

# Report Quality Evaluation

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MARCH 1991

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# USER SATISFACTION WITH VENDOR CUSTOMER SERVICES

## MEDIUM SYSTEMS 1990



Researched by  
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**Customer Service Programme in Europe  
(CSPE)**

***User Satisfaction with Vendor Customer  
Services—Medium Systems, 1990***

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## Abstract

This report presents data relating user perceptions of vendor service performance and user satisfaction with the servicing of medium systems.

The data presented in this report was collected by INPUT during the first half of 1990 in a survey of computer users in the following countries:

- Belgium
- France
- Germany
- Italy
- The Netherlands
- Norway
- Spain
- Sweden
- The United Kingdom

This report contains 112 pages including 142 exhibits.



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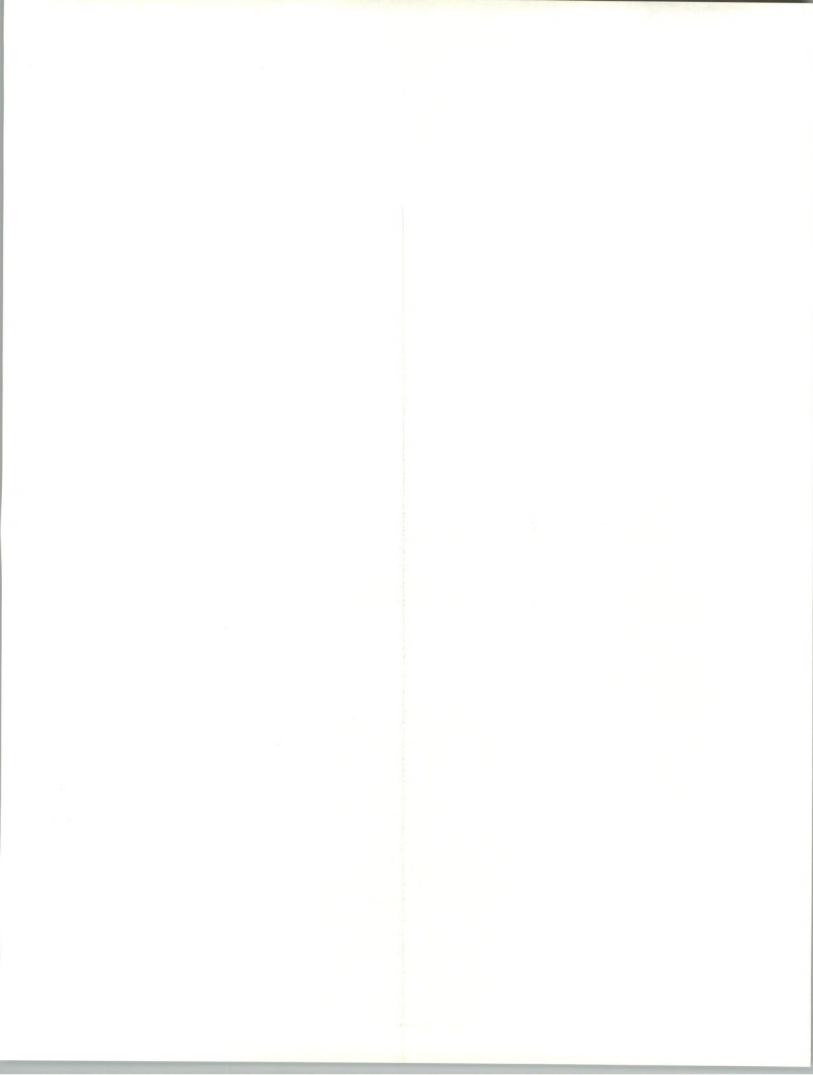
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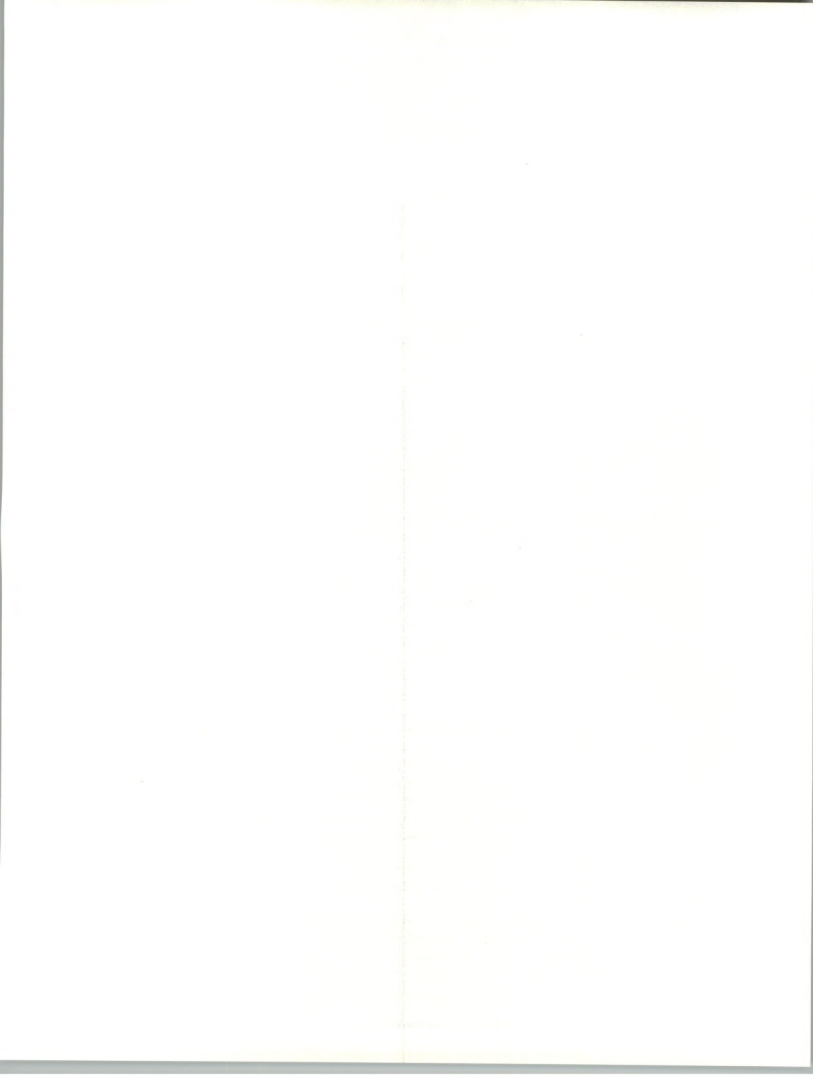
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## Introduction







## Introduction

### A

#### Objectives and Scope

This INPUT 1990 report on user requirements for customer service in Western Europe presents the medium systems computer user's view of many aspects of computer system service and support.

The report is intended to provide data to enable service vendors to assess the service performance levels achieved by their organisations in 1990. Data which relates to user perception of major vendor service performance is presented in simple tabulated form. Trends relating to service performance can be assessed by comparing the data contained in this report with previous INPUT reports.

The report also contains tabulated data relating to Western Europe overall and nine individual European country markets, to enable vendors to compare their performance with overall mean values of Western European vendor performance and assess the characteristics of individual country markets.

### B

#### Methodology

The data presented in this report was compiled from interviews with 638 medium systems computer users throughout Western Europe. Users were chosen at random and interviewed by telephone in their native language when necessary. The basis of user interviews was a questionnaire relating to over 100 aspects of service and support, compiled from discussions with major service vendors. A copy of the user questionnaire is included as Appendix A.

Details of the user sample analysed in this report are given in Exhibits I-1 and I-2.



## EXHIBIT I-1

## User Sample by Vendor

Vendor	System Range			Total
	Large	Medium	Small	
Amdahl	105	-	-	105
Bull	7	38	37	82
Digital	31	31	29	91
Hewlett-Packard	-	71	10	81
IBM	66	148	43	257
ICL	45	107	46	198
NCR	7	29	-	35
Philips	-	63	16	79
Siemens	5	17	3	25
Stratus	-	40	-	40
Unisys	18	42	17	77
Wang	21	28	33	82
Other Vendors	19	24	15	58
Total	324	638	249	1,211





## EXHIBIT I-2

## User Sample by Country

Country	System Range			Total
	Large	Medium	Small	
Belgium	15	23	8	46
France	34	94	55	183
Germany	39	93	22	154
Italy	44	50	24	118
Netherlands	16	54	17	87
Norway	7	10	7	24
Spain	22	52	16	90
Sweden	13	51	18	82
United Kingdom	102	164	70	336
Other European Countries	32	47	12	91
Total	324	638	249	1,211

## C

## Report Structure

The remaining chapters of this report are structured as follows:

- Chapter II explains the basis of the statistics, the correct method of interpretation and ways of doing simple comparisons.
- Chapter III contains tabulated data and mean values relating to user perception of service performance overall in Western Europe and in nine individual European country markets.
- Chapter IV contains tabulated data relating to user perception of major equipment vendors' service performance.
- Appendix A contains the questionnaire used for user interviews.









## Interpretation of the Data







## Interpretation of the Data

### A

#### Definitions

- **Hardware:** any computer system or peripheral system
- **Software:** operating systems software, NOT applications
- **Large system:** a system that is considered by the vendor part of that vendor's large system product range—for example IBM 309X and 308X, Bull DPS 8, or Digital VAX 8XXX.
- **Medium system:** a system that is considered by the vendor part of that vendor's medium system product range—for example IBM 43XX and AS/400, Bull DPS 7, or Digital VAX 6XXX.
- **Small system:** a system that is considered by the vendor part of that vendor's small system product range—for example IBM S34 and S36, Bull DPS6 or Digital Microvax.
- **Documentation:** user documentation, provided by the product vendor, which relates to operation and use of the computer system hardware or systems software.
- **Standard Error (of the mean):** is the standard deviation (SD) of the sample divided by the square root of the sample size.

### B

#### Statistics

Mean values are used throughout the tabulated data presented in this report. These mean values refer to either the mean value of user sample ratings for specific aspects of service performance, or to the overall mean value for a range of service performance factors. In either case the mean value calculation is weighted according to the number of user responses recorded.





The standard error for each set of tabulated data has been estimated and is included in each exhibit within the report. In 1990, INPUT's user interview programme included interviews with users of large, medium and small systems, a total 1,211 interviews. Calculation of standard error presented in this report is based on the estimated standard deviations that relate to this total sample.

For example, the standard deviation of user satisfaction with hardware service is estimated to be 2.2 for the total sample of 1,211 interviews. Therefore, the related standard error would be 2.2 divided by the square root of the sample size (2.2 divided by  $\sqrt{1,211}$ ), giving a standard error of 0.06. For smaller sample sizes, for example the overall results obtained from interviews with 632 medium systems users, the standard error would increase to 0.15 as a consequence of reduced sample size.

In analysing the data presented in this report, INPUT has carefully scanned all the answers given during the interviews; when these answers were considered to be a gross departure from the norm, the data has been discounted. The objective of this exercise was to eliminate the worst effects of skew on distributions due to gross distortions.

Statistically, small sample sizes create difficulties due to the fact that they may not be totally representative of the population they represent. Although in the interests of completeness INPUT has included data relating to small samples, since these form part of a larger overall vendor sample, caution is recommended in assessing data from these small samples. INPUT has chosen a minimum sample size of 20 to represent a reasonable valid statistical result.

## C

### Ratings and Satisfaction Index

In this report, ratings for importance and satisfaction are on a scale of 0 to 10 where:

- Importance
  - 0 = of no importance whatsoever
  - 5 = of average importance
  - 10 = extremely important
- Satisfaction
  - 0 = total and absolute dissatisfaction
  - 5 = average satisfaction
  - 10 = total satisfaction



The satisfaction index throughout this report is based on the difference between the importance and satisfaction ratings for specific aspects of service. The questions concerning importance and satisfaction were asked at the same time and the answers therefore reflect the respondent's value judgment at that time.

