

ITM

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

Published by the Commission of the European Communities
 Directorate General XIII: Telecommunications, Information
 Industries and Innovation.

Issue No. 51

March—April 1988



It is estimated that there are worldwide 43 000 CD-ROM (Compact disc computer memory) drives; 8 500 of them are in use on computers in Italy.

Intelligent information search systems go commercial

1988 brings two new systems to help the professional worker in his workplace. They will help he or she to be more efficient and comprehensive in professional decision-making.

They will both tackle the "Invisible Ingredient" that can mean the difference between success and failure in business. Businessmen, doctors, engineers, physicists all have different names for it. Some call it in depth research, some call it strategic data, others call it reference checking or a literature search.

To the general public it is information.

The two new systems that will facilitate the task of professionals are called InfoSearch on the British private network, Infotrac, and ii (intelligent information) on the Gemail electronic mail system. Whether it is company information that is required (financial background, trading background share information as well as selected press clippings) or a complex study of the medical literature to find side effects of a pharmaceutical product, these systems will be able to help.

The professional uses his office word processor or personal computer and accesses one of the services. He selects, using a menu system, the type of subject area in which he is working, say medicine. He enters two, three or more key words about his subject of enquiry.

And within seconds he has an answer. He can store the information in the computer memory or an electronic mail box to read later at leisure.



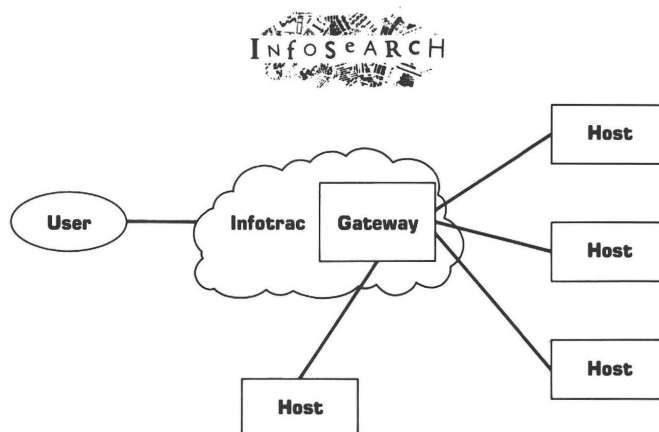
Mr Chris Rodwell, InfoSearch Manager (left) with Andy Wilkins, one of Istel's communication consultants. The award winning Easynet software will be licensed in a number of European countries.

What he may not be aware of is that he is accessing and choosing information from a library of perhaps more than a thousand databases. And he can find the information faster than going to the next room and searching index pages of the first volume on the shelf!

A search on the intelligent information (ii) system, which received support of the European Commission, is given overleaf. Most of the search can be performed, merely by using one finger on the keyboard.

The user can choose the language in which he or she wishes to search; there is also an associated teletranslation service which can deliver the retrieved texts in the desired language. High speed links to host computers assure that the user pays economical prices for information retrieved.

The Easynet software, which won the Product of the Year Award at the London Online Conference, is developed in the U.K. as InfoSearch and in Italy as MAGIC.



IN THIS ISSUE

New video offer	p 3
Calling all hosts	p 5
Set up charges	p 6
Le décloisement des marchés	p 8

Pour résoudre vos problèmes — voir page 12

Info systems

Intelligent info from page 1

The print out reproduced below is taken from the Geomail ii (intelligent information) system during an online search. What the user types is marked in red. The subject being investigated is InfoSearch. It was not necessary to ask for a search with more than one key word.

Connection established. (7)

Welcome , David, to ii -INTELLIGENT INFORMATION Facility

You should remember these four commands:

To end the session Enter : STOP
To view the help information Enter : ?
To send a message to the ii Help Desk Enter: MAIL
For leaving questions with a broker Enter: BROKER

ii - Basic Menu

- 1 - Direct choice of a host and a database
- 2 - Selection of Host/Database by keywords

0 - leave ii

Your choice: 2

ii - SUBJECT MENU :

- 1 - INFORMATION AND NEWS
- 2 - MEDICINE
- 3 - BIOLOGY
- 4 - SCIENCE
- 5 - TECHNOLOGY
- 6 - BUSINESS AND ECONOMICS
- 7 - AGRICULTURE

0 - to go back one step (restart with "reset")

Your choice: 1

ii - MENU : INFORMATION AND NEWS

Database 'World Reporter' is subdivided on host 'PROFILE(DATASOLVE)' as follows

- 1 - Great Britain
- 2 - International
- 3 - USA
- 4 - Finances and economy
- 5 - Particular Newspapers

0 - to go back one step (restart with "reset")

Your choice: 1

- 1 - Further assistance
- 2 - Go direct to online search

0 - to go back one step (restart with "reset")

Your choice: 1



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

Published by Directorate General XIII Commission of the European Communities

Member of **EuroNet** **DIANE NEWS**

This newsletter (formerly Euronet News) is published by the Directorate General for Telecommunications, Information Industries and Innovation, Commission of the European Communities, Luxembourg, and is available on request from the address given here. It is published as a special supplement to Euroabstracts. Reproduction is authorised, but the CEC is not responsible for the use which might be made of the information.
Editor: David J. Price.
Luxembourg, ISSN 0256-5066

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

Information Market
177 Route d'Esch
L-1471 Luxembourg
Tel.: (352) 48 80 41
Telex: 2181

Please enter now up to 5 search terms.
(Finish with a CR)

1: INFOSEARCH
2:

Your search terms:
(CR starts your search - or change search term by entering relevant number)

1: INFOSEARCH

0 - to go back one step (restart with "reset")

Your choice:

Database 'World Reporter' on host 'PROFILE(DATASOLVE)'.
Start the search ? (y.n):

Host is being called .

Database is being selected Y

ii is now searching for you .

You have 3 hits for your search

Please - Select an outout format !

- 1 - Title
- 2 - First part of the article (c.a. 12 lines)
- 3 - Complete document

0 - to go back one step (restart with "reset")

Your choice: 2

You have 3 hits . which ones would you like to see (e.g. 1-5 7 9):

1-3

Where would you like to see the results ?

- 1 - On the screen here
- 2 - In your mailbox

0 - to go back one step (restart with "reset")

Your choice: 2

*** Your request will be processed and the results will be sent to your mailbox

TX 1-3
SORTING

- 1 FT 23 Dec 87 Technology (Worth Watching): Istel Holds Key To Worldwide Databank (128)

By GEOFFREY CHARLISH

Nearly 1,000 databases around the world can be easily interrogated using a new on-line information service called INFOSEARCH. This has been launched by Istel, the UK data network specialist of Redditch.

Many kinds of screen and keyboard hardware can be used, suitably equipped with phone line communications facilities.

The start-up fee is 100 pounds sterling per user, and each gets the necessary manual and initial help on systems operation. After that, the cost is 10 pounds sterling per successful access.

- 2 GDN 17 Dec 87 Computer Guardian: Easy does it - Simplified access to online databases (1011)

By JACK SCHOFIELD

Information is, today, replacing capital as the key to commercial success. Just as in the shift from the agricultural to the industrial ages capital replaced land. But unlike capital or land, information is not a finite resource. It is not in short supply, not under state or class control, and using it does not use it up: just the reverse. And now trillions of bits of information are sitting around the world in huge computer databases, accessible to all. The Golden Age is surely about to dawn ...

