SOFTWARE MAINTENANCE PROGRAM

INPUT®

VENDORS/PRODUCTS ANALYZED (PLAN)

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

©1986 by INPUT. Reproduction Prohibited.

SOFTWARE MAINTENANCE PROGRAM

INPUT®

VENDORS/PRODUCTS ANALYZED

- MRP-II Software Examples
  - MSA Manufacturing System
  - NCA Maxcim
- DSS Examples
  - ADR Empire
  - Execucom Systems Corp/IFPS

©1986 by INPUT. Reproduction Prohibited.

SOFTWARE MAINTENANCE PROGRAM

INPUT®

KEY ISSUES COVERED

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

©1986 by INPUT. Reproduction Prohibited.

SOFTWARE MAINTENANCE PROGRAM

INPUT®

KEY ISSUES COVERED

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

©1986 by INPUT. Reproduction Prohibited.

SOFTWARE MAINTENANCE PROGRAM

INPUT®

SOFTWARE VENDOR COMPETITIVE ANALYSIS

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

©1986 by INPUT. Reproduction Prohibited.

SOFTWARE MAINTENANCE PROGRAM

INPUT®

SOFTWARE SUPPORT MARKET ANALYSIS

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

©1986 by INPUT. Reproduction Prohibited.

SOFTWARE MAINTENANCE PROGRAM

INPUT®

CUSTOMER SATISFACTION SURVEY

- 30 Candle Customers

©1986 by INPUT. Reproduction Prohibited.