- Ratings of 10 and 10 or 6 and 6 etc., give a difference value of zero, indicating that the importance needs are fully satisfied.
- Ratings of importance 8 and satisfaction 9 would indicate overfulfillment of the importance needs, and would give a satisfaction index of -1. In INPUT's analysis, overfulfillment of -1 is represented as (1).
- Ratings of importance 6 and satisfaction 5 indicate underfulfillment of the importance needs and would give a satisfaction index of 1, the degree of underfulfillment being related to the magnitude of this difference.
- Satisfaction index can thus be interpreted as follows:
  - (1) = overfulfilled or oversatisfied
  - 0 = completely satisfied
  - 1 = concerns and worries
  - 2 = real dissatisfaction
  - 3 = pain level









Western European and  
Country Market Service  
Performance Data

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## Vendor Performance Data

Vertical line indicating the start of the data section.





## Western European and Country Market Service Performance Data

EXHIBIT III-1

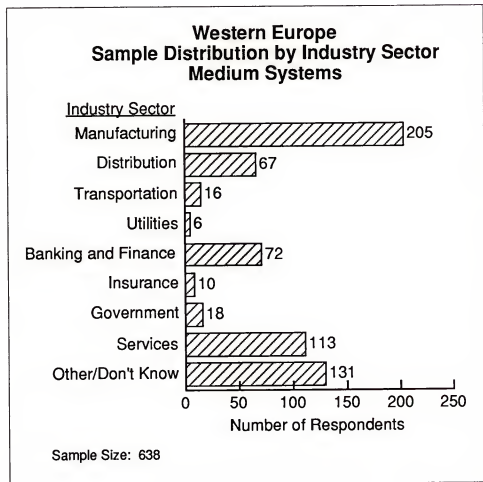




EXHIBIT III-2

**Western Europe  
Hardware Service Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.7	7.7	1.0
Engineer Skills	9.0	8.2	0.8
Problem Escalation	8.3	7.6	0.7
Documentation	7.9	6.9	1.0
Remote Diagnostics	8.2	7.4	0.8
Average	8.4	7.6	0.8

Sample Size: 638

Standard Error: 0.09

EXHIBIT III-3

**Western Europe  
Systems Software Support Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.9	7.9	1.0
Documentation	8.4	7.0	1.4
Software Installation	8.3	7.7	0.6
Provision of Updates	8.4	7.3	1.1
Remote Diagnostics	8.3	7.3	1.0
Average	8.5	7.5	1.0

Sample Size: 638

Standard Error: 0.09



EXHIBIT III-4

### Western Europe System Performance Data Medium Systems

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.7	65	9	7	19

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.2	8.3	0.9

Sample Size: 638

Standard Error: Failure Rate 0.1

System Availability 0.09





**Western Europe  
Service Response and Repair/Fix Time Performance  
Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
4.0	4.4	0.4	4.0	4.7	0.7	8.0	9.1	1.1

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
6.7	8.6	1.9	6.7	8.5	1.8	13.4	17.1	3.7

Sample Size: 639

Standard Error: 0.5



EXHIBIT III-6

**Western Europe  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
92	2	7	2	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
83	10	3	1	18	1

Sample Size: 638

Standard Error: 0.06

Note: Multiple responses allowed.

1. The first part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes that this is essential for ensuring transparency and accountability in the organization's operations.

2. The second part of the document outlines the various methods and techniques used to collect and analyze data. It includes a detailed description of the survey process, including the design of the questionnaire and the selection of the sample population.

3. The third part of the document presents the results of the survey, which show a clear trend towards increased participation in community activities. This is particularly evident among the younger generation, who are more likely to engage in volunteer work and other forms of social service.

4. The fourth part of the document discusses the implications of these findings for the organization's future strategy. It suggests that the organization should focus on providing more opportunities for community engagement and support, particularly for young people.

5. The fifth part of the document concludes with a summary of the key findings and a call to action for all members of the organization to work together to achieve our common goals.

EXHIBIT III-7

**Western Europe  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.1	8.2	0.9

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.1	7.8	1.3

Sample Size: 638

Standard Error: 0.09



EXHIBIT III-8

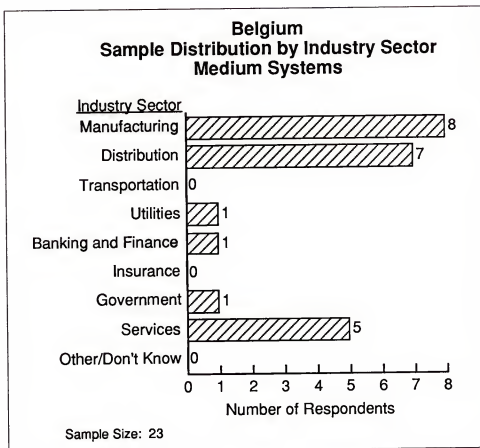


EXHIBIT III-9

**Belgium**  
**Hardware Service Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.9	8.1	0.7
Engineer Skills	9.1	8.5	0.6
Problem Escalation	8.8	8.3	0.5
Documentation	7.0	7.3	(0.3)
Remote Diagnostics	8.5	8.1	0.4
Average	8.5	8.1	0.4

Sample Size: 23  
Standard Error: 0.45





EXHIBIT III-10

**Belgium**  
**Systems Software Support Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	9.1	8.3	0.8
Documentation	8.6	7.6	1.0
Software Installation	7.6	8.0	(0.4)
Provision of Updates	8.5	8.0	0.5
Remote Diagnostics	8.0	7.6	0.4
Average	8.4	8.0	0.4

Sample Size: 23

Standard Error: 0.45



EXHIBIT III-11

**Belgium  
System Performance Data  
Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
1.3	70	17	0	13

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.2	8.7	0.5

Sample Size: 23

Standard Error: Failure Rate 0.55

System Availability 0.45



**Belgium**  
**Service Response and Repair/Fix Time Performance**  
**Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
2.4	2.9	0.5	5.9	11.4	5.5	8.3	14.3	6.0

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
8.8	14.1	5.3	9.2	12.1	2.9	18.0	26.2	8.2

Sample Size: 23

Standard Error: 2.5



## EXHIBIT III-13

**Belgium  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
87	9	9	9	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
87	4	0	0	43	0

Sample Size: 23

Standard Error: 0.35

Note: Multiple responses allowed.

## EXHIBIT III-14

**Belgium  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.1	8.4	0.7

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.9	8.4	0.5

Sample Size: 23

Standard Error: 0.45

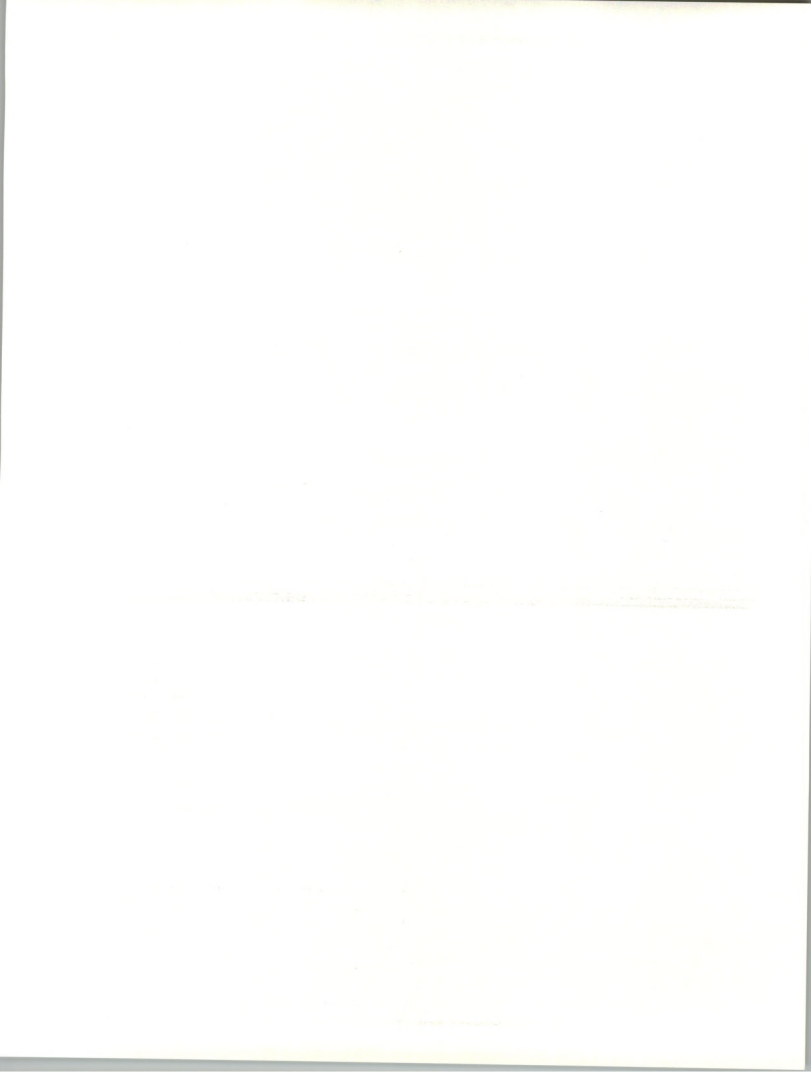




EXHIBIT III-15

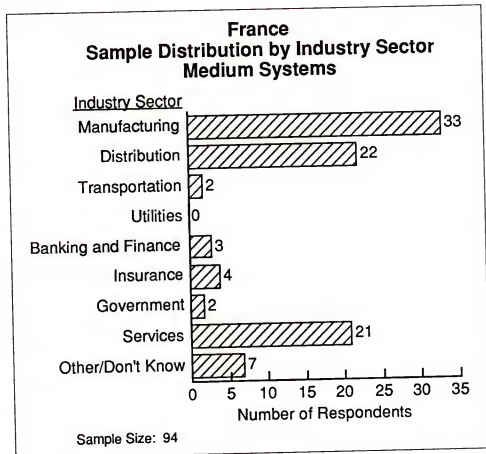


EXHIBIT III-16

**France**  
**Hardware Service Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.7	7.6	1.1
Engineer Skills	8.8	8.0	0.8
Problem Escalation	8.5	7.4	1.1
Documentation	7.3	5.7	1.6
Remote Diagnostics	8.3	7.0	1.3
Average	8.3	7.2	1.1

Sample Size: 94  
Standard Error: 0.25



## EXHIBIT III-17

**France**  
**Systems Software Support Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.6	7.6	1.0
Documentation	8.2	5.9	2.3
Software Installation	7.9	7.3	0.6
Provision of Updates	7.9	6.9	1.0
Remote Diagnostics	8.5	7.1	1.4
Average	8.2	7.0	1.2

Sample Size: 94

Standard Error: 0.25

## EXHIBIT III-18

**France**  
**System Performance Data**  
**Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
3.1	72	18	5	5

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.6	7.7	0.9

Sample Size: 94

Standard Error: Failure Rate 0.3

System Availability 0.25



**France**  
**Service Response and Repair/Fix Time Performance**  
**Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
4.0	5.6	1.6	4.0	5.7	1.7	8.0	11.3	3.3

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
7.2	9.0	1.8	6.2	8.1	1.9	13.4	17.1	3.7

