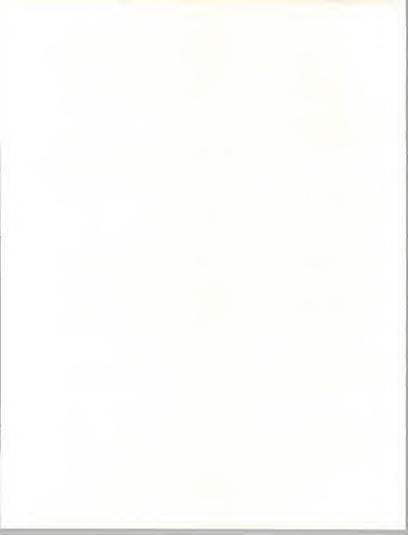
Software and Services Program —Europe (SSPE)

Arthur Andersen & Company AT&T B. P. International Ltd. CAP Group PLC Commission of the European Communities Cullinet Europe EDS International (France) Ltd. Electronic Data Systems Ltd. Electronic Data Systems GmbH. Ericsson Data Services Finsiel GSI IBM (U.K.) Ltd. IBM Deutschland GmbH IBM Europe IBM INS Europe IDA, Ireland International Computers Ltd. Metier Management Systems Ltd. Olivetti Philips B.V. Scicon Saatchi and Saatchi Thorn Software Unisys EAD Unisys Ltd. Unisys Sweden



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

1988

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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)

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