USER SAMERACHION WITH VENDOR OUSTOMER

SURVICES SNALL SYSTEMS

VYESTINK EUROPE 1890



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USER SATISFACTION WITH VENDOR CUSTOMER SERVICES

SMALL SYSTEMS WESTERN EUROPE

1990



Researched by INPUT Piccadilly House 33/37 Regent Street London SW1Y 4NF England

Published by INPUT 1280 Villa Street Mountain View, CA 94041-1194 U.S.A.

Customer Service Programme in Europe (CSPE)

User Satisfaction with Vendor Customer Services—Small Systems, Western Europe, 1990

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CEUPF • 539 • 1990

Abstract

This report presents data relating user perceptions of vendor service performance and user satisfaction with the servicing of small 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 132 pages including 135 exhibits.

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Introduction



Introduction

Α	
Objectives and Scope	This INPUT 1990 report on user requirements for customer service in Western Europe presents the small systems computer user's view of many aspects of computer system service and support.
	The report is intended 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 pre- sented in simple tabulated form. Trends relating to service performance can be assessed by comparing the data contained in this report with previous INPUT Annual Reports.
	The report also contains tabulated data relating to Western Europe overall and nine individual European country markets, enabling vendors to compare their performance with overall mean values of Western Euro- pean vendor performance and assess the characteristics of individual country markets.
B	
Methodology	The data presented in this report was compiled from interviews with 249 small 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.

.

		e by Ven		
	S	ystem Ran	ige	
Vendor	Large	Medium	Small	Total
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	-	36
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

	S	System Range				
Country	Large	Medium	Small	Total		
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 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.

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Interpretation of the Data

III

Interpretation of the Data

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 S/34 and S/36 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 deviation that relates 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 249 small systems users, the standards 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 reasonably valid statistical result.

С	
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

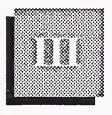
- Satisfaction
 - 0 = total and absolute dissatisfaction
 - 5 = average satisfaction
 - -10 = total satisfaction

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.

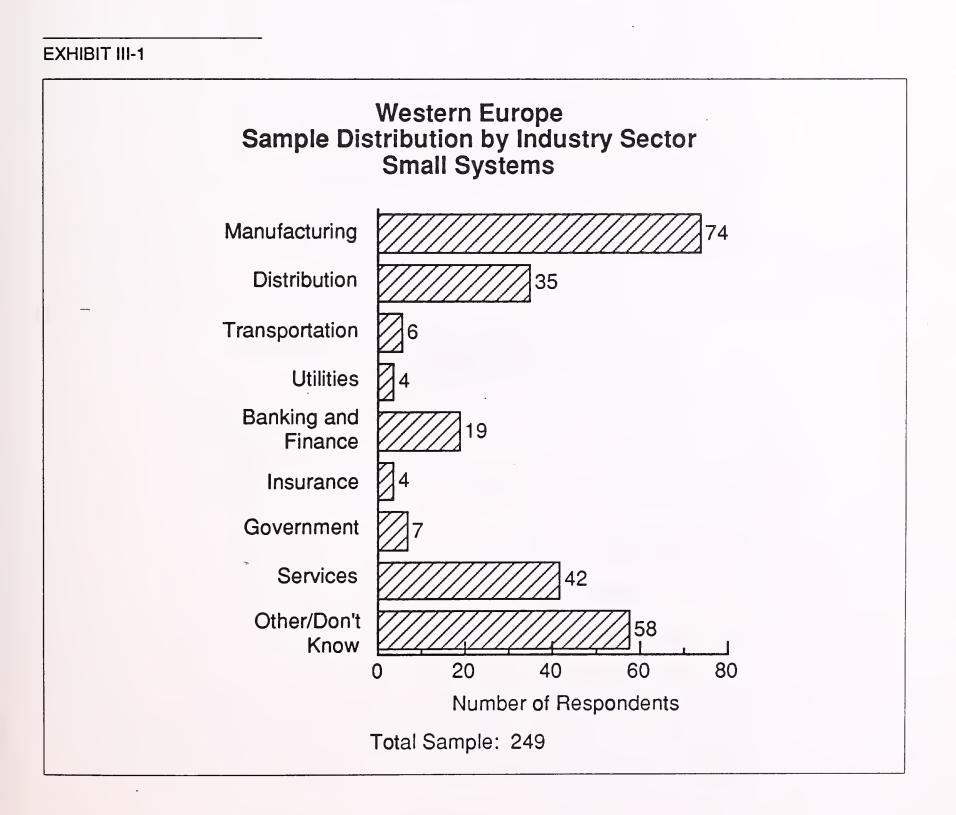
- Ratings of 10 and 10, or 6 and 6, etc., give a difference value of zero, indicating that the importance needs are fully satisfied.
- Ratings of importance 8 and satisfaction 9 would indicate overfulfillment of the importance needs, and would give a satisfaction index of -1. In INPUT's analysis an overfulfillment 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