Sample Size: 94

Standard Error: 1.2

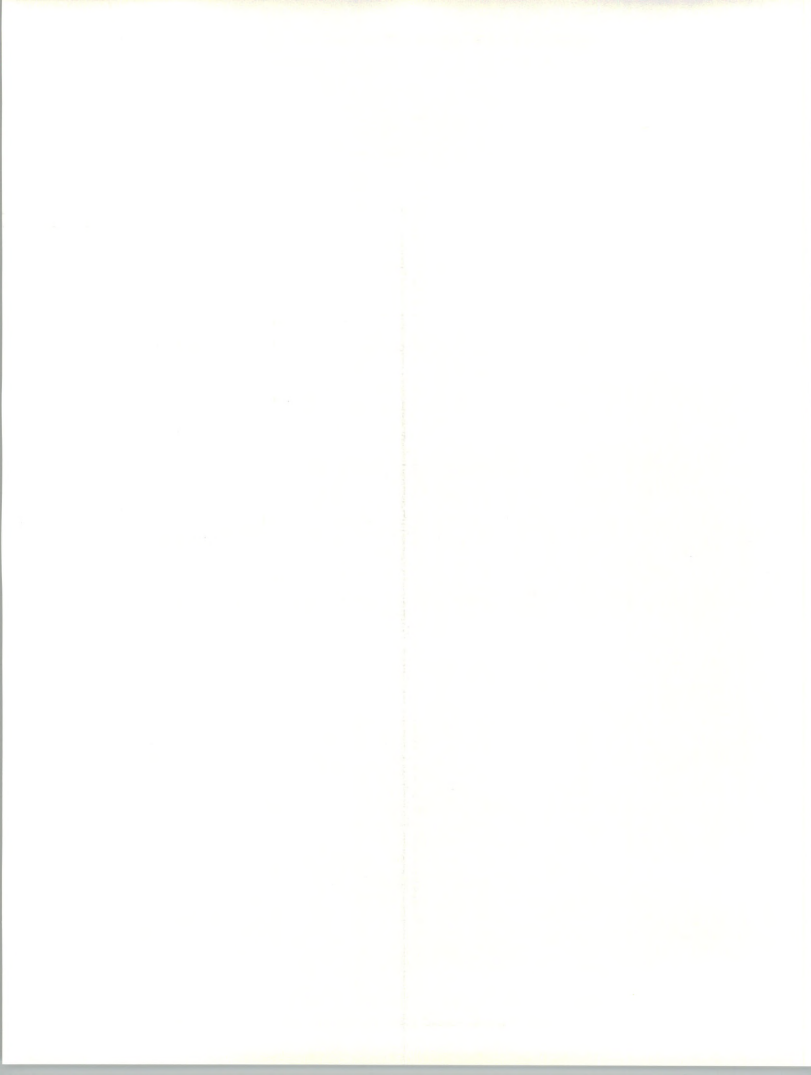


EXHIBIT III-20

**France  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
93	3	7	1	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
83	10	5	1	28	0

Sample Size: 94

Standard Error: 0.15

Note: Multiple responses allowed.





EXHIBIT III-21

**France**  
**User Views on Current Service Performance**  
**Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.6	7.6	1.0

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.7	7.5	1.2

Sample Size: 94

Standard Error: 0.25



EXHIBIT III-22

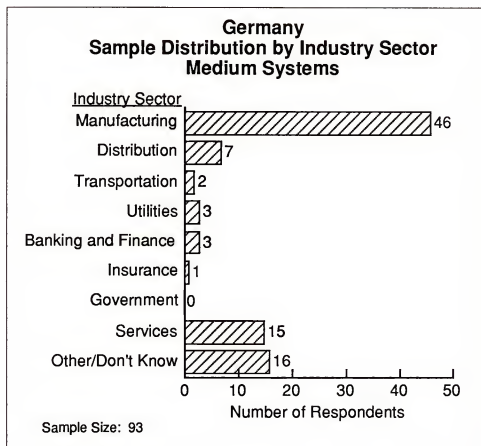


EXHIBIT III-23

**Germany**  
**Hardware Service Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	9.7	8.1	1.6
Engineer Skills	9.7	8.4	1.3
Problem Escalation	9.5	8.0	1.5
Documentation	9.0	7.5	1.5
Remote Diagnostics	9.4	8.0	1.4
Average	9.5	8.0	1.5

Sample Size: 93  
Standard Error: 0.25

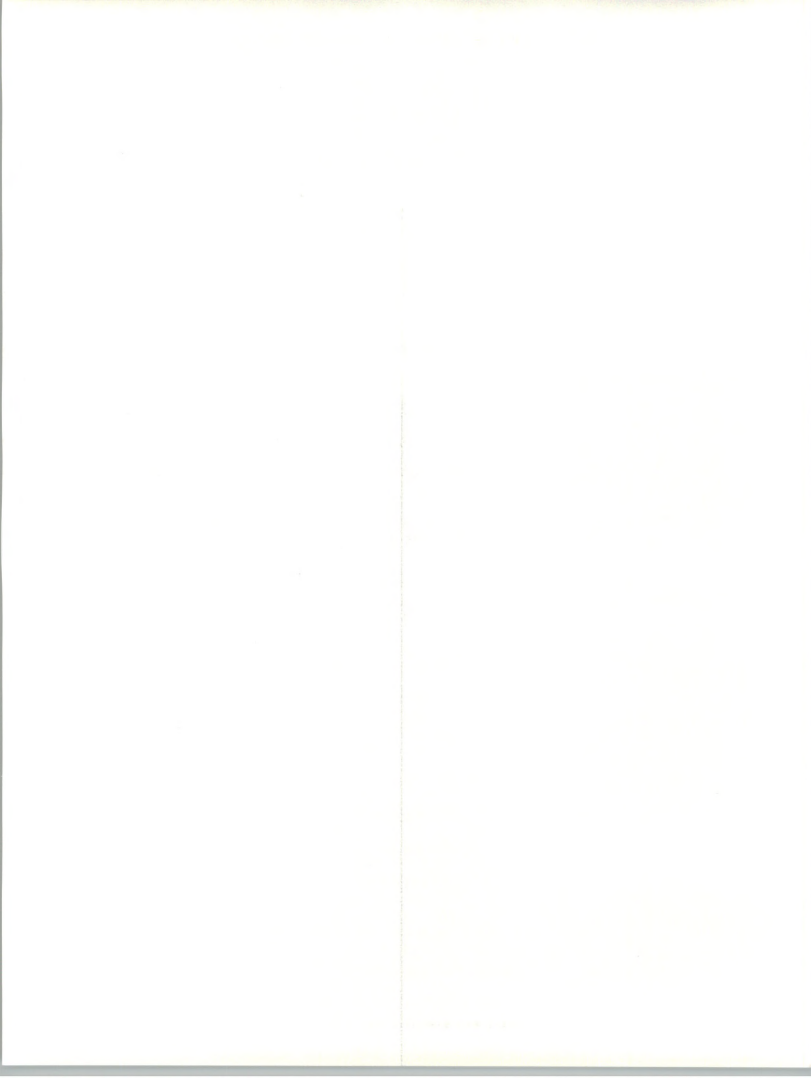


EXHIBIT III-24

**Germany**  
**Systems Software Support Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	9.7	8.2	1.5
Documentation	9.4	7.6	1.8
Software Installation	9.2	8.0	1.2
Provision of Updates	9.3	7.8	1.5
Remote Diagnostics	9.2	7.6	1.6
Average	9.4	7.9	1.5

Sample Size: 93

Standard Error: 0.25



EXHIBIT III-25

**Germany  
System Performance Data  
Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.3	69	9	3	19

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.4	8.4	1.0

Sample Size: 93

Standard Error: Failure Rate 0.3

System Availability 0.25





**Germany**  
**Service Response and Repair/Fix Time Performance**  
**Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
2.9	3.4	0.5	3.3	3.8	0.5	6.2	7.2	1.0

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
5.9	9.6	3.7	6.0	11.1	5.1	11.9	20.7	8.8

Sample Size: 93

Standard Error: 1.2



EXHIBIT III-27

**Germany  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
96	1	4	3	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
74	22	4	0	22	0

Sample Size: 93

Standard Error: 0.15

Note: Multiple responses allowed.

EXHIBIT III-28

**Germany  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.6	8.2	1.4

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.7	7.9	1.8

Sample Size: 93

Standard Error: 0.25



EXHIBIT III-29

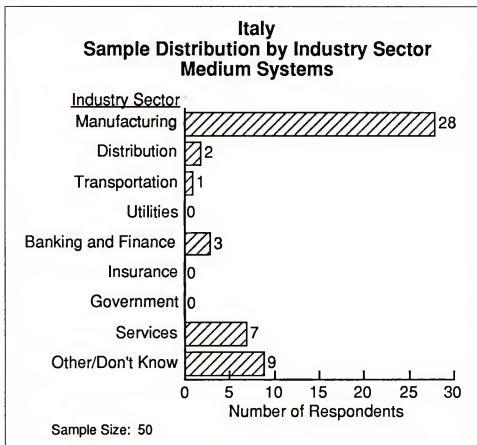


EXHIBIT III-30

**Italy**  
**Hardware Service Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.8	7.8	1.0
Engineer Skills	8.8	8.2	0.6
Problem Escalation	8.2	7.5	0.7
Documentation	7.1	7.5	(0.4)
Remote Diagnostics	8.3	7.5	0.8
Average	8.3	7.7	0.6

Sample Size: 50  
Standard Error: 0.3



EXHIBIT III-31

**Italy**  
**Systems Software Support Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.9	8.1	0.8
Documentation	8.9	7.7	1.2
Software Installation	8.5	8.2	0.3
Provision of Updates	8.6	7.7	0.9
Remote Diagnostics	8.8	7.3	1.5
Average	8.8	7.8	1.0

Sample Size: 50

Standard Error: 0.3





EXHIBIT III-32

**Italy**  
**System Performance Data**  
**Medium Systems**

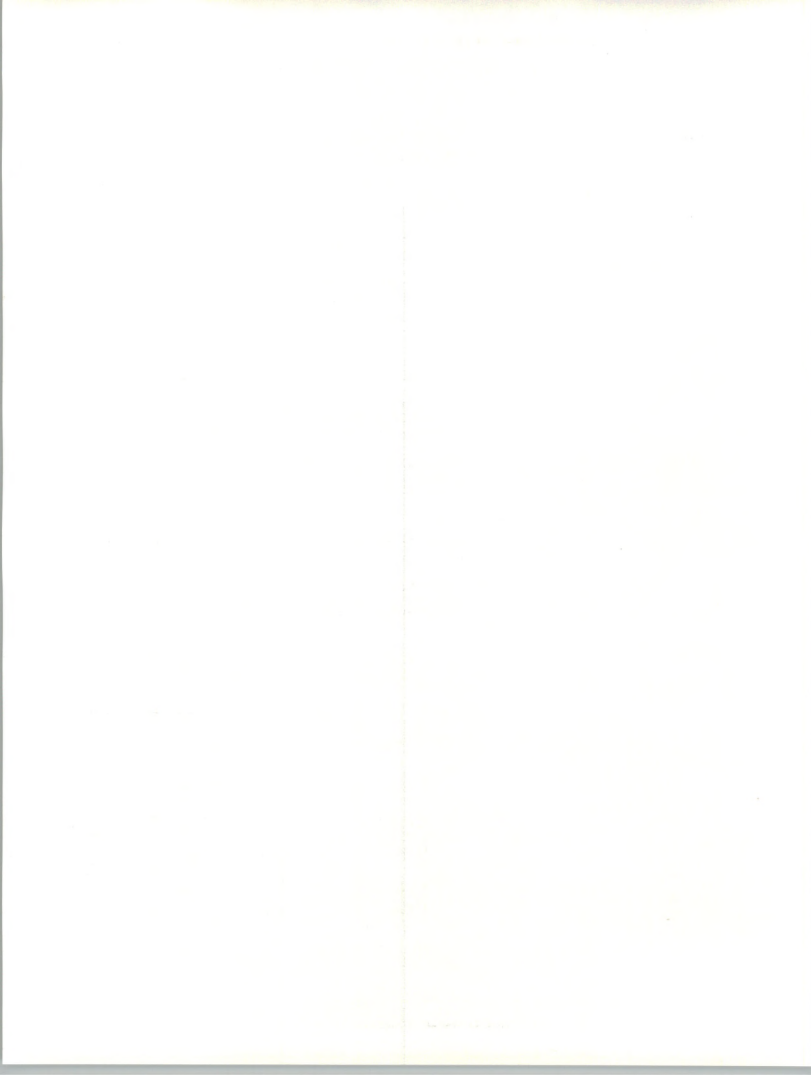
System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.5	69	4	6	21

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.0	8.2	0.8

Sample Size: 50

Standard Error: Failure Rate 0.4

System Availability 0.3



**Italy**  
**Service Response and Repair/Fix Time Performance**  
**Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
5.1	6.6	1.5	3.4	4.4	1.0	8.5	11.0	2.5

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
11.6	16.2	4.6	7.5	9.5	2.0	19.1	25.7	6.6

Sample Size: 50

Standard Error: 1.7



EXHIBIT III-34

**Italy  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
96	4	20	0	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
86	12	0	0	4	0

Sample Size: 50

Standard Error: 0.25

Note: Multiple responses allowed.



