

What's in a Name?

TP\SE\CSE\MCSE\GKLS\CTC\CDLS\DCLS\TCS
RTSDD - Reprographic Technical Service Development Division

TP - Started circa 1960

Technical Publications – Located on Lyell Avenue in Rochester. Moved to Child Street in September of 1964. Moved to Masonic Temple building on North St. in Webster, 1967

SE - Started circa 1971

Service Education - Merge of Technical Publications and the training group at Xerox Square. Moved to Webster Building 214, 2nd floor in 1971.

CSE - Started circa 1974

Customer and Service Education - Merge of Customer Education at Xerox Square with Service Education in Building 214. In 1975 the group moved into Building 845 on Salt Road.

MCSE - Started 1978

Multinational Customer and Service Education – Translation Services joined CSE and group was renamed again. Was located in Building 845.

GKLS – Started in 1999

Global Knowledge and Language Services – Moved to Building 218 in 2007.

CTC – Started in 2010

Creative and Technical Communications

CDLS – Started January 1, 2013

Creative, Documentation, and Language Services

DCLS – August 2014 to February 2017

Digital, Creative, and Language Services

TCS – March 2017 to Sept. 2018. Outsourced after that.

Technical Communications Solutions