- 3 FT 06 Nov 87 Technology (Computing): Window on the world of electronic data - Easier access to major databases should help boost the use of such information services by European companies (558)

By ALAN CANE

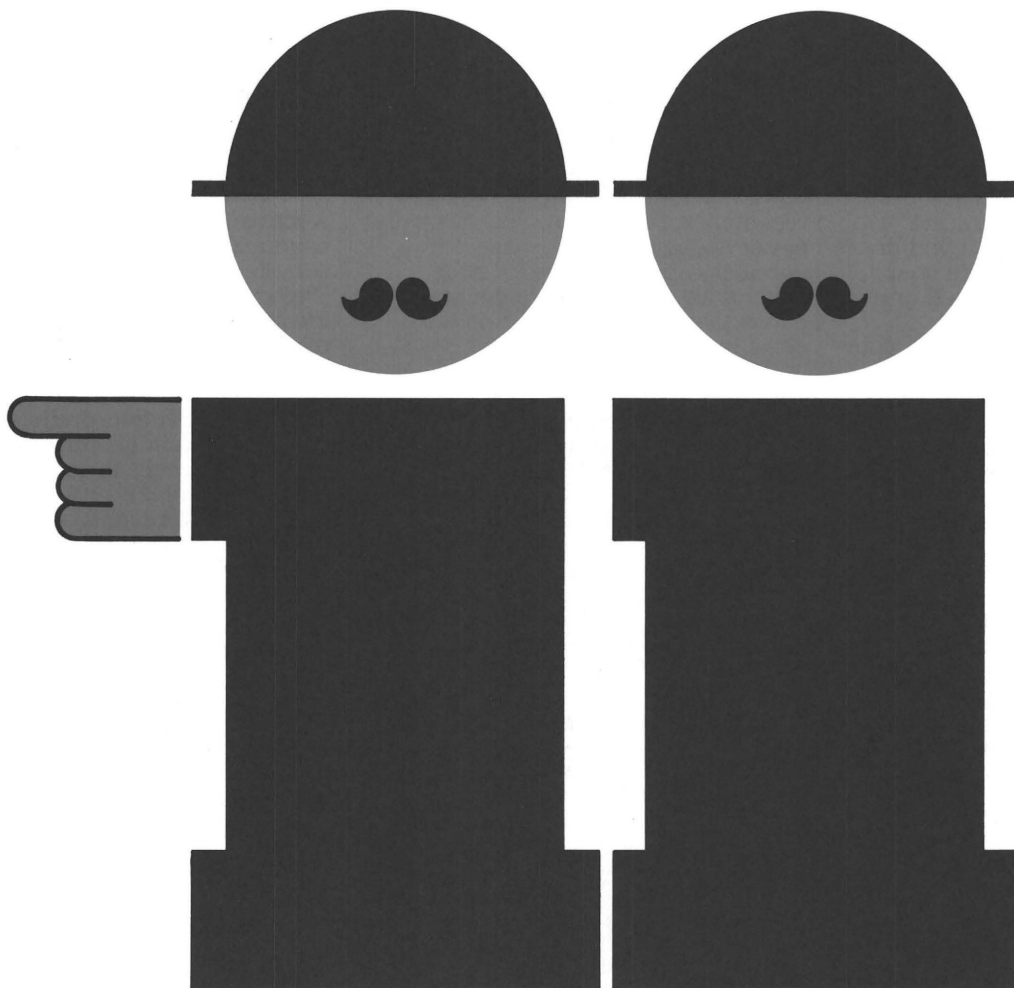
North American companies make five times as much use of on-line databases (electronic information sources) as European ones and the chief reason seems to be greater ease of access.

Istel, formerly the information technology arm of the Rover Group which was bought out by its management some months ago, aims to redress the balance in the UK with a service it calls 'INFOSEARCH.'

It is basically a simple, moderately-priced common window on the world's major electronic databases which allows information to be sought and identified without complex operating procedures.

Contact: Infotap
2 rue Albert Borschette
L-2012 Luxembourg
Tel: +352 416345

InfoSearch/Istel
PO Box 5
Grosvenor House,
Prospect Hill
Redditch
Worcestershire B97 4DQ
Tel: +44 527 64274
Telex: 339954



II - Intelligent Information - the Gateway to information databases

At the latest count, there were over 3000 databases available for on line searching throughout the world. That piece of news is of interest to a relatively small number of information specialists but to the vast majority of people it doesn't mean very much. The unfortunate thing is that many of these latter people need information, which is available in those databases, in their day to day work.

Many people who have a PC, for example, would like to access databases from time to time. Many people have probably tried already and have been disappointed because, in many cases, the databases are complex and the commands necessary to get at the information are difficult to use. Most information seekers are not information specialists and do not want to spend a lot of time learning detailed commands etc. for the once or twice a month they might need access to a database.

Infotap SA and Geonet Systems have perfected the Intelligent Information Facility (II-facility), with assistance from the EEC, to meet the requirements of those who need information regularly, as part of their work, but who do not have either the time or the inclination to enter too deeply into the "information world".

II - Intelligent Information - une passerelle pour consulter les bases de données d'information

Le dernier recensement fait état de 3000 bases de données disponibles pour la recherche en ligne à travers le monde. L'information que l'on peut y trouver n'est accessible que par un nombre restreint de spécialistes de l'information mais reste pratiquement inaccessible au vaste public. Le malheur veut que ce soit justement cette dernière tranche du public qui pourrait y trouver les informations dont il a besoin quotidiennement.

Un grand nombre de personnes possédant un PC, par exemple, voudrait pouvoir de temps en temps accéder à certaines bases de données.

Nombreux sont ceux qui ont probablement déjà essayé et qui ont été déçus, dans beaucoup de cas, par la complexité de la base de données, d'une part, et par la nécessité d'utiliser un langage de commande pour accéder à l'information, d'autre part.

La majorité des demandeurs d'information n'est pas spécialisée dans l'art de la recherche de l'information et ne désire pas perdre un temps précieux à apprendre des commandes détaillées pour une recherche occasionnelle dans une seule base de données.

Infotap SA et Geonet Systems, avec l'aide de la CCE, ont mis au point un service intelligent d'accès à l'information, dénommé II (pour intelligent information), pour aller à l'encontre de ceux qui ont un besoin régulier d'information dans leur travail, mais qui n'ont ni le temps ou l'envie de s'investir en détail dans le "monde de l'information".

II - Intelligente Information - der einfache Weg zu nützlicher Information

Die neuesten Statistiken zeigen weltweit die Verfügbarkeit von über 3000 Datenbasen. Die Information in diesen Datenbasen ist aber leider nur einer beschränkten Anzahl von Spezialisten zugänglich und bleibt dem Großteil der daran Interessierten praktisch vorenthalten, dabei sind es gerade diese potentiellen Nutzer, die diese Information täglich bräuchten.

Viele Besitzer von PCs (Personal Computer) zum Beispiel würden gerne von Zeit zu Zeit auf für sie wichtige Information zugreifen.

Ebensoviele haben es vielleicht schon einmal versucht und sind enttäuscht worden, einerseits durch die Komplexität der Datenbasen und andererseits durch die Notwendigkeit, die Kommandosprache erlernen zu müssen, um die entsprechende Information zu erhalten.

Der Großteil der potentiell Interessierten ist weder Spezialist im Recherchieren noch will er kostbare Zeit verlieren, um die Kommandosprache zu erlernen oder die administrativen Schritte abzuwickeln, um die gelegentlich notwendige Information zu erhalten.

Infotap SA und GeoNet Systems haben mit der Unterstützung der KEG (Kommission der Europäischen Gemeinschaften) einen einfachen Zugang zur Information entwickelt, der II (Intelligente Information) heißt und der all denen helfen soll, die für ihre tägliche Arbeit Information dringend brauchen, die aber weder Zeit noch Lust haben in die Details der "Informationswelt" einzusteigen.

How does the II-facility work?

It acts as the gateway between you and the information you seek. You need never communicate directly with a database if you do not wish to. You can make your information request to the II and let it do the work for you.

What II does is to translate your information needs into the commands necessary to retrieve the answers from a range of databases. It also offers you a choice of which database you want to have searched and even (where possible) the choice of supplier for a particular database service.

All this without knowing anything about retrieval languages, without having contracts for different services, without a detailed examination of database contents etc. Also you can pay for all your information needs on one invoice – the one you receive from II.

Moreover, II will communicate with you in your language (English, French, German and Italian available now, others to follow soon) – independent of the language of the database contents. This means you can be sure of what you need. Unfortunately, II cannot provide translations of the database contents.

What to do to learn more?

Fill in the coupon below now – you will receive a brochure which describes the facility, cost info and registration details.

Comment ce service fonctionne-t-il?

Il s'agit en fait d'une "passerelle" entre vous et l'information que vous recherchez. A aucun moment vous ne devez dialoguer avec la base de données à moins que vous ne le vouliez. Vous faites votre demande d'information à l'II qui fera le travail à votre place.

L'II interprète en fait votre demande d'information et applique les commandes nécessaires à la recherche des réponses dans une panoplie de bases de données. L'II vous permet de choisir la source d'information et même, le cas échéant, son fournisseur.

Et tout ceci sans aucune connaissance préalable du langage d'interrogation, sans contrat d'utilisation avec ces différents services, sans examen détaillé du contenu des bases de données, etc. Vous avez en plus l'avantage de n'avoir qu'une seule facture globale à payer pour toutes vos recherches dans les différentes bases de données.