EXHIBIT III-35

**Italy**  
**User Views on Current Service Performance**  
**Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.7	8.0	0.7

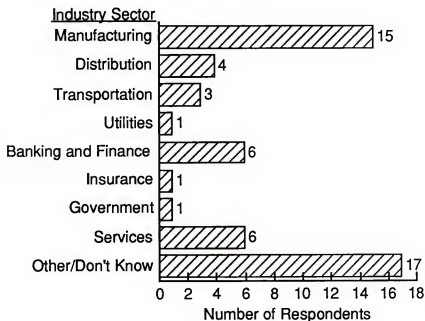
Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.1	7.6	1.5

Sample Size: 50

Standard Error: 0.3

EXHIBIT III-36

**The Netherlands**  
**Sample Distribution by Industry Sector**  
**Medium Systems**



Sample Size: 54





EXHIBIT III-37

**The Netherlands  
Hardware Service Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.0	7.7	0.3
Engineer Skills	8.6	8.1	0.5
Problem Escalation	7.0	7.5	(0.5)
Documentation	7.9	6.9	1.0
Remote Diagnostics	7.5	7.8	(0.3)
Average	7.9	7.6	0.3

Sample Size: 54

Standard Error: 0.3

EXHIBIT III-38

**The Netherlands  
Systems Software Support Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.2	7.9	0.3
Documentation	7.9	6.8	1.1
Software Installation	8.0	7.6	0.4
Provision of Updates	8.2	7.3	0.9
Remote Diagnostics	8.1	7.8	0.3
Average	8.1	7.4	0.7

Sample Size: 54

Standard Error: 0.3



EXHIBIT III-39

### The Netherlands System Performance Data Medium Systems

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.0	60	14	10	16

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.2	8.7	0.5

Sample Size: 54

Standard Error: Failure Rate 0.35

System Availability 0.3



**The Netherlands  
Service Response and Repair/Fix Time Performance  
Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
4.5	3.4	(1.1)	4.2	3.3	(0.9)	8.7	6.7	(2.0)

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
6.1	4.7	(1.4)	5.5	4.6	(0.9)	11.6	9.3	(2.3)

Sample Size: 54

Standard Error: 1.6

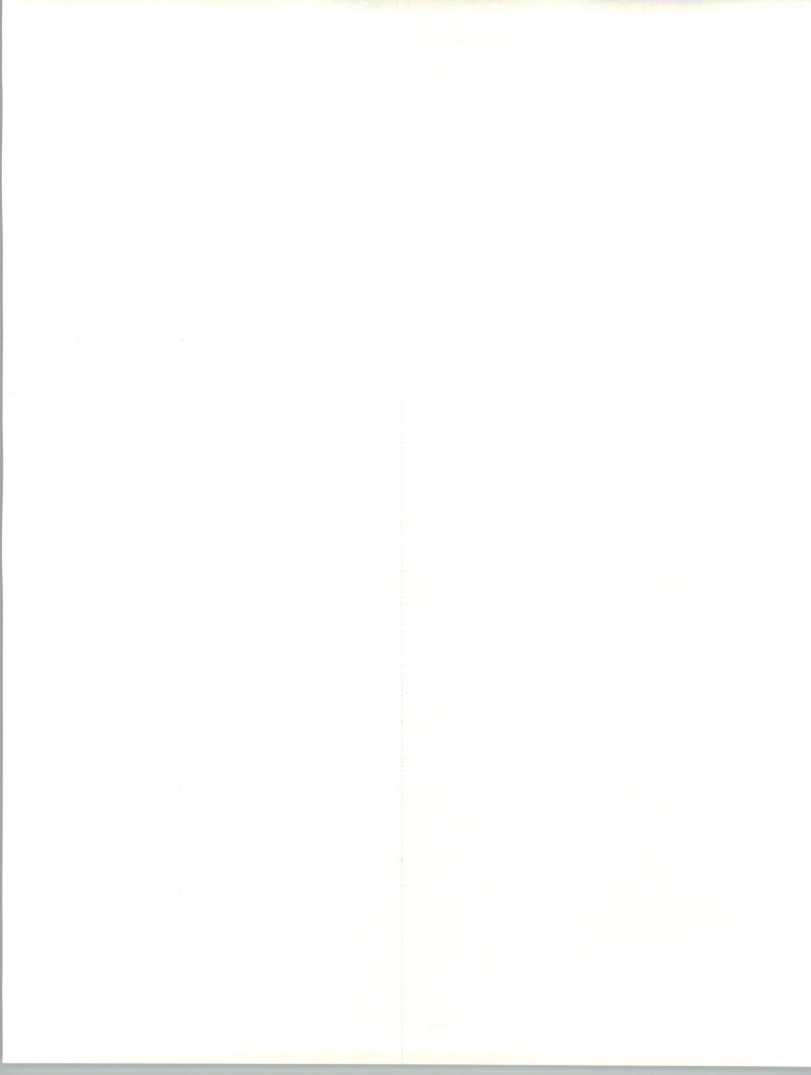


EXHIBIT III-41

### The Netherlands Service Provider Data Medium Systems

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
87	0	7	2	4

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
91	7	2	0	4	4

Sample Size: 54

Standard Error: 0.2

Note: Multiple responses allowed.

EXHIBIT III-42

### The Netherlands User Views on Current Service Performance Medium Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.0	8.6	0.4

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.9	8.1	0.8

Sample Size: 54

Standard Error: 0.3





EXHIBIT III-43

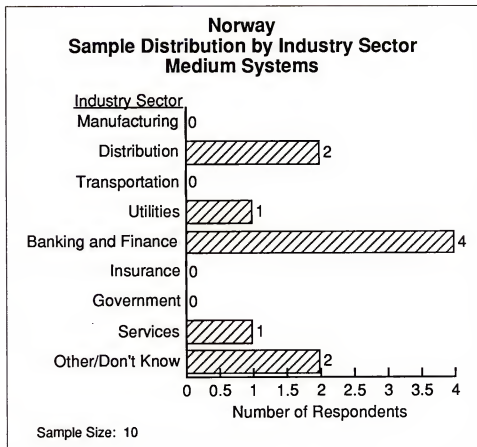


EXHIBIT III-44

**Norway**  
**Hardware Service Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	9.4	9.2	0.2
Engineer Skills	9.7	8.8	0.9
Problem Escalation	8.5	8.3	0.2
Documentation	9.0	6.4	2.6
Remote Diagnostics	8.5	5.0	3.5
Average	9.1	8.0	1.1

Sample Size: 10  
Standard Error: 0.7



EXHIBIT III-45

**Norway  
Systems Software Support Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	9.8	9.0	0.8
Documentation	9.5	6.3	3.2
Software Installation	9.3	7.9	1.4
Provision of Updates	9.3	7.7	1.6
Remote Diagnostics	9.0	5.0	4.0
Average	9.5	7.7	1.8

Sample Size: 10

Standard Error: 0.7

EXHIBIT III-46

**Norway  
System Performance Data  
Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.3	51	1	3	45

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.8	9.2	0.6

Sample Size: 10

Standard Error: Failure Rate 0.85

System Availability 0.7



**Norway**  
**Service Response and Repair/Fix Time Performance**  
**Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
1.9	2.4	0.5	2.8	2.8	0.0	4.7	5.2	0.5

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
2.4	2.4	0.0	2.4	2.4	0.0	4.8	4.8	0.0

Sample Size: 10

Standard Error: 3.8



EXHIBIT III-48

**Norway  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
100	0	0	0	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
90	0	0	0	10	0

Sample Size: 10

Standard Error: 0.5

Note: Multiple responses allowed.

EXHIBIT III-49

**Norway  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.6	9.3	0.3

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.8	8.8	1.0

Sample Size: 10

Standard Error: 0.7





EXHIBIT III-50

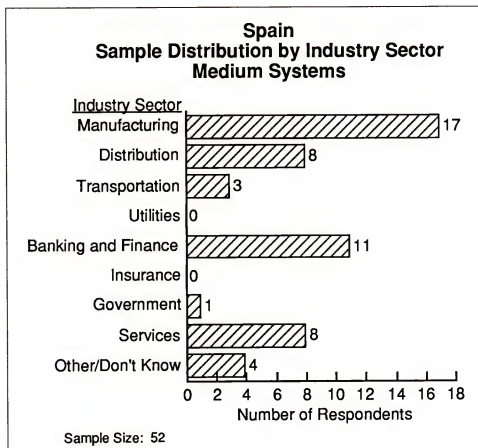


EXHIBIT III-51

**Spain**  
**Hardware Service Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ SI
Spares Availability	8.4	7.4	1.0
Engineer Skills	8.5	8.0	0.5
Problem Escalation	8.3	7.3	1.0
Documentation	8.0	6.8	1.2
Remote Diagnostics	7.5	6.7	0.8
Average	8.1	7.2	0.9

Sample Size: 52  
Standard Error: 0.3



EXHIBIT III-52

**Spain**  
**Systems Software Support Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.7	7.7	1.0
Documentation	8.3	6.9	1.4
Software Installation	8.1	7.2	0.9
Provision of Updates	8.0	6.7	1.3
Remote Diagnostics	7.5	6.7	0.8
Average	8.1	7.0	1.1

Sample Size: 52

Standard Error: 0.3

EXHIBIT III-53

**Spain**  
**System Performance Data**  
**Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.9	69	4	0	27

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.8	7.9	0.9

Sample Size: 52

Standard Error: Failure Rate 0.4

System Availability 0.3



**Spain**  
**Service Response and Repair/Fix Time Performance**  
**Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
5.6	6.9	1.3	2.5	3.1	0.6	8.1	10.0	1.9

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
10.8	16.9	6.1	4.6	6.0	1.4	15.4	22.9	7.5

Sample Size: 52

Standard Error: 1.7



EXHIBIT III-55

**Spain  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
88	4	10	0	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
88	8	19	0	17	0

Sample Size: 52

Standard Error: 0.2

Note: Multiple responses allowed.

