA
Tel: +44 1334 477660
Fax: +44 1334 477180

Hard copy data entry forms are still available on the CD-ROM and from the CORDIS Help Desk.

The RTD-Partners data entry form is on the CORDIS World Wide Web server at <http://www.cordis.lu/>

■ More RTD Information on the Web ■

Fact sheets generated by the RTD Information Press Service (VIPS) are now available on the CORDIS World Wide Web Server.

These fact sheets provide information about Community research and development matters and are used by journalists in high profile media such as daily newspapers, science magazines, and radio and television. Although they are designed to be used by the press as sources of information or as a starting point for further research, they are often of general interest and so are also made available to the public via the CORDIS Web server.

On publication these fact sheets are mailed to a limited group of journalists. Six weeks after their initial release they are mailed to a further group of journalists and are placed on the CORDIS Web server so as to be available to the public.

If you are a journalist and you wish to be placed on the VIPS Mailing list for the fact sheets, please contact Peter Tomaschewski by fax on +352-4301-32084.

■ RTD-News Goes Multi-lingual ■

The CORDIS RTD-News Database is now available in English, French and German. This results from the successful trial of the German version of the database during the latter part of 1995. The German language version of the RTD-News database is called FTE-Nachrichten - poolkey NWDE. (The poolkey used during the German trial service, CDNE, remains available for the time being). The French-language version is RDT-Nouvelles - poolkey NWFR. The poolkey for RTD-News remains NEWS.

The new databases will not be supported within the online menu system so currently they can only be accessed using CCL and via Watch-CORDIS.

To access these two new language versions of the News database without losing the accents and umlauts it is necessary to use the eight-bit port on ECHO which has the following NUA -

+270-44-21-25

You can use your normal ECHO password, or the public password, ECHO. Remember to load the appropriate character set code page before accessing ECHO.

As a result of these two new language versions, CORDIS Focus, the hard copy RTD-News Databases bulletin, will also be available in these three languages. CORDIS Focus is free and you can subscribe by faxing +352 4301 32084.

If you have any questions please do not hesitate to contact:

CORDIS Customer Service
B.P. 2373
L-1023 Luxembourg

Tel.: +352-34981-240
Fax: +352-34981-248
E-mail: helpdesk@cordis.lu



NAP activities

The following list is accurate at the time of going to press and provides information on activities planned between April and May 1996. As always, please contact your local NAP for further details, since more events may be planned which are not featured here.

AUSTRIA

Techinform-WKÖ

"Nutzung von Datenbanken"

Date: 06/05/96
Place: Semmering

FINLAND

VTT - Technical Research Centre of Finland

"Introductory Seminar/Workshop in on-line"

Date: 03/04/96
Place: Espoo

"Introductory Seminar/Workshop"

Date: 03/04/96
Place: Espoo

"Workshop on ECHO Databases"

Date: 25/04/96
Place: Espoo

FRANCE

Association Française des professionnels de l'Information et de la Documentation

"Le Serveur ECHO"

Date: 01/04/96
Place: Bordeaux

"INFO2000 et les serveurs Webs Européens"

Date: 04/04/96
Place: Toulouse

"Webs Communautaires et le serveur ECHO"

Date: 10/04/96
Place: Toulouse

"Les Nouvelles Technologies de l'information"

Date: 22-24/04/96
Place: Paris

"IDT '96"

Date: 21-23/05/96
Place: Paris

"INFO2000 et les Serveurs Webs Européens"

Date: 21/05/96
Place: Rennes

GERMANY

DGD c/o Infratest Burke AG

"Informationsbeschaffung für Ingenieure"

Date: 30/04/96
Place: Munich

GREECE

National Documentation Centre

"Workshop in collaboration with HVRC & Hellenic Organisation"

Date: 01/04/96
Place: Athens

"Information Society"

Date: 01/04/96
Place: Athens

"Workshop for Multimedia and GIS Developers"

Date: 01/04/96
Place: Athens

"Multimedia Applications for Culture and Industry"

Date: 01/04/96
Place: Athens

"Seminar for University Professors"

Date: 04/04/96
Place: Athens

"Seminar for ECHO Users"

Date: 22/04/96
Place: Athens

IRELAND

BTIS - University of Limerick Business Technical Information Service

"Using and Searching the Internet"

Date: 16/04/96
Place: Limerick

"Home Pages"

Date: 23/04/96
Place: Limerick

"European Information Resources"

Date: 30/04/96
Place: Limerick

ITALY

PITAGORA SpA

"Dimostrativo Camera Di Commercio"

Date: 01-04-96
Place: Napoli

"Seminario Conclusivo"

Date: 01-04-96
Place: Taormina

NETHERLANDS

NBBI - Project Bureau for Information Management

"Online Informatie Konferentie"

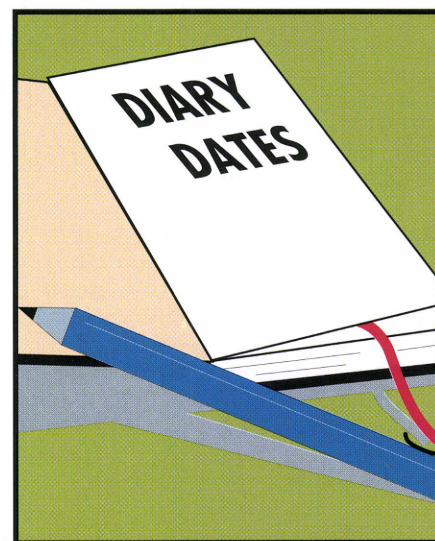
Date: 24-04-96
Place: Rotterdam

NORWAY

STATSKONSULT - IT Division

"Seminar targetted to SME Groups"

Date: 30-04-96
Place: Oslo



ECHO will be represented at the following exhibitions:

Frankfurt	INFOBASE'96 21-23/05/96
Paris	IDT'96 21-23/05/96

ECHO via COMPUERVE

ECHO users will be interested to note that negotiations are currently underway to allow users to access ECHO via COMPUERVE. More details will be provided in issue 2/96 of ECHO Facts for Users - Watch this space!

ECHO Facts for Users is a Communication of the European Commission Host Organisation to its users.

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