En outre, vous pouvez dialoguer avec l'II, dans votre langue maternelle (à l'heure actuelle seuls l'anglais, l'allemand, le français et l'italien sont disponibles mais les autres langues vont suivre), et ceci indépendamment de la langue du contenu des bases de données. En d'autres termes vous êtes certain de formuler correctement votre besoin en information. Malheureusement, l'II ne peut fournir les traductions du contenu des bases de données.

Que faire pour en savoir plus?

Remplissez le coupon réponse ci-joint. Vous recevrez ensuite une brochure descriptive de l'II, des informations sur les coûts et des détails concernant l'adhésion à ce service.

Wie funktioniert dieser Dienst?

Die Hauptaufgabe besteht darin zwischen Ihnen und der für Sie notwendigen Information eine Brücke zu bauen. Zu keinem Zeitpunkt aber müssen Sie direkt mit der Datenbasis im Dialog stehen, die Sie abfragen wollen. Sie geben Ihre Frage an II, das für Sie die Fragestellung an den Host erledigt und das entsprechende Ergebnis zurückgibt. II arbeitet für Sie.

Tatsächlich interpretiert II Ihre Frage und stellt sie für Sie an den Host indem die jeweils spezifischen Prozeduren des einzelnen Informationsdienstes verwendet werden. II erlaubt Ihnen die Informationsquelle (Datenbasis) und, wenn Sie wollen, auch den Informationsdienst selbst (Host) auszuwählen.

Alles das erledigt II für Sie ohne daß Sie vorherige Kenntnisse über die Kommandosprache haben oder den Inhalt der Datenbasis im Detail kennen müssen. Auch ein eigenes Paßwort (eigener Vertrag) für die entsprechenden Dienste entfällt. Zusätzlich haben Sie den Vorteil, nur eine Rechnung für Ihren gesamten Informationsbedarf zu haben.

Darüberhinaus können Sie mit dem II in Ihrer eigenen Sprache verkehren (zum gegenwärtigen Zeitpunkt sind die Sprachen Deutsch, Englisch, Französisch und Italienisch implementiert, weitere Sprachen werden folgen) und das unabhängig von der Sprache des Inhalts der Datenbasis. Sie sind sich also zu jedem Zeitpunkt über die Abwicklung Ihrer Suche im Klaren. Leider kann II (noch) nicht die Datenbaseninhalte übersetzen.

Was sollten Sie machen, um näheres zu erfahren?

Füllen Sie den beigefügten Antwortcoupon aus und Sie erhalten dann eine detaillierte Broschüre, die II beschreibt und die Ihnen nähere Informationen über den Preis und die Möglichkeiten der Nutzung gibt.

- We would like to receive your II brochure.
- Nous désirons obtenir votre brochure II.
- Wir möchten Ihre II Broschüre erhalten.

NAME:
NOM:
NAME: _____

ORG:
ORGANISATION:
ORGANISATION: _____

STREET:
ADRESSE:
STRASSE: _____

TOWN:
VILLE:
STADT/PLZ: _____

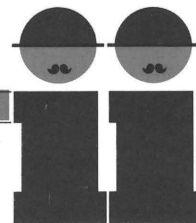
COUNTRY:
PAYS:
LAND: _____

TEL: _____

TELEX: _____

PLEASE RETURN TO:
A RENVOYER A:
BITTE SENDEN AN:

INFOTAP, B.P. 262, L-2012 LUXEMBOURG



Great Euro Dictionary on Gold

A database of 380.000 words and phrases in eight languages. That should be sufficient to respond to needs of most people wanting a translation of a technical word. It has been called a translator's dream.

The ECHO database, **Eurodictom**, has now been made available to a wider user group via a gateway to Telecom Gold. New user friendly help files have been written specially for Gold electronic mail users. The database is presently free; users have only to pay the Telecom Gold and PSS charges for the gateway.

You can find the equivalent of a word or phrase from or to the following languages: English, German, French, Danish, Dutch, Italian, Portuguese or Spanish. You get more than just a word for word translation; the dictionary gives you the word or phrase set in context, together with any relevant notes, and codes indicating things like the date of entry into the dictionary. You can also look into a separate section which gives the abbreviations.

How do Telecom Gold users access the system? The Great Euro Dictionary can be accessed via the Microlink international gateway (system 72:). At the chevron prompt > type in GW for Gateway.

Then follow the menu.

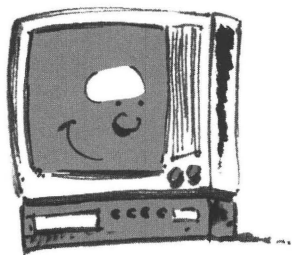
To Locate a translation, type L at the prompt. Or type X for an abbreviation. If you want a translation from English, type EN as source language. You then indicate what languages you want as target languages for translation. If you need Help, type H.

Best of luck! Viel Glueck! Bonne Chance!

Contact: **Microlink**
Europa House
Adlington Park
GB-Macclesfield SK10 5NP
Tel: +44 625 87888

Doctors, marketing men, engineers, chemists!

You want to know how to find the best answers to your problems? Euronet DIANE promotional videos will tell you how!



Professional people know that in trying to resolve problems there are often several solutions — good ones and the less so good. The best answers to problems involve having complete or comprehensive sources of information.

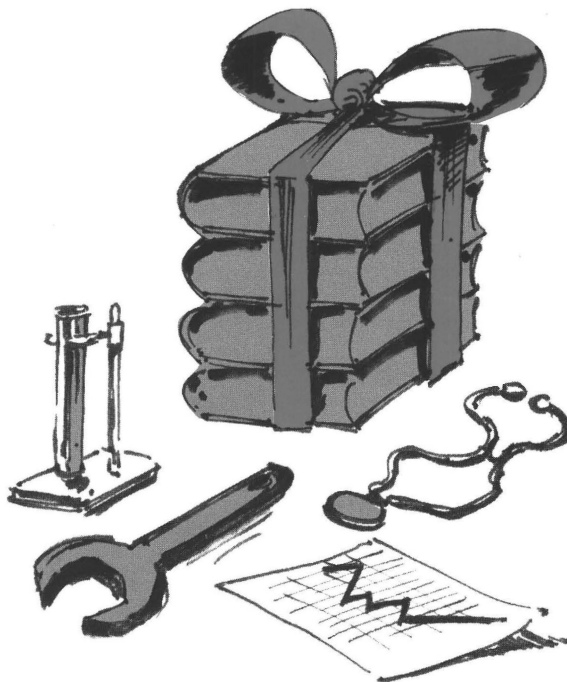
That may come from a good memory. It may involve good reference books or access to the latest journals.

Some times, however, the most comprehensive and easy to handle sources of knowledge, expertise and information is neglected by many professionals. Why? because their earlier training did not include online information. Nowadays, databases provide the most effective indexing system for finding the exact reference required. Some provide full text or factual information.

Knowing where to go and how to go about getting answers could save professionals a great deal of time and make them much more efficient.

How should they go about learning about such new and advanced sources of expertise?

Following the success of the video-cassette, "The Invisible Ingredient" which gave a general introduction to online information, the Euronet DIANE team are offering a series of four videos. Available in the main European languages (others will follow), the videos, produced by Drake Educational Associates of Cardiff, are specifically aimed at these groups of professionals.



The videos give case histories about how you can go about solving your research or information problems. Fill in the coupon. You can order a specific professional area or take all four cassettes for a special price of 150 ECU (£ 105, 300 DM or 1 050 FF).

✂				
Video 1	Medical	<input type="checkbox"/>	50 ECU	
Video 2	Marketing	<input type="checkbox"/>	50 ECU	
Video 3	Industrial safety, Chemicals	<input type="checkbox"/>	50 ECU	
Video 4	Engineering	<input type="checkbox"/>	50 ECU	
TOTAL			ECUs	
50 ECU = 35 pounds Sterling, 100 DM, 350 FF				
All four videos	<input type="checkbox"/>	150 ECUs		
Language:	English <input type="checkbox"/>	French <input type="checkbox"/>	German <input type="checkbox"/>	Italian <input type="checkbox"/>
Format required	VHS <input type="checkbox"/>	Betamax <input type="checkbox"/>	U-matic <input type="checkbox"/>	
Please invoice me <input type="checkbox"/>				
To 177 Route d'Esch, L-1471 Luxembourg,				
Tel: +352 488041		Telefax: +352 488040		
		Telex 2181		
Name			
Company (if applicable)			
Address			
			
			

Office filing and retrieval accompanied by MINSTREL



Optical disk and optical character recognisers have made it technically feasible to store nearly all information used in offices in electronic form. Data may vary both in the media used to communicate them such as voice, image and text and in their form such as documents, records and messages.