EXHIBIT III-56

**Spain  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.9	8.1	0.8

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.7	7.3	1.4

Sample Size: 52

Standard Error: 0.3





EXHIBIT III-57

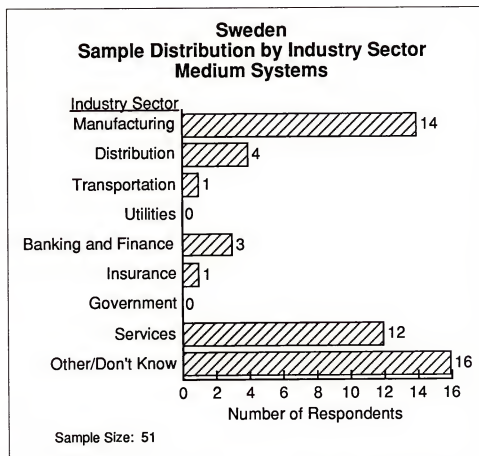


EXHIBIT III-58

**Sweden**  
**Hardware Service Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.6	7.0	1.6
Engineer Skills	9.0	8.2	0.8
Problem Escalation	8.1	7.4	0.7
Documentation	7.6	6.3	1.3
Remote Diagnostics	7.4	7.2	0.2
Average	8.2	7.2	1.0

Sample Size: 51  
Standard Error: 0.3



EXHIBIT III-59

**Sweden**  
**Systems Software Support Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.6	7.9	0.7
Documentation	7.9	6.5	1.4
Software Installation	8.4	7.5	0.9
Provision of Updates	7.9	7.3	0.6
Remote Diagnostics	7.7	7.1	0.6
Average	8.2	7.3	0.9

Sample Size: 51

Standard Error: 0.3

EXHIBIT III-60

**Sweden**  
**System Performance Data**  
**Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.5	55	9	15	21

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.1	8.2	0.9

Sample Size: 51

Standard Error: Failure Rate 0.4

System Availability 0.3



**Sweden**  
**Service Response and Repair/Fix Time Performance**  
**Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
4.3	4.3	0.0	3.9	3.9	0.0	8.2	8.2	0.0

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
5.2	5.0	(0.2)	5.8	6.2	0.4	11.0	11.2	0.2

Sample Size: 51

Standard Error: 1.7



EXHIBIT III-62

**Sweden**  
**Service Provider Data**  
**Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
92	2	2	4	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
82	10	2	0	14	6

Sample Size: 5

Standard Error: 0.2

Note: Multiple responses allowed.

EXHIBIT III-63

**Sweden**  
**User Views on Current Service Performance**  
**Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.9	7.8	1.1

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.1	7.8	1.3

Sample Size: 51

Standard Error: 0.3





EXHIBIT III-64

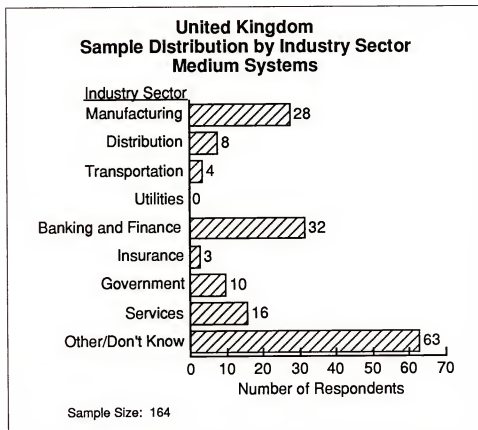


EXHIBIT III-65

**United Kingdom  
Hardware Service Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.6	7.6	1.0
Engineer Skills	9.0	8.0	1.0
Problem Escalation	8.2	7.5	0.7
Documentation	7.9	7.1	0.8
Remote Diagnostics	7.7	7.4	0.3
Average	8.4	7.6	0.8

Sample Size: 164  
Standard Error: 0.15

The first part of the document discusses the general state of the country and the progress of the war. It mentions the various military operations and the impact on the civilian population. The author expresses concern for the well-being of the people and the need for a swift and decisive end to the conflict.

The second part of the document provides a detailed account of the military movements and the positions of the various armies. It describes the strategic decisions made by the commanders and the challenges they faced. The author also mentions the role of the navy and the importance of maintaining control of the sea.

The third part of the document discusses the political situation and the role of the government. It mentions the various factions and the debates in the legislature. The author expresses his views on the government's policies and the need for reform.

The fourth part of the document discusses the economic situation and the impact of the war on the economy. It mentions the inflation and the shortage of goods, and the author expresses his concerns about the long-term effects of the war on the economy.

The fifth part of the document discusses the social situation and the impact of the war on society. It mentions the displacement of people and the suffering of the poor, and the author expresses his sympathy for the victims of the war.

The sixth part of the document discusses the international situation and the role of other countries. It mentions the alliances and the diplomatic efforts to end the war, and the author expresses his views on the international community's response to the conflict.

The seventh part of the document discusses the author's personal observations and experiences. It mentions his travels and his encounters with various people, and the author expresses his thoughts and feelings about the war and the country.

EXHIBIT III-66

**United Kingdom  
Systems Software Support Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.9	7.6	1.3
Documentation	8.2	7.1	1.1
Software Installation	8.2	7.7	0.5
Provision of Updates	8.3	7.3	1.0
Remote Diagnostics	7.8	7.4	0.4
Average	8.4	7.4	1.0

Sample Size: 164

Standard Error: 0.15

EXHIBIT III-67

**United Kingdom  
System Performance Data  
Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
4.0	62	7	13	18

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.4	8.4	1.0

Sample Size: 164

Standard Error: Failure Rate 0.2

System Availability 0.15



**United Kingdom  
Service Response and Repair/Fix Time Performance  
Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
4.4	4.4	0.0	5.5	5.3	(0.2)	9.9	9.7	(0.2)

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
6.0	7.3	1.3	8.8	10.2	1.4	14.8	17.5	2.7

Sample Size: 164

Standard Error: 0.95



EXHIBIT III-69

### United Kingdom Service Provider Data Medium Systems

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
93	1	9	3	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
85	6	4	3	10	1

Sample Size: 164

Standard Error: 0.15

Note: Multiple responses allowed.

EXHIBIT III-70

### United Kingdom User Views on Current Service Performance Medium Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.2	8.3	0.9

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.2	8.0	1.2

Sample Size: 164

Standard Error: 0.2





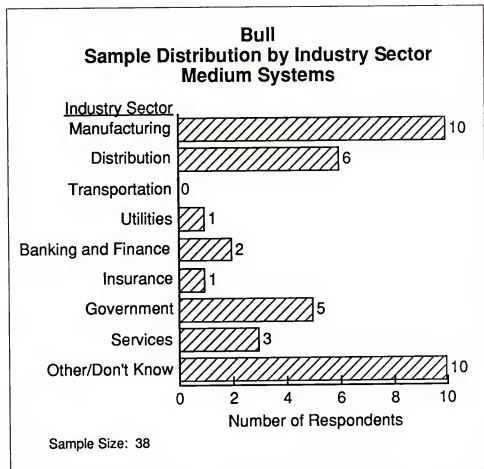






## Vendor Performance Data

EXHIBIT IV-1





## EXHIBIT IV-2

**Bull  
Hardware Service Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.4	7.7	0.7
Engineer Skills	8.9	8.2	0.7
Problem Escalation	8.4	7.8	0.6
Documentation	7.9	6.8	1.1
Remote Diagnostics	7.5	7.4	0.1
Average	8.3	7.6	0.7

Sample Size: 38

Standard Error: 0.35

## EXHIBIT IV-3

**Bull  
Systems Software Support Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.9	7.6	1.3
Documentation	8.3	6.7	1.6
Software Installation	8.1	7.3	0.8
Provision of Updates	8.3	6.6	1.7
Remote Diagnostics	7.6	6.8	0.8
Average	8.3	7.0	1.3

Sample Size: 38

Standard Error: 0.35



EXHIBIT IV-4

**Bull  
System Performance Data  
Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.7	67	10	6	17

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.3	8.7	0.6

Sample Size: 38

Standard Error: Failure Rate 0.45

System Availability 0.35





**Bull**  
**Service Response and Repair/Fix Time Performance**  
**Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
2.8	2.9	0.1	4.1	3.9	(0.2)	6.9	6.8	(0.1)

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
8.2	11.1	2.9	4.8	7.1	2.3	13.0	18.2	5.2

Sample Size: 38

Standard Error: 2.0



EXHIBIT IV-6

**Bull  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
97	0	0	0	3

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
97	11	0	0	0	0

Sample Size: 38

Standard Error: 0.25

Note: Multiple responses allowed.

EXHIBIT IV-7

**Bull  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.0	8.4	0.6

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.3	7.9	1.4

Sample Size: 38

Standard Error: 0.35



EXHIBIT IV-8

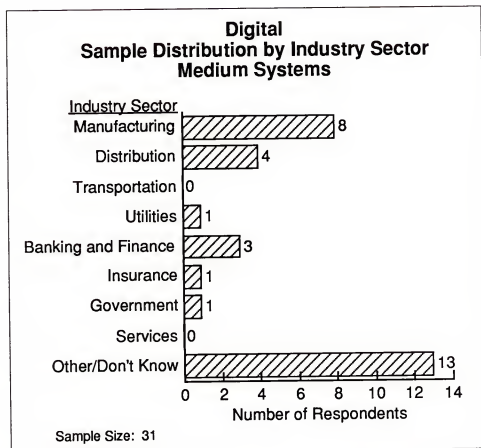


EXHIBIT IV-9

**Digital  
Hardware Service Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.9	7.8	1.1
Engineer Skills	9.0	8.4	0.6
Problem Escalation	8.5	7.7	0.8
Documentation	8.2	7.5	0.7
Remote Diagnostics	7.9	7.8	0.1
Average	8.5	7.9	0.6

Sample Size: 31  
Standard Error: 0.4



EXHIBIT IV-10

**Digital  
Systems Software Support Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.9	7.8	1.1
Documentation	8.7	7.6	1.1
Software Installation	8.4	8.1	0.3
Provision of Updates	8.7	8.1	0.6
Remote Diagnostics	8.6	7.6	1.0
Average	8.7	7.9	0.8

Sample Size: 31

Standard Error: 0.4

EXHIBIT IV-11

**Digital  
System Performance Data  
Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.1	70	5	0	25

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.1	8.8	0.3

Sample Size: 31

Standard Error: Failure Rate 0.5

System Availability 0.4





### Digital Service Response and Repair/Fix Time Performance Medium Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
3.5	2.8	(0.7)	3.4	4.5	1.1	6.9	7.3	0.4

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
5.8	6.0	0.2	4.4	4.7	0.3	10.2	10.7	0.5

Sample Size: 31

Standard Error: 2.2



## EXHIBIT IV-13

### Digital Service Provider Data Medium Systems

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
74	3	26	3	3

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
80	6	3	3	16	3

Sample Size: 31

Standard Error: 0.3

Note: Multiple responses allowed.

## EXHIBIT IV-14

### Digital User Views on Current Service Performance Medium Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta SI$
9.3	8.7	0.6

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta SI$
9.3	8.2	1.1

Sample Size: 31

Standard Error: 0.4

1875

1875

EXHIBIT IV-15

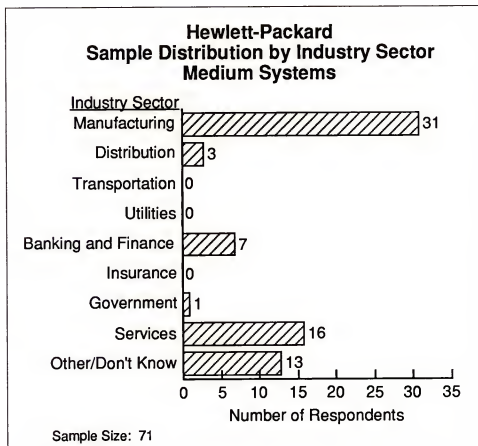


EXHIBIT VI-16

**Hewlett-Packard  
Hardware Service Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.6	8.1	0.5
Engineer Skills	8.9	8.4	0.5
Problem Escalation	8.2	8.0	0.2
Documentation	7.8	7.3	0.5
Remote Diagnostics	8.4	7.7	0.7
Average	8.4	7.9	0.5

Sample Size: 71  
Standard Error: 0.25



## EXHIBIT IV-17

### Hewlett-Packard Systems Software Support Satisfaction Medium Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.9	7.9	1.0
Documentation	8.3	6.9	1.4
Software Installation	8.1	7.7	0.4
Provision of Updates	8.4	7.6	0.8
Remote Diagnostics	8.4	7.7	0.7
Average	8.4	7.6	0.8

Sample Size: 71

Standard Error: 0.25

## EXHIBIT IV-18

### Hewlett-Packard System Performance Data Medium Systems

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
1.8	50	16	6	28

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.1	8.5	0.6

Sample Size: 71

Standard Error: Failure Rate 0.3

System Availability 0.25





### Hewlett-Packard Service Response and Repair/Fix Time Performance Medium Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
5.0	5.5	0.5	3.6	4.4	0.8	8.6	9.9	1.3

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
6.1	9.9	3.8	5.3	9.9	4.6	11.4	19.8	8.4

Sample Size: 71

Standard Error: 1.4



## EXHIBIT IV-20

### Hewlett-Packard Service Provider Data Medium Systems

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
93	4	9	1	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
69	18	4	3	23	1

Sample Size: 71

Standard Error: 0.2

Note: Multiple responses allowed.

