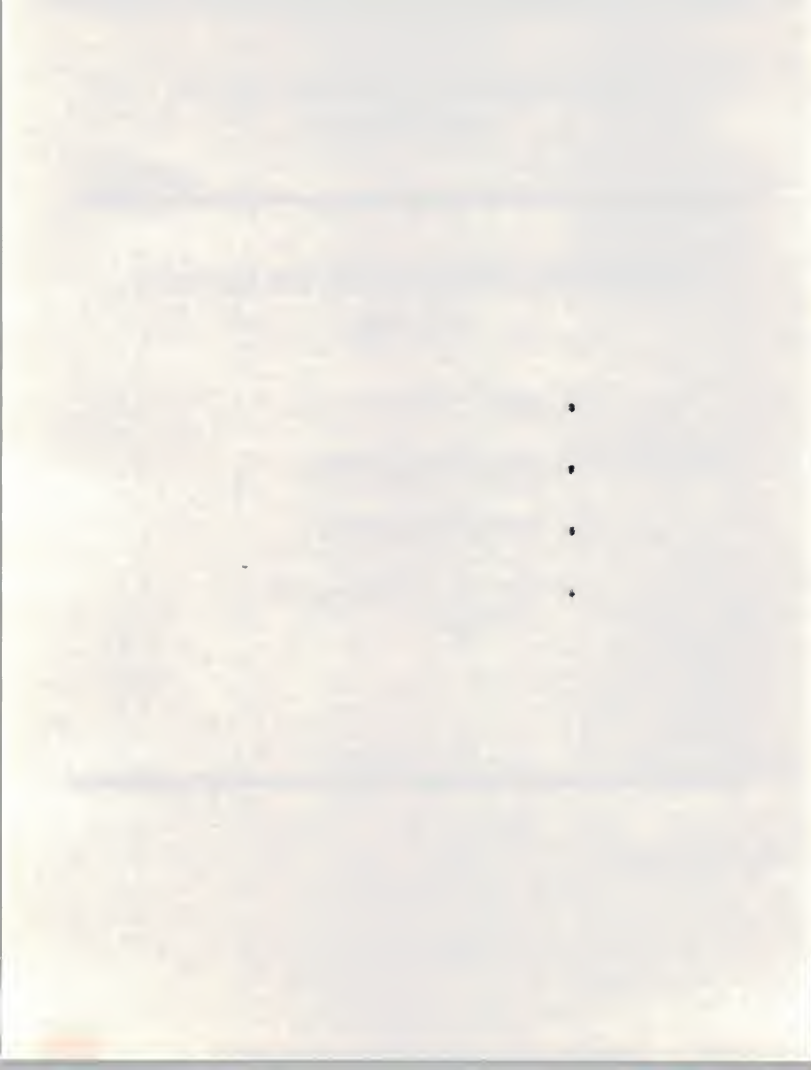


SOFTWARE MAINTENANCE PROGRAM

INPUT[®]

VENDORS/PRODUCTS ANALYZED (PLAN)

- DEC "All-in-One"
 - Data General "CEO"
 - WANG "VS Office"
 - IBM Office Management System
-



SOFTWARE MAINTENANCE PROGRAM

INPUT®

VENDORS/PRODUCTS ANALYZED

- **MRP-II Software Examples**
 - MSA Manufacturing System
 - NCA Maxcim

 - **DSS Examples**
 - ADR Empire
 - Execucom Systems Corp/IFPS
-



SOFTWARE MAINTENANCE PROGRAM

INPUT[®]

KEY ISSUES COVERED

- **Desired Service Offerings**
 - On-Site
 - "Hotline" Support
 - Remote Support
 - **Current Support Requirements**
 - Documentation
 - Training
 - Consulting
-



SOFTWARE MAINTENANCE PROGRAM

INPUT[®]

KEY ISSUES COVERED

- Premium Services Desired
 - Future Service Trends
 - Software Support Performance
-



SOFTWARE MAINTENANCE PROGRAM

INPUT®

SOFTWARE VENDOR COMPETITIVE ANALYSIS

- Top Vendors Analyzed
 - Company Background
 - Support Offerings
 - Service Demographics
 - Future Directions
-



SOFTWARE MAINTENANCE PROGRAM

INPUT®

SOFTWARE SUPPORT MARKET ANALYSIS

- Current Market Size
 - Five Year Forecast
 - Software Support Revenue Mix
 - Trends in Software Support
-



SOFTWARE MAINTENANCE PROGRAM

INPUT[®]

CUSTOMER SATISFACTION SURVEY

- 30 Candle Customers