Many of the problems raised in integrating these have been tackled in the finished

ESPRIT project no 59, MINSTREL, standing for Models in INformation SStorage and RETrieval.

It provides an effective retrieval of information from a wide and varied data depository. Research has been conducted on providing a highly usable interface to retrieval facilities, handling of imprecise queries and data, and improving the precision of textual data. A second area of research has involved the development of an office information model for describing the properties of office data and operations. The system has been implemented on SUN workstations running UNIX.

Contact: Dansk Datamatik Center
Lundtoftevej 1C
DK-2800 Lyngby
Tel: +45 2 87 26 22

Matching references to full text

The European Commission's DOCMATCH study was a feasibility study to explore the best way to link bibliographic and full text databases. The lack of an efficient matching of references could cause a bottleneck in future electronic document delivery systems.

Now published as **Electronic document delivery — IX** (EUR 10677 EN) the report of a DG XIII project describes the experimental testing and development of a matching algorithm based on a generalised bibliographic

code. The study proposes the Universal Standard Bibliographic Code (USBC) as the basis for the matching algorithm.

The follow-up project, known as DOCMATCH II, is now being undertaken by the British Library Document Supply Centre in conjunction with the University of Bradford, which has a large experimental database.

Contact: Office for Official Publications
5 rue du Commerce
L-2985 Luxembourg

Keep in touch — Eurocontact

Your firm or university would like to participate in an ESPRIT project and receive support from the European Commission? If you are looking for partners across Europe with the same interests and expertise, then the simplest way is Eurocontact.

This database contains information about organisations (including location and contact person), a profile of the organisation (type, activities and references) and corresponding research interests including experience and planned research.

The Eurocontact database has a menu driven system which requires almost no previous knowledge of online searching and a command driven system which gives experienced users greater flexibility.

Contact: Eurocontact
C E C, DG XIII,
200 rue de la Loi
B-1047 Brussels
IES Helpline in
Luxembourg
Tel: +352 453030



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

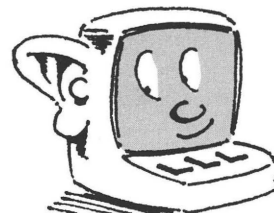
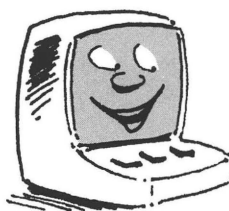
I/S DATACENTRALEN af 1959

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:

Word processor shall speak to word processor



Most offices include a variety of equipment from different manufacturers, such as word processor, terminals and micro computers. Most are incompatible. Efficient offices, however, need intercommunicating systems that will support graphics and the electronic mail protocol X 400.

The answer is ODA (Office Document Architecture). Under ESPRIT project 1024, Bull, ICL, Olivetti and Siemens have created a practical implementation of ODA

which is consistent with Open Systems Interconnection (OSI) and ISO standard DIS 8613. It allows an interchange of various types of documents, eliminates quality destroying multiple conversion from machine to machine. It simply requires a manufacturer provide a conversion to and from the ODA standard. Office systems become open systems.

For more information contact one of the above manufacturers mentioning ODA.

Calling all hosts and database producers



Dianeguide is a directory of European host computers and databases. It is available online free of charge to new online information users on the ECHO computer. It is also accessible via other hosts such as DIMDI, or electronic mail systems such as Telecom Gold or Geonet.

The database of databases is updated several times a week and provides for all sorts of information users a primary means to find the sources they need.

If your host organisation or your database is not included in this file, you will be missing many potential customers. Information on your system can be included free of charge.

Please send details of information you wish included.

Contact: Mlle Christine Stoelin
Euronet DIANE ECHO
177 Route d'Esch
L-1471 Luxembourg
Tel: +352 488041
Telex: 2181

Political risks in full

Full text reports giving analyses over 18 months and five year periods of 85 countries are available online in the **CRSI** file on Data-Star. Averaging 50 pages of print, the country reports from the political risk service of Frost and Sullivan draw on the work of 250 analysts. The file is aimed at international banks and trading organisations.

Data-Star have also added a file of oil and chemical reports prepared by the **ICIS-LOR** group. The daily oil report and weekly chemical reports include pricing as well as an assessment of economic and political factors affecting markets.

The chemical industry's business weekly **European Chemical News** has also been added as a full text file.

A business opportunities database which lists details of products and services for which suppliers are required immediately sounds like the ideal information source for many companies. **SELL** is a database prepared by Company Line with updates several times a day.

Contact: Data-Star
Plaza Suite
114 Jermyn Street
London SW1Y 6HJ
Tel: +44 1 930 5503

Agrochemicals

The second extensively rewritten and revised edition of **Agrochemicals Handbook** has now been published. The corresponding database, which received Commission support, can be searched on Data-Star.

Contact: Mr Hamish Kidd
Royal Society of Chemistry
Nottingham University
GB-Nottingham NG7 2RD
Tel: +44 602 507411

Business data

The Finnish host, Helecon, has introduced free-text searching on its range of international economics and business databases. Files are searchable in English, German and Scandinavian languages.

Contact: Ms Kyllikki Ruokonen
Helecon/Helsinki School
of Economics Library
Runeberginkatu 22-24
SU-00100 Helsinki
Tel: +358 0 4313 413
Telex: 122220

Outsider information

Those investors curious to know which shareholders have more than 0.15% stock in UK publicly quoted companies and Unlisted Securities Market (USM) companies can find out on a Pergamon Orbit Infoline database called **JSS**, Jordan Shareholder Service. Shareholders can be listed in alphabetical order or by total percentage of shares held. Changes in investment

can also be traced by asking for the percentage change in shares held.

A new development in the database will provide means to trace the beneficial owner behind a nominee shareholder's name.

Contact: Pergamon Orbit Infoline
Achilles House
Western Avenue
London W3 0UA
Tel: +44 1 992 3456

Theatrical development



TANDEM is a comprehensive information service on the theatre, jointly developed by Italian, British, Austrian, Danish, Swedish and German institutions to aid the professional theatre, agencies, publishers, tourist authorities and the general public. Some 55 000 documents have been referenced in the system which has received the support of the European Commission.

Files include one on productions (information from programmes and press releases), an object file on playbills,

photographs, autographs etc, a work title file giving descriptions of plays, translations and adaptations, and a work catalogue giving a bibliographic record of editions of play texts, musical scores and librettos. A further file created in the USA on international bibliography of the theatre is being drawn up in close collaboration with **TANDEM**.

Contact: Dr Huesmann
Deutsches Theatermuseum
Galeriestrasse 4a
D-8000 München
Tel: +49 89 22 24 49

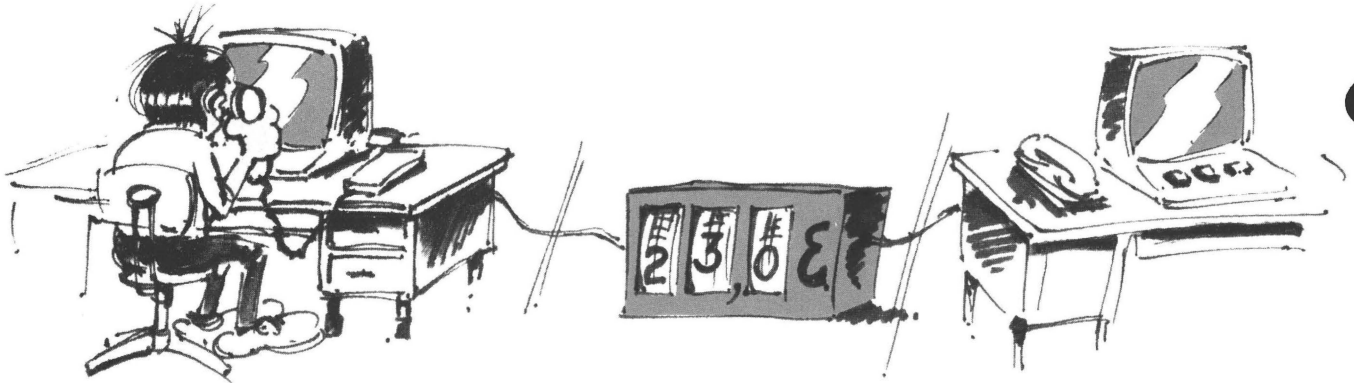
Diary filler

If you would like to plan your diary up to the year 2000, the **FAIRBASE** file, available on Data-Star and Fiz-Technik, will help you place the dates for trade shows, exhibitions and conferences. The coverage is worldwide and over 15 000 events from 102 countries are included.