## EXHIBIT IV-21

### Hewlett-Packard User Views on Current Service Performance Medium Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.4	8.6	0.8

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.2	8.1	1.1

Sample Size: 71

Standard Error: 0.25

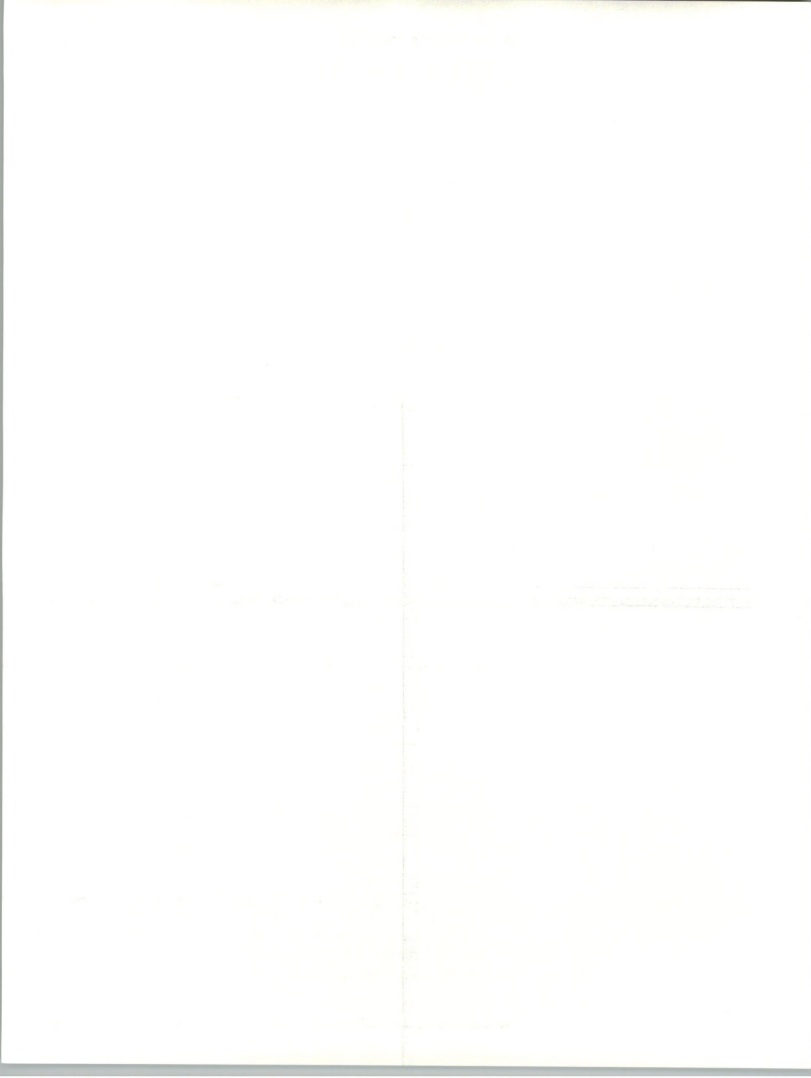


EXHIBIT IV-22

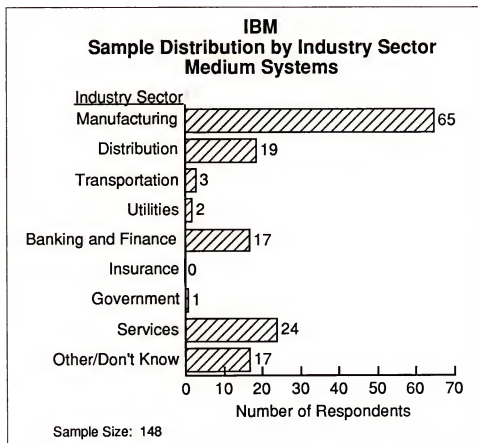


EXHIBIT IV-23

**IBM**  
**Hardware Service Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.9	8.0	0.9
Engineer Skills	9.1	8.3	0.8
Problem Escalation	8.4	7.7	0.7
Documentation	8.0	7.3	0.7
Remote Diagnostics	8.0	7.2	0.8
Average	8.5	7.8	0.7

Sample Size: 148  
Standard Error: 0.2



EXHIBIT IV-24

**IBM  
Systems Software Support Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	9.1	8.0	1.1
Documentation	8.7	7.3	1.4
Software Installation	8.6	7.7	0.9
Provision of Updates	8.5	7.4	1.1
Remote Diagnostics	7.9	6.8	1.1
Average	8.6	7.5	1.1

Sample Size: 148

Standard Error: 0.2

EXHIBIT IV-25

**IBM  
System Performance Data  
Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.5	66	9	4	21

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.2	8.3	0.9

Sample Size: 148

Standard Error: Failure Rate 0.2

System Availability 0.2





**IBM**  
**Service Response and Repair/Fix Time Performance**  
**Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
3.7	3.8	0.1	3.5	4.2	0.7	7.2	8.0	0.8

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
7.3	9.3	2.0	5.9	6.8	0.9	13.2	16.1	2.9

Sample Size: 148

Standard Error: 1.0



EXHIBIT IV-27

**IBM  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
88	2	18	1	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
82	9	3	1	24	3

Sample Size: 148

Standard Error: 0.15

Note: Multiple responses allowed.

EXHIBIT IV-28

**IBM  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.1	8.3	0.8

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.3	8.0	1.3

Sample Size: 148

Standard Error: 0.2

THE UNIVERSITY OF CHICAGO

THE UNIVERSITY OF CHICAGO

EXHIBIT IV-29

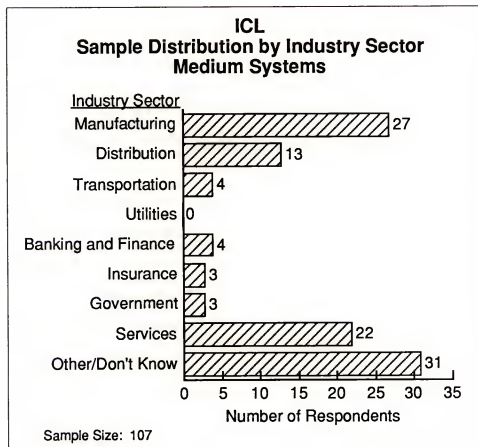


EXHIBIT IV-30

**ICL**  
**Hardware Service Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.4	7.3	1.1
Engineer Skills	8.7	7.9	0.8
Problem Escalation	8.5	7.5	1.0
Documentation	7.4	6.2	1.2
Remote Diagnostics	7.9	7.3	0.6
Average	8.2	7.2	1.0

Sample Size: 107  
Standard Error: 0.2



EXHIBIT IV-31

**United Kingdom  
Systems Software Support Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.3	7.7	0.6
Documentation	8.0	6.5	1.5
Software Installation	8.3	7.3	1.0
Provision of Updates	8.0	7.0	1.0
Remote Diagnostics	8.0	7.4	0.6
Average	8.1	7.2	0.9

Sample Size: 107

Standard Error: 0.2

EXHIBIT IV-32

**ICL  
System Performance Data  
Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.7	71	9	6	14

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.0	7.9	1.1

Sample Size: 107

Standard Error: Failure Rate 0.25

System Availability 0.2

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### ICL Service Response and Repair/Fix Time Performance Medium Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
3.8	5.1	1.3	4.3	5.5	1.2	8.1	10.6	2.5

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
5.6	5.9	0.3	9.7	12.1	2.4	15.3	18.0	2.7

Sample Size: 148

Standard Error: 1.0



EXHIBIT IV-34

**ICL  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
98	0	1	1	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
89	5	3	2	15	0

Sample Size: 107

Standard Error: 0.15

Note: Multiple responses allowed.

EXHIBIT IV-35

**ICL  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.6	7.7	0.9

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.9	7.4	1.5

Sample Size: 107

Standard Error: 0.2



EXHIBIT IV-36

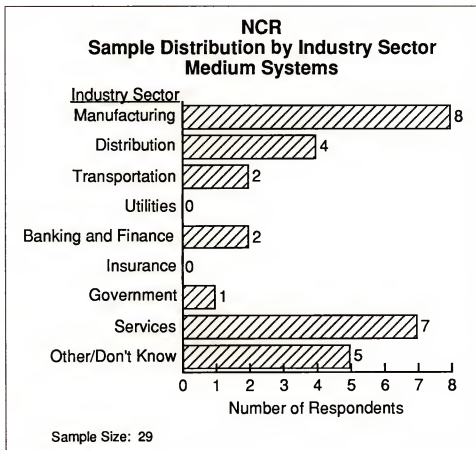


EXHIBIT IV-37

**NCR**  
**Hardware Service Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	9.3	7.7	1.6
Engineer Skills	9.5	8.2	1.3
Problem Escalation	8.4	7.6	0.8
Documentation	8.1	6.2	1.9
Remote Diagnostics	8.6	7.8	0.8
Average	8.8	7.5	1.3

Sample Size: 29  
Standard Error: 0.4



EXHIBIT IV-38

**NCR  
Systems Software Support Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	9.3	8.2	1.1
Documentation	8.5	7.2	1.3
Software Installation	8.7	7.6	1.1
Provision of Updates	8.1	7.6	0.5
Remote Diagnostics	8.6	7.3	1.3
Average	8.7	7.6	1.1

Sample Size: 29

Standard Error: 0.4

EXHIBIT IV-39

**NCR  
System Performance Data  
Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
1.9	36	22	9	33

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.9	8.3	0.6

Sample Size: 29

Standard Error: Failure Rate 0.5

System Availability 0.4





**NCR  
Service Response and Repair/Fix Time Performance  
Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
2.7	2.7	0.0	3.4	3.3	(0.1)	6.1	6.0	(0.1)

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
5.7	7.6	1.9	5.2	10.4	5.2	10.9	18.0	7.1

Sample Size: 29

Standard Error: 2.2



EXHIBIT IV-41

**NCR  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
100	0	0	0	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
90	14	7	0	28	0

Sample Size: 29

Standard Error: 0.3

Note: Multiple responses allowed.

EXHIBIT IV-42

**NCR  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.4	8.2	1.2

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.6	7.4	2.2

Sample Size: 29

Standard Error: 0.4



EXHIBIT IV-43

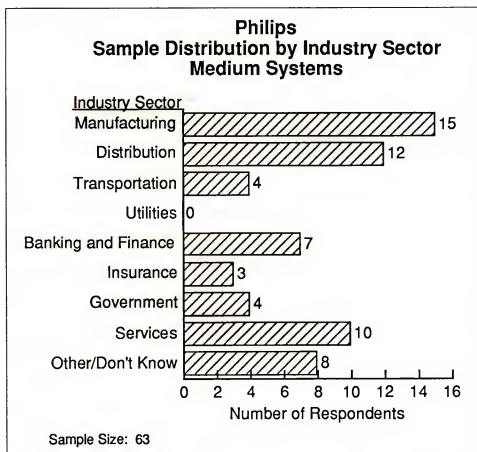


EXHIBIT IV-44

**Philips  
Hardware Service Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.9	7.5	1.4
Engineer Skills	9.1	7.9	1.2
Problem Escalation	7.4	6.7	0.8
Documentation	8.1	7.3	0.9
Remote Diagnostics	8.3	6.9	1.4
Average	8.5	7.4	1.1

Sample Size: 63  
Standard Error: 0.3



EXHIBIT IV-45

**Philips  
Systems Software Support Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.9	7.9	1.0
Documentation	8.3	7.1	1.2
Software Installation	8.2	7.7	0.5
Provision of Updates	8.4	7.4	1.0
Remote Diagnostics	9.0	7.5	1.5
Average	8.5	7.5	1.0

Sample Size: 63

Standard Error: 0.3

EXHIBIT IV-46

**Philips  
System Performance Data  
Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
5.5	70	10	12	8

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.4	8.1	1.3

Sample Size: 63

Standard Error: Failure Rate 0.35

System Availability 0.3





### Philips Service Response and Repair/Fix Time Performance Medium Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
6.2	6.2	0.0	5.9	6.0	0.1	12.1	12.2	0.1

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
4.9	5.1	0.2	6.0	5.1	(0.9)	10.9	10.2	(0.7)

Sample Size: 63

Standard Error: 1.5



EXHIBIT IV-48

**Philips  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
95	3	2	3	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
70	14	5	0	19	0

Sample Size: 63

Standard Error: 0.2

Note: Multiple responses allowed.