Western European and Country Market Service Performance Data



Western Europe Hardware Service Satisfaction Small Systems					
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI		
Spares Availability	8.7	7.8	0.9		
Engineer Skills	8.8	8.1	0.7		
Problem Escalation	8.1	7.2	0.9		
Documentation	7.8	6.7	1.1		
Remote Diagnostics	7.6	7.2	0.4		
Average	8.3	7.5	0.8		
Sample Size: 249					

Sample Size: 249

Standard Error: 0.15

EXHIBIT III-3

Western Europe Systems Software Support Satisfaction Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Engineer Skills	8.8	7.7	1.1
Documentation	8.4	6.8	1.6
Software Installation	8.4	7.8	0.6
Provision of Updates	8.3	7.1	1.2
Remote Diagnostics	8.0	7.2	0.8
Average	8.4	7.3	1.1

Sample Size: 249

Standard Error: 0.15

10

	Western Europe System Performance Data Small Systems					
	System Failure Rates					
		Cause of Failure (Percent)				
Failures Per Annum	Hardware	Systems Software	Applications Software	Other		
3.1	66	13	5	18		

Satisfaction	with System	Availability
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.1	8.3	0.8

Sample Size: 249

Standard Error: Failure Rate: 0.15

System Availability: 0.15

Response Time (Hours) Acceptable Experienced Time	ce Re	We Service Response an Sn	Western Europe and Repair/Fix ⁻ Small Systems	e K Time s	Time Performance	e	
Response Time (Hours eptable Experienced Time Time	Ha	Hardware Servi	Service Response/Repair Times	Repair T	imes		
			Repair Time (Hours)	;)		Total Time (Hours)	
	Δ	Acceptable Time	Experienced Time	Q	Acceptable Time	Experienced Time	V
5.5 7.1	1.6	4.8	4.8	(0.0)	10.3	11.9	1.6
i	Syste	ms Software	Systems Software Support Response/Fix Times	onse/Fix			
Hesponse lime (Hours)		Fix	Fix Time (Hours)		Total	Total Time (Hours)	
Acceptable Experienced Time Time	Δ	Acceptable Time	Experienced Time	Δ.	Acceptable Time	Experienced Time	Δ
7.7 9.6	1.9	6.4	6.8	0.4	14.1	16.4	2.3
Sample Size: 249 Standard Error: 0.75							

•

Western Europe Service Provider Data Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
81	6	14	4	1

Systems S	Systems Software Support Provided By (Percent)				
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
67	17	4	1	17	4

.

Sample Size: 249

Standard Error: 0.1

Note: Multiple Responses Allowed

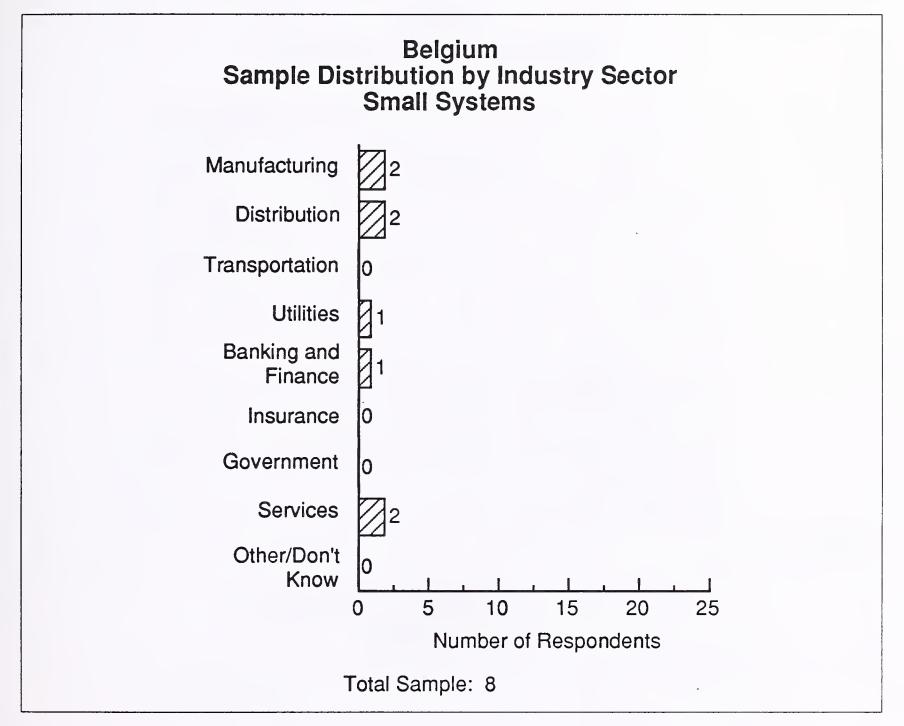
Western Europe User Views on Current Service Performance Small Systems

На	rdware Servic	ce
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
8.8	7.9	0.9

System	is Software Si	upport
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.0	7.9	1.1