A current awareness service will help people who go to conferences to keep track of events in their field. Free trial access is offered to Data-Star users in March.

Contact: Dr R Steck
Fairbase
Deisterstrasse 13
D-3000 Hannover 91
Tel: +49 511 44 33 30

Set-up charges: the invidious cost of failure



In IM no 49 we published the results of the Eusidic user survey of European telecoms. It showed that some 29 per cent of calls failed. Some did not connect; some had host problems; and others got cut off in mid stream.

Unlike telephone calls where the customer is charged only for successful calls, data networks may also charge just for the setting up of a call, whether or not it gets through because of network congestion or other reasons.

If such a charge existed for telephone services, it would mean that the customer would get an extra item on the bill for every call he made, even if he did not get through because the line was busy.

For users with software which automatically recalls a failed number or for those who normally send messages to several addresses at the same time, this invidious little charge could amount to a more significant amount over a period of time.

IM is therefore publishing a table prepared by the German Research Network, DFN, for RARE (Réseaux Associés pour la Recherche Européenne) as part of the COSINE specification phase. This table appears in report 6.1 **Tariffs and availability of PPSDNs in Europe** and gives details of the charge on the European data networks.

Contact: DFN Verein
Pariser Str 44
D-1000 Berlin 15
Tel: +49 30 884299-39
email: c-braun
zpl.dfn.dbp.de

Set up charges in ECU

Country	national	Europe	International	pay if congested
Austria	0.002	0.002	0.002	no
Belgium	0.003	0.003	0.003	Yes
Denmark	0.006	0.012	0.012	no
Finland	0.011	0.011	0.011	no
France	0.007	0.086	0.086	Yes
Germany	0.023	0.023	0.023	no
Greece				Yes
Ireland				Yes
Italy	0.023	0.023	0.023	Yes
Luxembourg	0.005	0.005	0.005	no
Netherlands	0.010	0.016	0.016	no
Norway	0.016	0.016	0.016	no
Portugal	0.017	0.033	0.033	Yes
Spain	0.016			Yes
Sweden	0.275	0.275	0.275	Yes
Switzerland	0.088	0.088	0.088	no
UK	0.004	0.007	0.007	no

Blanks have been left where specific information was not available. For the UK all call attempts excepting those cleared by the network are subject to the minimum call unit indicated. For successful calls there is no call-up charge; the user must pay a minimum charge for volume and time. On the national network, PSS, tariffs have been further simplified by charging for time only.

Conclusion

On the European scene the charge of setting up a call varies from 0.002 in Austria to 0.275 ECU in Sweden (13 750 per cent more expensive). The average for a set up charge is 0.0375 ECU.

The reason for the wide variation of this charge is not at all apparent. The telecoms customer may wonder whether the cost of collecting it in certain countries is worth the negative reaction that it provokes. While public bodies may feel zealous in safeguard-

ing against abuse of the networks, the consumer may feel more aggrieved that in some countries he is paying for a non delivered service for which he is often not responsible and the telecom authorities are.

The tariff structure of telecoms is still far from the improved and more uniform structure of the postal services, where averaging of costs allows a customer to send a standard message either to someone in his neigh-

bourhood or the other end of Europe for the same price. The principle of a unified tariff is widely acclaimed.

The method of charging piecemeal for each individual variation of service at different rates in different countries reiterates the complex charging methods at first used by national postal services (before the Roland Hill penny post reform in Great Britain) and constitutes a barrier for the European customer.

Presently the customer is likely to receive a bill with some or all of the following items:

- Periodic access charges**
- Dial up (or leased circuit) charges**
- Duration charges (per minute)**
- Volume charges (per segment or kilobyte)**
- Call related charges:**
 - dropped/failed calls
 - interworking fee
 - fast call select facility
 - reverse charge acceptance
 - closed user group charge
 - direct call charge
 - sub-address charge

On the other hand the simplification of charging which is exemplified by the Kiosque system on the French minitel shows that a enormous new market can be created where tariff structures are simple and can be grasped by the average man in the street. The British Telecom initiative of charging customers only on the basis of time on the data networks is to be welcomed; it is a pity it confined to the British Isles and not extended to the Community. **Tariff simplification is indispensable for a vigorous European information services market.**

Report highlights uncertainties for European network users

The most noticeable thing about the European telecommunications dimension is that it doesn't exist," concludes a Eusidic report, **European telecommunications — the information industry perspective**. Private international networks and those of service providers such as Reuters and GEISCO all have the European dimension which the public data networks do not, says the report prepared by Cullen International in co-operation with the University of Namur.

It quotes with approval the Commission's Green Paper on Telecommunications: "Adequate telecommunications infrastructures and services are a condition *sine qua non* for the free expression and free flow of information in the Community in the future" and that "telecommunications administrations cannot continue to be both regulator and market participant (by offering subsidised services) i. e. both referee and player".

The Commission's proposals are more than adequately supported by EEC Treaty rules, it says. Certain proposals (e. g. exclusive provision of the infrastructure by Administrations) may even be less liberal than the Treaty rules themselves. Telecommunications infrastructure could be considered a service and sub-

ject to Community competition rules under Article 59 of the EEC Treaty. This and the abolition of restrictions on value added services from within and without the Community could bring about significant changes.

On the telecom equipment side, the report says regulatory decay can be observed in Europe's high streets shops; the PTTs "official" modems gather dust while the customer buys equipment labelled "only for use abroad".

The U K represents one of the "wild cards" in the future re-regulation of European telecoms. The user community has generally approved some remarkable improvements made by British Telecom in recent years — such as the introduction of a "help desk" for packet switched calls. Usage sensitive rates have been dropped from private networks and competition between Mercury and B T on the transatlantic route has highlighted the relatively high intra-European tariffs.

The changes in the British telecoms scene were effecuated because of a number of factors: the widespread dissatisfaction of users on the performance and restrictive attitude of BT, stark contrast between availability and quality of services in the "liberalised" USA, a strong and vocal user lobby, a powerful industrial

lobby seeking new opportunities, and a government determined to implement an open competition policy. The British model is not necessarily a model for all countries but is acting as a powerful stimulant to change in Europe. In one (unnamed) European country telecom regulations are so rigid and complex that even large business users simply ignore them.

"Apart from any other advantage," the report says, "fair competition in the public data network are would inevitably result in the truly European services which the PTT Administrations have themselves failed to provide."

The report analyses the working of CEPT and pleads for a more open policy, as well as detailing the powers of other international bodies. Some of the promises and potential of ISDN are detailed. The main achievement so far of the Commission, the report says, is its catalytic role in bringing the industry and the users together on a Europe-wide scale. This it has done with commendable imagination and although the results are intangible it appears to have brought important benefits to the European information community.

Contact: Eusidic
99a High Street
Calne
GB-Wilts SN11 OBS

La suisse baisse son tarif

Un nouveau tarif pour l'accès au réseau télépac par le réseau téléphonique est entré en vigueur en Suisse à partir du 1 janvier. Cette taxe passe de 7.50 FS (pendant la journée de 0800 à 1800) et 4.50 FS (de 1800 à 0800 ainsi que les samedis et les dimanches) par heure à 3.00 FS.

PSS simplifies

British Telecom introduced new tariffs on 15 July for its public data network. Users of the PSS service will be able to benefit from a simplified tariff in which the volume-based charge has been eliminated.

Contact: British Telecom PDN
Marketing
45 Moorfields
London EC2Y 9TH
Fax: + 441 250 8300

Greek VAT

Value added tax on the Greek network is levied at 18 % not 12 % as mentioned in IM 48.

British Telecom responds to user questionnaire

Following a questionnaire sent out to dial-up network users, British Telecom are working on a number of improvements to their services.

These include:

1 Understandable welcome and error messages and instructions to enter NUI (Network User Identifier) and NUA (Network User Address) will appear at sign-on.