EXHIBIT IV-49

**Philips  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta SI$
9.2	7.6	1.6

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta SI$
8.9	7.7	1.2

Sample Size: 63

Standard Error: 0.3



EXHIBIT IV-50

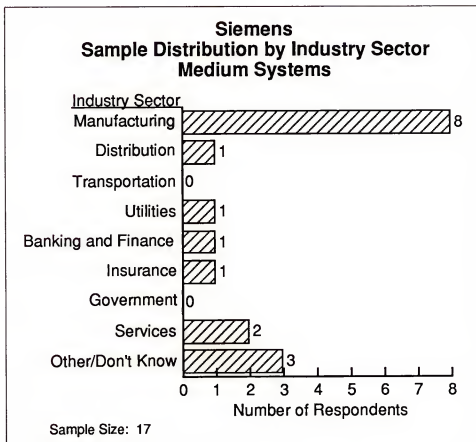


EXHIBIT IV-51

**Siemens**  
**Hardware Service Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	9.4	8.1	1.3
Engineer Skills	9.2	7.9	1.3
Problem Escalation	9.1	7.6	1.5
Documentation	8.7	7.7	1.0
Remote Diagnostics	9.3	8.4	0.9
Average	9.1	7.9	1.2

Sample Size: 17  
Standard Error: 0.55



EXHIBIT IV-52

**Siemens  
Systems Software Support Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	9.4	8.1	1.3
Documentation	9.1	7.7	1.4
Software Installation	8.3	8.3	0.0
Provision of Updates	8.9	7.6	1.3
Remote Diagnostics	8.9	7.6	1.3
Average	8.9	7.9	1.0

Sample Size: 17

Standard Error: 0.55

EXHIBIT IV-53

**Siemens  
System Performance Data  
Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.6	72	14	8	6

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.6	8.5	1.1

Sample Size: 17

Standard Error: Failure Rate 0.65

System Availability 0.55





### Siemens Service Response and Repair/Fix Time Performance Medium Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
1.8	2.2	0.4	2.4	2.6	0.2	4.2	4.8	0.6

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
7.9	8.4	0.5	10.4	12.6	2.2	18.3	21.0	2.7

Sample Size: 17

Standard Error: 2.9



EXHIBIT IV-55

**Siemens  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
94	0	0	6	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
88	12	6	0	12	0

Sample Size: 17

Standard Error: 0.4

Note: Multiple responses allowed.

EXHIBIT IV-56

**Siemens  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.4	8.2	1.2

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.0	8.1	0.9

Sample Size: 17

Standard Error: 0.55



EXHIBIT IV-57

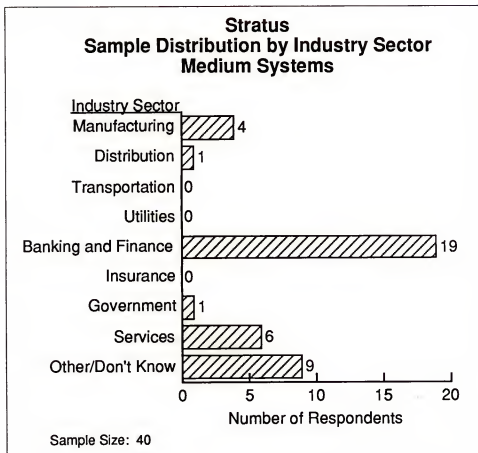


EXHIBIT IV-58

**Status**  
**Hardware Service Satisfaction**  
**Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.5	7.8	0.7
Engineer Skills	8.8	8.1	0.7
Problem Escalation	8.2	7.9	0.3
Documentation	7.9	6.8	1.1
Remote Diagnostics	8.9	8.5	0.4
Average	8.5	7.8	0.7

Sample Size: 40  
Standard Error: 0.35



## EXHIBIT IV-59

### Stratus Systems Software Support Satisfaction Medium Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.9	8.1	0.8
Documentation	8.2	7.0	1.2
Software Installation	8.5	8.0	0.5
Provision of Updates	8.6	7.5	1.1
Remote Diagnostics	8.7	8.3	0.4
Average	8.6	7.8	0.8

Sample Size: 40

Standard Error: 0.35

## EXHIBIT VI-60

### Stratus System Performance Data Medium Systems

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
0.4	38	0	33	29

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.4	8.9	0.5

Sample Size: 40

Standard Error: Failure Rate 0.45

System Availability 0.35

- and the authors' own research. The book is a well-written, readable, and interesting survey of the field, and a good starting point for those who are new to the area. It is also a useful reference for those who are already familiar with the field.
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58. *Journal of Business Ethics*, 14, 49 (1995), pp. 491-500.
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**Status**  
**Service Response and Repair/Fix Time Performance**  
**Medium Systems**

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
3.6	5.7	2.1	5.6	5.9	0.3	9.2	11.6	2.4

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
10.2	11.1	0.9	10.0	10.5	0.5	20.2	21.6	1.4

Sample Size: 40

Standard Error: 1.9



EXHIBIT IV-62

**Status  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
98	0	0	8	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
88	8	0	0	10	0

Sample Size: 40

Standard Error: 0.25

Note: Multiple responses allowed.

EXHIBIT IV-63

**Status  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.9	8.2	0.7

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.2	8.2	1.0

Sample Size: 40

Standard Error: 0.35



EXHIBIT IV-64

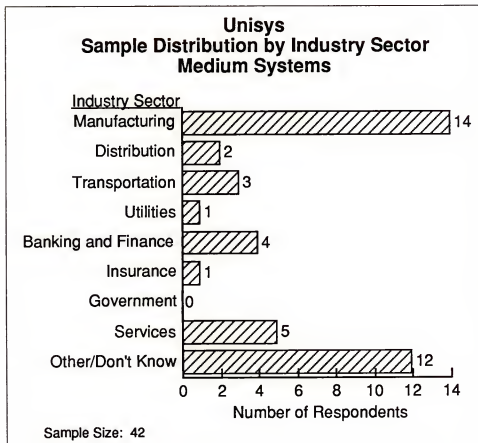


EXHIBIT IV-65

**Unisys  
Hardware Service Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	8.5	7.2	1.3
Engineer Skills	9.1	8.0	1.1
Problem Escalation	8.3	7.6	0.7
Documentation	7.4	6.5	0.9
Remote Diagnostics	8.0	6.1	1.9
Average	8.3	7.2	1.1

Sample Size: 42  
Standard Error: 0.35



EXHIBIT IV-66

**Unisys  
Systems Software Support Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	8.9	7.6	1.3
Documentation	8.3	6.7	1.6
Software Installation	8.2	7.4	0.8
Provision of Updates	8.3	7.1	1.2
Remote Diagnostics	7.4	7.3	1.1
Average	8.3	7.1	1.2

Sample Size: 42

Standard Error: 0.35

EXHIBIT IV-67

**Unisys  
System Performance Data  
Medium Systems**

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.6	75	1	12	12

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.1	8.3	0.8

Sample Size: 42

Standard Error: Failure Rate 0.4

System Availability 0.35





### Unisys Service Response and Repair/Fix Time Performance Medium Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
3.1	2.9	(0.2)	3.5	3.4	(0.1)	6.6	6.3	(0.3)

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
5.5	7.4	1.9	5.4	6.2	0.8	10.9	13.6	2.7

Sample Size: 42

Standard Error: 1.9



EXHIBIT IV-69

**Unisys  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/Distributor	Independent Maintainer	Self	Other
95	2	0	3	0

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
93	5	0	0	14	0

Sample Size: 42

Standard Error: 0.25

Note: Multiple responses allowed.

EXHIBIT IV-70

**Unisys  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
8.9	8.0	0.9

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.0	7.8	1.2

Sample Size: 42

Standard Error: 0.35



EXHIBIT IV-71

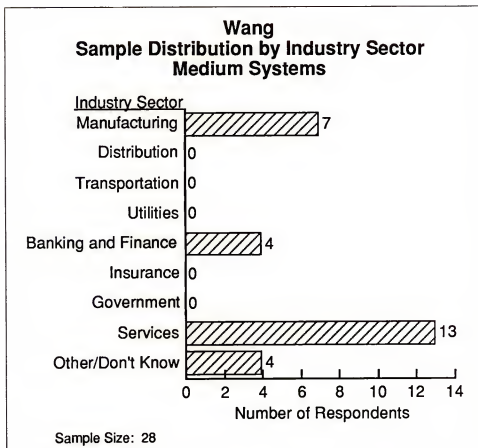


EXHIBIT IV-72

**Wang  
Hardware Service Satisfaction  
Medium Systems**

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Spares Availability	9.6	6.7	2.9
Engineer Skills	9.4	7.4	2.0
Problem Escalation	9.2	6.4	2.8
Documentation	8.1	6.0	2.1
Remote Diagnostics	9.2	6.1	3.1
Average	9.1	6.6	2.5

Sample Size: 28  
Standard Error: 0.4



## EXHIBIT IV-73

### Wang Systems Software Support Satisfaction Medium Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index $\Delta$ SI
Engineer Skills	9.0	6.9	2.1
Documentation	8.6	6.1	2.5
Software Installation	8.8	7.7	1.1
Provision of Updates	8.3	7.0	1.3
Remote Diagnostics	9.2	6.7	2.5
Average	8.8	6.8	2.0

Sample Size: 28

Standard Error: 0.4

## EXHIBIT IV-74

### Wang System Performance Data Medium Systems

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
5.0	76	24	N/A	N/A

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.2	8.0	1.2

N/A = Data not available for Wang sample.

Sample Size: 28

Standard Error: Failure Rate 0.5

System Availability 0.4





### Wang Service Response and Repair/Fix Time Performance Medium Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
5.5	7.2	1.7	4.7	6.4	1.7	10.2	13.6	3.4

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$	Acceptable Time	Experienced Time	$\Delta$
7.2	15.2	8.0	6.4	11.9	5.5	13.6	27.1	13.5

Sample Size: 28

Standard Error: 2.3



EXHIBIT IV-76

**Wang  
Service Provider Data  
Medium Systems**

Percent Hardware Service Provided By				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
89	-	11	-	-

Percent Systems Software Support Provided By					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
75	11	4	-	7	4

Sample Size: 28

Standard Error: 0.3

Note: Multiple responses allowed.

EXHIBIT IV-77

**Wang  
User Views on Current Service Performance  
Medium Systems**

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.1	7.6	1.5

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index $\Delta$ SI
9.5	8.1	1.4

Sample Size: 28

Standard Error: 0.4







## Appendix

\_\_\_\_\_







## Appendix: User Questionnaire

### A

#### General

1. What is the make and model number of the main computer on your site and how many do you have?

Make \_\_\_\_\_

Model \_\_\_\_\_ (CRITICAL INFORMATION)

Units \_\_\_\_\_

2. Are you the person who is knowledgeable on the servicing of this system?  
 Yes     No

(If not then obtain the name of the correct person and start again.)

