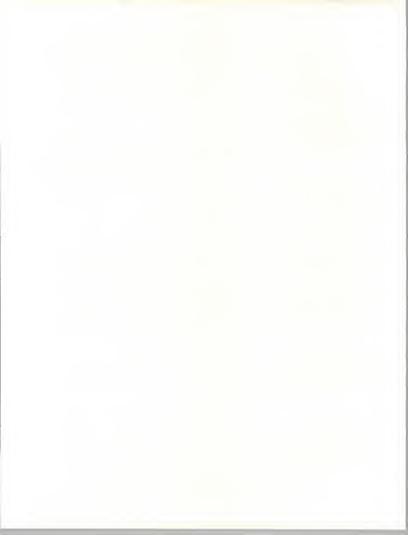
# Software and Services Program —Europe (SSPE)

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## Research-Based Studies from INPUT Customer Service Program - Europe (CSPE)

#### 1988

Customer Services in Europe, 1988 Annual Report Customer Service Automation in Europe Disaster Recovery Education & Training Inventory Control of Spares Pricing Customer Service INPUT Service Update (6/yr) Changing User Requirements

### 1987

Customer Services in Europe, 1987 Annual Report Market Impact on Customer Service of Major Dealer Activities Third-Party Maintenance Markets in Europe, 1986-1992 Software Maintenance and Support Strategies (Europe) Customer Service Marketing Strategies in Europe Customer Service Pricing Trends in Europe New User Requirements/Vendor Offerings in Customer Service (Europe)

#### 1986

Customer Services in Europe - 1986 Role of the Engineer Outside of Maintenance (Europe) Strategic Market Directions in Customer Service (Europe) Customer Service Pricing (Europe) Remote Diagnostics in European Customer Service Future Service Market Requirements Third-Party Maintenance in Europe, 1985-1991 Vendor Software Support Strategies (Europe) Customer Service Annual Report 1985 (Europe)