2 The provision of lower cost Economy Data Lines to replace dial-up for regular users is being seriously considered.

3 Information on the quality of the service and steps taken to improve it will be published.

4 The international Closed User Group facility is being pursued by BTI with other European PTTs.

5 Error correction is under heavy demand by many customers and the available facility is almost overwhelmed. Improvements will be made.

6 Higher availability is being established at all PADs, with more ports available at higher speeds.

7 Autocall facilities are being considered for the users of a single service.

8 International circuit capacity is being increased. All bearers into the rest of Europe and the USA will be 64 or 56 Kbit/sec and those into Belgium, the Netherlands, and Telenet are being implemented.

Contact: Mr Trevor Howell
BT/Public Data Networks
45 Moorfields/Rm 3048
London EC2Y 9TH
Tel: +44 1 250 8405
Fax: +44 1 250 8300

Pour un décloisonnement des marchés de l'information



La Commission (DG XIII/B) a réuni le 30 septembre 1987 à Luxembourg, 80 représentants de l'industrie de l'information en ligne européenne avec pour but d'examiner les solutions concrètes pour lever les obstacles qui barrent l'accès de l'utilisateur final.

Le séminaire «KIOSK» a été préparé par cinq groupes de travail spécialisés: PSDN (réseau de transmission de données par paquet), Gateway (interface intelligente), E-mail (messagerie électronique), Videotex, Vans, (réseau à valeur ajoutée).

Le séminaire a recommandé que, dans le cadre de l'appel aux déclarations d'intérêt du 15 octobre 1987, la Commission des C E devrait accorder une attention particulière aux propositions de l'industrie portant sur

- l'utilisation des messageries électroniques comme moyen d'accès aux sources d'information spécialisée en-ligne;
- la mise en place de moyens originaux de facturation et de paiement. Il a notamment été suggéré de créer une carte de crédit spécialement dédiée au paie-

ment des services d'information;

- la sensibilisation à l'ensemble des canaux de diffusion de l'information en ligne: séminaire, publication, annuaire, catalogue.
- l'étude de méthodes de diffusion multi-média de l'information;
- l'étude d'outils susceptibles d'améliorer la productivité des intermédiaires, relais ou courtiers en information (brokers) pour accroître leur efficacité auprès des utilisateurs occasionnels (PME-PMI): mise en place de logiciel d'interrogation au langage naturel, de procédures automatiques d'interrogation ou de gestion de profils en liaison avec des messageries . . .

Les participants ont mis en évidence la nécessité d'un décloisonnement entre les différents opérateurs du secteur. Il revient aux associations professionnelles européennes et nationales concernées de contribuer à une meilleure diffusion croisée de l'information au travers de l'organisation de forums (par exemple «messagerie électronique et diffusion d'information électronique»).

Chacun des canaux de diffusion évoqués (E-mail, VANS, Videotex), auxquels viendra s'ajouter le RNIS (Réseau numérique à intégration de services), répond à une logique de développement qui lui est spécifique. Cette situation peut conduire à la création d'un tissu de réseaux incompatibles, juxtaposés et conçus indépendamment des besoins de l'industrie de l'information.

Le séminaire a par conséquent recommandé d'impliquer et d'associer plus étroitement les acteurs de l'industrie de l'information au développement de ces réseaux notamment en ce qui concerne:

- les aspects réglementaires;
- les normes;
- les tarifs.

Les serveurs et le fournisseurs des services présents au séminaire ont demandé à la DG XIII de faire écho de leurs préoccupations en ce qui concerne l'accès, la transparence, l'interconnexion et la facturation des réseaux, l'installation de passerelles ou de points d'accès videotex multi-normes dans le contexte des discussions engagées avec les PTTs sur le développement

du marché commun des services et des équipements de télécommunications.

Contact: M Wolfgang Huber
CCE, DG XIII/B
L-2920 Luxembourg
Tél: +352 4301 2879

Awareness on Materials

The Demonstrator Programme on Materials Databanks which is presently implemented by the CEC, will integrate 11 European databanks into a pilot network for materials data information services. The operational phase of the Demonstrator Programme will start by mid-1988 and will be supported by a major awareness programme which will offer seminars and workshops in all EC member states for professional users of materials data information. Those interested in the seminars and workshops may apply to the organization which has been charged by the Commission with the implementation of the awareness programme:

Contact: FLA Consultants
27, rue de la Vistale
F-75013 PARIS
Tel: +44 1 45 82 75 75

Eusidic changes

Harry Collier took over on 1 January as Executive Director of Eusidic, the European association of information services. He is a past chairman and member of the association's council. He will continue to edit the journal, **Monitor**, published by Learned Information.

Barbara Sarjeant takes over the functions of the Eusidic secretariat. Helen Henderson, who undertook the services of the Eusidic secretariat

until recently, will now return to full time consultancy for Information Management and Engineering (IMÉ).

In December Eusidic and Euripa held a joint meeting to pursue discussions on a merger which has been agreed in principle by the councils of the two European information bodies.

Contact: Eusidic
9/9a High Street
Calne
GB-Wilts SN11 OBS
Tel: +44 249 816 407

Info on standards

CEN/CENELEC — the joint European Standards Institution — on behalf of the European Commission and EFTA intends to publish a call for tenders in mid-February for consultancy services to carry out a feasibility/market study on enhanced access to and use of information provided by the databases, INFOPRO (information procedure on standards: EC directive 83/189) and ICONE (comparative index of national standards in Europe).

The study is to address such issues as marketing of the information potential users, facilitation of information exchange, access methods (on-line, off-line, CD-ROM etc) enhanced retrieval, promotion, impact on infrastructures and procedures, etc

Contact: Mme Gail Fagen
CENELEC
2 rue Brédérode Bte 5
B-1043 Brussels
Tel: +32 2 519 6865

L'Italia che esporta e che importa

— La Cerved — Società nazionale di informatica delle Camere di Commercio — ha realizzato la sua prima banca dati su CD-ROM. La banca dati è lo SDOE — Sistema informativo delle ditte operanti con l'estero — che raccoglie i dati relativi a oltre 60 mila aziende italiane abituali esportatrici e/o importatrici.

Questa banca dati — realizzata dalla Cerved in collaborazione con le Camere di Commercio italiane attraverso questionari inviati alle ditte — contiene per ogni azienda le seguenti informazioni:

— ragione sociale, indirizzo,

- telefono, telex
- numero Registro Dite e codice meccanografico
- numero dipendenti
- settore merceologico di attività
- fatturato medio degli ultimi anni
- quota del fatturato export sul fatturato totale dell'ultimo anno
- canali di esportazione utilizzati
- principali prodotti importati e/o esportati identificati dalla codifica SIC
- principali paesi di importazione e/o esportazione.

Chem-Bank CD

Three major databases on chemicals have been published by SilverPlatter on a single CD-ROM. **RTECS**, the registry of toxic effects of chemical substances from the National Institute for Occupational Safety and Health gives identification, toxicity and general information for over 7000 chemicals and 310 000 compound names. **CHRIS**, chemical hazards response information system from the US Department of Transportation details emergency res-

ponse, accident prevention and safety procedure design information for over 1 000 key chemicals. **OHMTADS**, oil and hazardous materials technical assistance data comes from the US Environmental Protection Agency and contains numerical data and interpretative comments facilitating rapid response to emergency spills.

Contact: SilverPlatter
10 Barley Mow Passage
London W4 4PH
Tel: +44 1 995 8242

Megadat 4000

Small business computers can now be economically exploit optical disk technology for data protection and archiving with the new Philips Megadat 4000 system. The 12 inch WORM (write once read

many times) optical disks have a 2 gigabyte capacity — equivalent to a quarter of a million A4 pages. Using a Philips P4000 multistation computer, the system can be expanded easily to 18 gigabytes.

Electronic Advertising

Will electronic media create new sources of advertising revenue and a larger market? Or are the possibilities of introducing advertising in on-line and other new info systems so limited that they will not be able to call on this as an additional source of income?

These and other questions relating to a broad range of new media — from cable television, video systems, optical technology, broadcast teletex, teletex software, facsimile, ISDN are treated in a 320 page study commissioned by

DG XIII and produced by European Association of Advertising Agencies. **Electronic publishing and advertising** underlines the rôle advertising can have in a single European market.