Name of person responsible \_\_\_\_\_

3. Do you have another system? What is the make and model number of that system and how many do you have?

Make \_\_\_\_\_

Model \_\_\_\_\_ (CRITICAL INFORMATION)

Units \_\_\_\_\_

All of the following questions that I am going to ask you are related to your \_\_\_\_\_ system. (Write in system type.)

(To confirm, read out the make and model number.)



4. So that we can ensure that we get a proper cross-section of industry and commerce, can you tell me what is the main business sector of your company? (Read out the list—to allow for best choice. Then circle appropriate answer.)

Business sector

- Manufacturing 1
- Distribution 2
- Transportation 3
- Utilities 4
- Banking and Finance 5
- Insurance 6
- Government 7
- Services 8
- Other/Don't Know 9

**B**

Service Vendor Selection

I would like to ask you some questions relating to the vendor that services your computer system.

5. Could you please rate the importance of the following criteria in selecting your service vendor, on a scale of 0 to 10 (0 = low, 10 = high).

<u>Criteria</u>	<u>Rating</u>
a. Price	_____
b. Quality of service	_____
c. Guaranteed system availability level	_____
d. Guaranteed availability of spare parts	_____
e. Technical expertise	_____
f. Fast response time	_____
g. Availability of software support	_____
h. Ability to provide other services	_____
i. Contract flexibility	_____
j. Ability to service other products	_____
k. Vendor reputation	_____

- 6a. Would you please tell me who services your computer system hardware? (Remind the user \_\_\_\_\_ system.)

(Please circle appropriate vendor type; multiple answers are allowed.)

Manufacturer	1
Dealer/distributor	1
Third-party maintenance company	1
Own company	1
Other	1

(If the respondent answered YES to third-party maintenance, ask the following question. If not, go to question 7.)



- 6b. I notice that your system, or part of it, is serviced by a third-party maintenance company. Could you tell me the reason why you use third-party maintenance?

(Please circle appropriate answer; multiple answers allowed.)

- Lower cost 1
- Local service 1
- Single-source service 1
- TPM service higher quality 1
- More flexible contract 1
- Other/Don't know 9

- 7a. I notice that you *do not* use a third-party maintenance company; is there a reason for this?

(Please circle appropriate answer; multiple answers allowed.)

- Satisfied with manufacturer 1
- Manufacturer has an advantage 1
- TPM cannot support software 1
- Tied to manufacturer with contract 1
- Fear of system supplier response 1
- Considered and rejected TPM 1
- TPM financial weakness 1
- Unaware of TPM 1
- Other/Don't know 9

- 7b. Assuming you were approached by a TPM company, at what level of price reduction would you consider using a TPM vendor to service your computer hardware?

(Please circle appropriate answer. Only *one* answer allowed.)

- 1% - 10% 1
- 11% - 20% 1
- 21% - 30% 1
- 31% - 40% 1
- 41% - 50% 1
- 50%+ 1
- Unwilling at any price 1
- Other/Don't know 9

8. How important is it that your service vendor communicates with you regularly and effectively to advise you of, for example:

- \_\_\_ The status of your system >
- \_\_\_ Possible problems >
- \_\_\_ Repair plans >
- \_\_\_ Availability of spare parts >
- \_\_\_ Routine visits >
- \_\_\_ Hardware and software changes >

INTERVIEWER  
PROMPTS



Could you please provide an importance and satisfaction rating on a scale of 0 to 10, where 0 is of no importance or indicates total dissatisfaction, and 10 is at top importance or indicates that you are full satisfaction.

- Importance \_\_\_\_\_
- Satisfaction \_\_\_\_\_

- 9a. Would you prefer all hardware maintenance and software support to be provided by one service vendor at each site? If yes, what would your interest level be?

Level of interest: (please circle)

Low            Medium            High

(Circle answer.)

Yes            1  
 No            1  
 Don't know    9

(If the respondent answered YES, ask:)

- 9b. Who would you prefer that vendor to be?

(Please circle appropriate answer; multiple answers allowed.)

- The manufacturer of your main hardware            1
- Dealer/distributor/VAR            1
- TPM company            1
- One of your hardware manufacturers            1
- Other/Don't know            9

Note: VAR is a value-added reseller.

## C

### Hardware Maintenance

I would now like to ask you some questions about the hardware maintenance of your computer system. (Reaffirm the system type \_\_\_\_\_)

Some of the questions are scaled with ratings from 0 to 10. Zero (0) represents zero importance or satisfaction, 5 is average, and 10 represents top importance or full satisfaction.

10. What is your rating for the importance of hardware maintenance to your business and how satisfied are you with your service vendor's performance?
- Importance rating \_\_\_\_\_
  - Satisfaction rating \_\_\_\_\_





11. If we define **systems availability** as the percentage of your normal working hours that the system is operational (disregarding non-critical peripheral breaks), what percentage has that been for your system over the last twelve months?

• Percentage \_\_\_\_\_ %

12. How many times each year does your system fail completely for a period of greater than one hour?

• Per year \_\_\_\_\_

And what percentage of these system failures are due to:

Hardware	_____ %
Systems software	_____ %
Applications software	_____ %
Other (i.e., power failure)	_____ %

(Please check that percentages add up to 100.)

13. What is your rating for the importance of **systems availability** (scale 0 - 10), and what is your level of satisfaction?

• Importance rating \_\_\_\_\_  
 • Satisfaction rating \_\_\_\_\_

14. Defining **hardware response time** as the time it takes between reporting a fault and the arrival of the service engineer on site (in working hours, that is to say 8 hours = 1 working day), what response time (in hours) do you find acceptable and what did you actually experience as an average over the last twelve months?

• Acceptable \_\_\_\_\_ Hours  
 • Experienced \_\_\_\_\_ Hours

15. If **repair time** is defined as the time taken to get the system fully operational from the time the engineer arrives on site, then what time do you find acceptable (in working hours) and what time did you experience in the last twelve months?

(Note: 8 hours = 1 working day/shift)

• Acceptable \_\_\_\_\_ Hours  
 • Experienced \_\_\_\_\_ Hours



16. I would now like to go through a list of five aspects of hardware maintenance and ask you to give an importance and satisfaction rating for each (scale 0 - 10).

	<u>Importance</u>	<u>Satisfaction</u>
• Spares availability	_____	_____
• Engineer skills	_____	_____
• Problem escalation	_____	_____
• Documentation	_____	_____
• Remote diagnostics	_____	_____

17. How important is it that your system supplier provides a hardware **consultancy/planning** service to support your operations and how satisfied are you with the service provided? (Scale 0 - 10)
- Importance \_\_\_\_\_
  - Satisfaction \_\_\_\_\_
18. If possible, I would like you to provide some information on hardware maintenance pricing.
- a. What percentage price increase or decrease did you pay for hardware maintenance in the year 1989?
- Increase \_\_\_\_\_%
  - Decrease \_\_\_\_\_%
  - No change    1 (circle)
- b. What do you expect the price changes for **hardware maintenance** to be in the future, in percentage terms per annum?
- Increase \_\_\_\_\_%
  - Decrease \_\_\_\_\_%
  - No change    1 (circle)
- c. How important do you rate hardware maintenance pricing and how satisfied are you with the price you currently pay? (Scale 0 - 10)
- Importance rating \_\_\_\_\_
  - Satisfaction rating \_\_\_\_\_



19. Which type of hardware maintenance contract do you currently have on the main part of your system?

(Please circle appropriate answer; only one answer allowed.)

- Warranty 1
- Three-year 1
- One-year 1
- Time and materials 1
- None 1

## D

### Software Support

I would like to ask you some questions relating to the service you get from your software support vendor.

These questions relate to systems software—not applications.

As before, some of the questions are scaled with ratings from 0 to 10. Zero (0) represents zero importance or satisfaction, 5 is average and 10 is top importance or full satisfaction.

20. Who supports your systems software?

(Please circle appropriate answer; multiple answers allowed.)

- Hardware manufacturer 1
- Software house 1
- Software product vendor 1
- Value-added reseller (VAR) 1
- In-house 1
- Other/Don't know 9

21. What is your rating for the importance of systems software support to your business and what is your satisfaction with your vendor's systems support activities? (Scale 0 - 10)

- Importance rating \_\_\_\_\_
- Satisfaction rating \_\_\_\_\_

22. What percentage of systems software problems are solved by telephone, and how long does this take in elapsed time from the time it is alerted to the service engineer?

- Solved by phone \_\_\_\_\_%
- Elapsed time \_\_\_\_\_ Hours



23. For those problems **not** possible to solve over the telephone, what **response time** would you find acceptable, and what time (on average and in working hours) have you experienced over the last twelve months? (Take **response time** to mean from the time the problem is reported to the arrival of the engineer on site.)
- Acceptable \_\_\_\_\_ Hours
  - Experienced \_\_\_\_\_ Hours
24. If **fix time** is defined as the time taken to get the system fully operational from the arrival of the engineer on site, then what time (in working hours) do you find acceptable, and what did you experience over the last twelve months?
- Acceptable \_\_\_\_\_ Hours
  - Experienced \_\_\_\_\_ Hours
25. I would like to go through a list of five aspects of **systems software support** and ask you to give an importance and a satisfaction rating for each. (Scale 0 - 10)

ImportanceSatisfaction

- |                         |       |       |
|-------------------------|-------|-------|
| • Engineer skills       | _____ | _____ |
| • Documentation         | _____ | _____ |
| • Software installation | _____ | _____ |
| • Provision of updates  | _____ | _____ |
| • Remote diagnostics    | _____ | _____ |

26. How important is it that your system supplier provides a systems software **consultancy/planning** service to support your operations and how satisfied are you with the service provided? (Scale 0 - 10)
- Importance rating \_\_\_\_\_
  - Satisfaction rating \_\_\_\_\_
27. If possible I would like you to provide some information on **systems software support pricing**.
- a. What percentage price increase or decrease did you pay for systems software support in the year 1989?
- Increase \_\_\_\_\_%
  - Decrease \_\_\_\_\_%
  - No change 1 (circle)





- b. What do you expect the price changes for systems software support to be in the future, in percentage terms per annum?
- Increase \_\_\_\_\_%
  - Decrease \_\_\_\_\_%
  - No change    1    (circle)
- c. How important do you rate systems software support pricing and how satisfied are you with the price you currently pay? (Scale 0 - 10)
- Importance rating \_\_\_\_\_
  - Satisfaction rating \_\_\_\_\_
28. Which type of systems software support contract do you currently have?
- (Please circle appropriate answer. Only one answer allowed.)
- Support included in software license fee    1
  - Three-year contract    1
  - One-year contract    1
  - Ad hoc    1
  - None    1

**E****Other Services**

29. To conclude this questionnaire, I am particularly interested in obtaining your views on other services or modified current service offerings that your service suppliers could provide that would help to improve the running of your computer systems.

Could you say which of the following services your service vendor is currently contracted to supply, and which you would like your service vendor to provide? Also, could you give a level of interest rating against each in the range 0 to 10, where 0 = no interest, 5 = average interest and 10 = must have?

(Please circle appropriate answer and give LOI rating.)

	<u>Currently Contracted</u>	<u>Require</u>	<u>LOI</u>
• Configuration planning	1	1	_____
• Capacity planning	1	1	_____
• Environmental planning	1	1	_____
• Cabling	1	1	_____
• Software evaluation	1	1	_____
• Consultancy	1	1	_____
• Network planning	1	1	_____



29. (cont.)

	<u>Currently Contracted</u>	<u>Require</u>	<u>LOI</u>
• Network management	1	1	_____
• Disaster recovery	1	1	_____
• Facilities management	1	1	_____
• Problems management	1	1	_____
• Applications software support	1	1	_____

These last questions complete the questionnaire. I would like to thank you on behalf of INPUT for helping us to complete this survey. To express our appreciation for your time we will be sending you a "thank you" package containing a summary of the results from our survey.

Again, thank you for your time.