Chapters in the study deal with the attraction of electronic publishing to the advertising business, legal problems, and strategies for publishers.

Contact: NTC Publications
PO Box 69
Henley-on-Thames
GB-Oxon RG 2BZ

Les industries de la langue

Deux volumes consacrés aux conditions d'avènement et aux perspectives de développement des applications industrielles du traitement de la langue par les machines: Tel est l'objet de l'étude placée dans un contexte français et international qui, au travers d'une analyse des réalités industrielles, économiques et des réalisations scientifiques et techniques rend compte des enjeux et choix politico-socio-culturels, posés par les industries de la langue dans nos sociétés en perpétuelle mutation technologique.

Qu'entendent les auteurs par «industries de la langue»?

Non seulement les métiers traditionnels de la langue (édition, traduction, enseignement) mais également et essentiellement une panoplie d'activités de conception, de production et de communi-

cation d'outils, de produits, de services qui appellent un traitement automatique de la langue naturelle.

A l'unité relative des recherches impliquées par les industries de la langue, cette étude met en exergue la diversité des applications avec les bouleversements qu'elles engendrent dans beaucoup de domaines (bureautique, productive, formation, informatique...) et le nombre croissant de débouchés offerts.

Cette étude brosse un tableau actuel et futuriste de l'industrie de la langue et à cet effet présente l'avantage de s'adresser aussi bien au professionnel qu'au non-spécialiste curieux.

Contact: M. André Abbou
DAICADIF
61, rue de Vaugirard,
F-75006 PARIS
Tél: +33 1 4222 1888

IAN GEO. BIIPAM. BIOSIS. CAB. CBA. CEA. CETIM. CHEMABS. CHEMABS TRAIN
INDEX. COSMIC. CPI. CURRENT BIOTECH. EDF-DOC. EDIN. EI MEETING
ENERGYNET. ENVIROLINE. EUDISED. FOOD SCIENCE. FLUIDEX. HSELINE. INIS

The European approach to Online Information

ILLUTION. PTS. ROBOMATIX. SATEL DATA. SPACECOMPS. STANDARDS & SPECIF
ABI/SOFT. ACOMPLINE. AEROSPACE DAILY. AFEE. AGRIS. ALUMINUM. AMP
IAN GEO. BIIPAM. BIOSIS. CAB. CBA. CEA. CETIM. CHEMABS. CHEMABS TRAIN
INDEX. COSMIC. CPI. CURRENT BIOTECH. EDF-DOC. EDIN. EI MEETING
ENERGYNET. ENVIROLINE. EUDISED. FOOD SCIENCE. FLUIDEX. HSELINE. INIS

ESA-IRS, the European Space Agency's Information Retrieval Service, offers the widest scientific and technological information coverage, with over 70 databases containing 30 million references, worldwide access possibilities through national and international data transmission networks, and many other services...

RY. INSPEC
ERLIN-TECH
ILLUTION. PT
ABI/SOFT. A
IAN GEO. B
INDEX. COS
ENERGYNE
RY. INSPEC
ERLIN-TECH
ILLUTION. PT
ABI/SOFT. A
IAN GEO. B
INDEX. COSMIC. CPI. CURRENT BIOTECH. EDF-DOC. EDIN. EI MEETING
ENERGYNET. ENVIROLINE. EUDISED. FOOD SCIENCE. FLUIDEX. HSELINE. INIS
RY. INSPEC TRAINING. IRRD. ISMEC. LABORDOC. LAB. HAZARDS BULL. LEDA.
ERLIN-TECH. METADEX. MOLARS. NASA. NTIS. OCEANIC. PACKABS. PASCAL
ILLUTION. PTS. ROBOMATIX. SATEL DATA. SPACECOMPS. STANDARDS & SPECIF

without commitment, I should like to know more about

ESA-IRS

Name

Company

Address

.....

and send to:



ESA Information Retrieval Service
C.P. 64 - 00044 Frascati, Italy
☎ (39/6) 94011 telex 610637

Information in public and private sectors

A workshop to examine the need and prospects for better synergy between the public and private sector in the provision and use of advanced information services and to help the Commission prepare relevant guidelines, took place in Luxembourg on 24 November 1987. Participants exchanged views on the situation in the various Member States focussing on the following issues:

- encouraging the entrepreneurial use of public sector data and information
- legal conditions for private sector exploitation of public sector data

- tariffication and pricing
- principles of information service and database provision by the public sector
- market support and development by the public sector

The Commission guidelines will take account of the views expressed by the workshop participants and by members of SOAG (Senior Officials Advisory Group) and will be presented for discussion at a further workshop in the summer of 1988.

Contact: Mr Wolfgang Huber
C E C, DG XIII/B
L-2920 Luxembourg
Tel: +352 4301 2879

Legal Advisory Board

The fifth meeting of the Legal Advisory Board (LAB, previously Legal Observatory) took place in Luxembourg on 22 October and discussed the issue of Community action in the field of personal data protection. LAB experts were unanimously in favour of Community action to facilitate ratification of the relevant Council of Europe Convention¹⁾ by all Member States and to launch data pro-

tection initiatives to meet the requirements of specific economic sectors (banking, insurance, electronic information services).

¹⁾ Official Journal L 246 of 29 August 1981.

Contact: Mr George Papapavlou
C E C, DG XIII/B
L-2920 Luxembourg
Tel: +352 4301 4318

ESPRIT Call for Proposals

The Commission (DG XIII) has launched a fourth Call for Proposals for ESPRIT, the European Strategic Programme for Research and development in Information Technology.

Based on the impetus and success of the programme's first phase launched in 1984, a second phase foresees work focussed in three strategic areas:

- Microelectronics and peripheral technologies
- Information processing systems
- IT applications technologies

Further details are to be found in the document "ES-

PRIT work programme" of 22 July 1987.

To encourage rapid implementation pending the decision of Council, proposals are now being requested for collaborative pre-industrial research and development work, addressing the topics and projects described above.

As a result of proposals submitted, the Commission expects to accept projects having a total cost of approximately 1200 MECU.

Contact: CEC, DG XIII,
ESPRIT Operations Office
A25-7/11
Rue de la Loi 200,
B-1049 Bruxelles

SOAG Meeting

The fourth meeting of the Senior Officials Advisory Group (SOAG) for the Information market took place on 9 November 1987. The Group was informed of the support given to the Council's economic questions group on 26 October 1987 to the Commission's Communication concerning the establishment of a policy and a plan of priority actions for the development of an information services market¹⁾.

It was further announced that, following the Commission's call for declarations of interest

in pilot/demonstration projects for the information market more than 680 responses had been received²⁾.

The prospect of creating a consultative structure in the context of the Commission's Communication and establishing an Information Market Observatory to monitor market developments was also discussed.

¹⁾ Com (87) 360 final/2

²⁾ Official Journal C 188 of 17 July 1987

Sprint proposals

The recent Call for Proposals for the SPRINT programme relating to innovation and technology transfer¹⁾ has provoked a remarkable increase of interest from industrial firms, technology transfer institutions, industrial research associations and similar bodies.

Some 3 000 requests were made for application forms and more than 500 proposals have been received so far

for transnational cooperation projects. The Commission is very pleased that so many interesting proposals have been submitted. At the same time it regrets that, due to budgetary limitations, a severe selection procedure may well cause disappointment to some applicants.

Contact: Mr Robin Miede
CEC, DG XIII-C
L-2920 Luxembourg

¹⁾ Official Journal No C 196/2

Venture capital expansion

In 1986, venture capital in the European Community expanded by 39 per cent to a projected total of some 10 000 Million ECU, according to the latest annual survey of the European Venture Capital Association (EVCA) published in the ECVA Yearbook.

Venture Capital in Europe 1987 is available from EVCA priced £ 20 or 30 ECU.

Contact: Mr Nigel Griffiths
EVCA
Clos du Parnasse 11 F
B-1040 Brussels
Tel: +32 2 513 7439

Technological Europe

Industrial and technological collaboration of firms across Europe is a second best solution to the Community's problems, conclude Margaret Sharp and Claire Shearman in **European technological collaboration** (Chatham House Paper 36). A far better solution would be the complete elimination of Europe's internal barriers. It is politics rather than economics that have prevented this so far, though what the authors call the "fragile consensus" that allowed the creation of the ESPRIT programme under Davignon is infinitely more preferable than continuing national subsidies to national champions. Collaboration also en-

courages national firms to push for more open markets and has had surprising effects on relaxing the Deutsche Bundespost monopoly, for example.

Collaboration via public subsidy does carry costs. Unrelenting pressure to achieve the internal market, a more rigorous competition policy and continued emphasis on the use and diffusion of new technologies could be some ways to avoid the worst problems.

Contact: Nigel Pearce
Royal Institute of
International Affairs
10 St James's Square
London SW1
Tel: +44 1 930 2233

Eurotelecom '88

Establecidos en las I Jornadas EUROTELECOM/Madrid 86 un lugar de encuentro y un marco de alta representación de las telecomunicaciones europeas, las II Jornadas EUROTELECOM/Madrid 88 del 17 al 20 de Mayo pretenden consolidar y profundizar los enfoques multidisciplinares, económico, jurídico,

tecnológico industrial de explotación, etc., en torno a la formación del **espacio común europeo** de las telecomunicaciones.

Contacto: EUROTELECOM/Madrid 88
Beatriz de Bobadilla, 3,
planta 9
28040 Madrid, España
Teléfono: +34 - 1 - 233 02 89
Telefax: +34 - 1 - 234 79 72
Télex: 46032 ETM E

Information Showcase

A complete range of products and services related to the information industry and specifically designed to attract new users in general business, finance and industry in addition to information scientists will be on show at the **Information**

Showcase '88 Barbican London 15-17 March.

Contact: Geoff Dickinson
Focus Events
Greencoat House,
Francis St
London SW1P 1DG
Tel: +44 1 834 1717

Champions vs entrepreneurs

The problems of the European "technology gap" may lie more in the attitudes of companies themselves than the fragmentation caused by government procurement, suggests Claire Shearman in **The politics of the communications revolution in western Europe**, edited by Kenneth Dyson and Peter Humphreys (BN: 0-7146-3284-8).

Three national champions (ICL, Bull, and Siemens) hold less than two per cent each of the global market, while some more entrepreneurial firms such as Olivetti, Norsk Data and Nixdorf have managed to expand with little or no governmental support.

Shearman also warns that the "club style" of policy-making at the European and national level gives rise to concern about the lack of debate over basic and increasingly significant computing and telecommunications policy questions and long term implications of the strategies being pursued in the 1990s.

The book also contains chapters on legal, trade union matters and deregulation of broadcasting.

Contact: Frank Cass, Publishers
Gainsborough Road
London E11 1RS

Infobase

A "Brokers' Centre" to help occasional users of online information systems is a feature of **Infobase 88** to be held at Frankfurt 3-5 May. Special symposia will be held for professionals such as lawyers, chemists, engineers businessmen and bankers.

Contact: Infobase 88
Ludwig Erhard-Anlage 1
POB 970126
D-6000 Frankfurt 1
Tel: +49 69 7575 - 396/457

Oslo online

The Norwegian online exhibition and conference **Oslo Online 88** will be held on 18-19 February 1988. Themes include database products in business and finance, science and technology, network systems, communication software and equipment and electronic publishing.

Contact: Axxess Information Service
Langes gt. 1
N-0165 Oslo
Tel: +47 2 20 9130

Compat '88

Europe has today 900 major companies applying the technique of electronic document interchange. By 1995 it is estimated that 180,000 companies will move to EDI. Profitability is a major motive: to reduce the estimated 10% of the cost of goods wasted on useless or unnecessary paperwork.

The third computer aided trade conference, **Compat 88**, will be held at the Netherlands Congress Centre from 29 February to 2 March.

Contact: Euromatica SA
Ave d'Auderghem 68
B-1040 Bruxelles
Tel: +322 736 9715
Fax: +322 736 9821

Garth Davies leaves



Mr Garth Davies, who as head of division at the Commission DG XIII/B, was responsible for Euronet DIANE and lately for Information Market Policy, has transferred to the European Parliament. He is shown (left) receiving the best wishes of DG XIII/B Director C Jansen van Rosendaal.

The fastest-growing electronic mail service in Britain is introducing thousands of new users to the exciting world of communications...

The growth of MicroLink is the big success story of online communications in the UK. It started life as an inexpensive way of encouraging users of PCs and other micros to access Britain's national email service, Telecom Gold. Today it is a vast service in its own right - covering not only the UK but serving an ever-increasing number of subscribers from all over Europe and as far away as Australia and New Zealand.

MicroLink offers ALL the services of Telecom Gold, including email, telex and gateways to other databases. But it has many additional features, including:

- Telemessages, which GUARANTEE first-post next-day delivery of letters, keyed on the computer, to any home or business in the UK or USA.
- Weather pictures, downloaded from space satellites and displayed in colour on the computer screen.
- Free telesoftware programs covering business and leisure.
- Access to online legal and financial advice.
- Tele-ordering of flowers, theatre and rail tickets.
- A service to turn text data into typesetting or Braille.
- Gateways to Mnemetics Euronet/Diane and the 400,000-word Great European Dictionary.

MicroLink

in association with

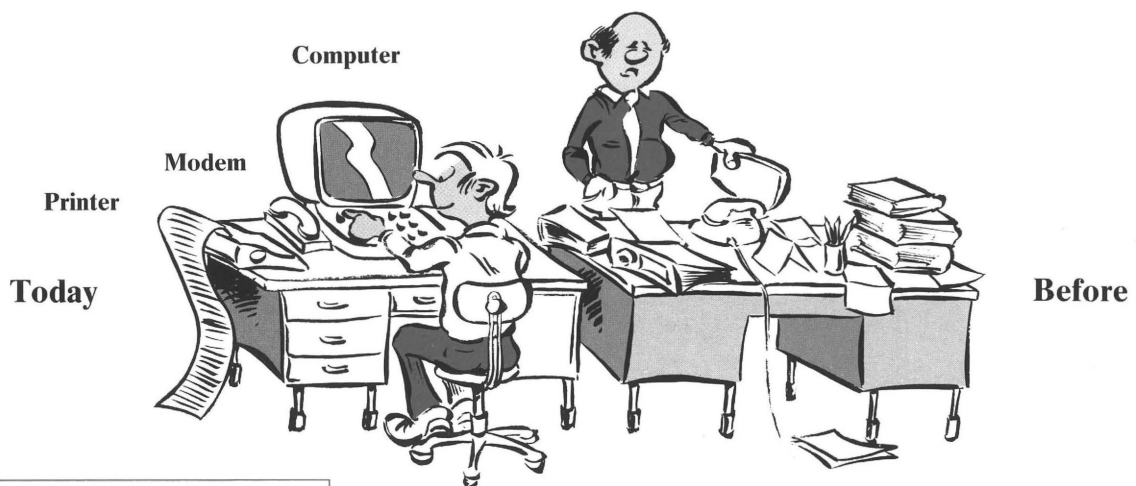
TELECOM GOLD

MicroLink Communications Ltd,
Europa House,
Adlington Park,
Adlington,
Macclesfield SK10 4NP,
England

Telephone:
0625 878888



Pour résoudre vos problèmes Essayez d'abord ECHO



Avez-vous

- un micro-ordinateur
- un modem
- un logiciel de communication

Non

Renseignez-vous
auprès de votre
revendeur

Oui

Voulez-vous tester votre système? Appelez directement
ECHO + 352 43 64 28
Vitesse de transmission 300
bauds Half Duplex

La base des données IRSOFT
peut vous aider. La publication
s'appelle Directory of library
and information retrieval software
for micro-computers par
Mme Hilary Dyer, publiée
par Gower Press.

Alors

Utilisez notre mot de passe public gratuit
DIANEF
et chercher les bases de données accessibles
en Europe
ou
TRAINF
pour apprendre vous-même le CCL, Langage
Commun de Commande

Les réseaux internationaux de
transmission de données sont
peu onéreux. Pour connaître
l'adresse tapez, INFO PTT

Mais

Si vous avez besoin de l'aide
de professionnels, tapez BASE
BROKERSGUIDE pour
trouver le spécialiste qui
pourra vous aider.

Aide!

Renseignements d'ordre général

Pour obtenir des informations d'ordre général (liste des centres serveurs, des intermédiaires, des groupes d'utilisateurs, renseignements sur les administrations des PTT, etc.) écrivez à:

ECHO
BP 2373
L-1023 Luxembourg

Pour des problèmes particuliers:

Téléphone: +352 488041
Télex: 2181

L'équipe ECHO vous rappellera pour limiter vos frais de communication.