Sample Size: 249

Standard Error: 0.15



15

	Belgium Hardware Service Satisfaction Small Systems				
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI		
Spares Availability	9.0	8.3	0.7		
Engineer Skills	8.1	8.5	(0.4)		
Problem Escalation	8.5	8.0	0.5		
Documentation	7.0	7.0	0.0		
Remote Diagnostics	5.6	6.8	(1.2)		
Average	7.7	7.8	(0.1)		
Sample Size: 8	5	<u> </u>	J		
Standard Error: 0.8					

EXHIBIT III-10

	Satisfaction	Satisfaction Index ∆ SI
0.1	and the second se	4
9.1	8.5	0.6
9.1	7.8	1.3
9.1	8.0	1.1
8.7	8.4	0.3
7.3	7.7	(0.4)
8.7	8.1	0.6
_	9.1 8.7 7.3	9.1 8.0 8.7 8.4 7.3 7.7

Standard Error: 0.8

	Belgium System Performance Data Small Systems								
		Syst	en	n Failure R	ates				
				Cause of (Perc					
Failure Per Ann		Hardwar	е	Systems Software	Applications Software	Other			
1.3	1.3 80 20 0								
	Sa	atisfaction	w	ith System	Availability				
		portance Rating	S	atisfaction Rating	Satisfaction Index ∆ SI				
		9.6		9.0	0.6				
	Sam	ple Size:	8						
	Star	idard Erro	r:	Failure Ra	te: 0.95				
				System Av	ailability: 0.8				

	Serv	ice Re	Service Response an Sn	Belgium and Repair/Fix Time Performance Small Systems	K Time	Performan	Ce	
		На	Hardware Servi	Service Response/Repair Times	lepair T	imes		
Response Time (Hours)	me (Houi	'S)	Rep	Repair Time (Hours)	()	Total	Total Time (Hours)	
Acceptable Expe Time T	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	V
4.6	5.3	0.7	5.0	5.3	0.3	9.6	10.6	1.0
		Syste	ms Software	Systems Software Support Response/Fix Times	inse/Fix	(Times		
Response Time (Hours)	me (Hour	S)	Fix	Fix Time (Hours)		Total	Total Time (Hours)	
Acceptable Expe Time T	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
10.4	18.7	8.3	17.3	15.4	(1.9)	27.7	34.1	6.4
Sample Size: 8 Standard Error: 4.2								

.

Belgium Service Provider Data Small Systems									
Hardw	vare Servic	e Provide	d By (Pe	rcent)					
Equipment Manufacturer	Dealer/ Distribute		endent Itainer	Self	Other				
50	13 13			38	0				
Systems	Systems Software Support Provided By (Percent)								
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other				
75	75 13 13				0				
Sample Size:	8								
Standard Error	r: 0.55								
Note: Multiple	Response	es Allowed							

Belgium User Views on Current Service Performance Small Systems

Hardware Service								
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI						
7.8	7.5	0.3						

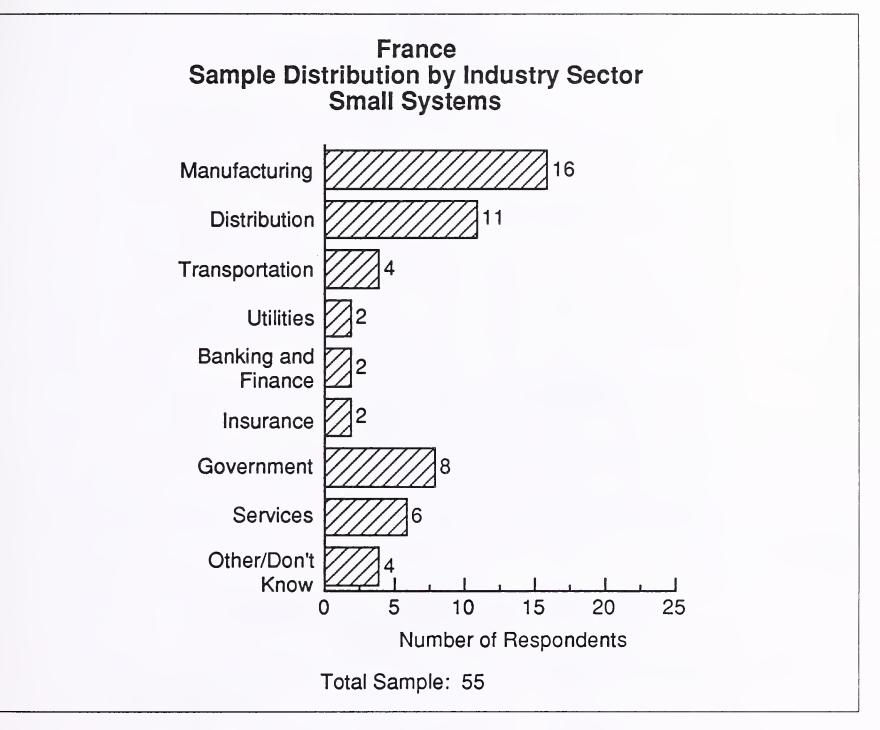
Systems Software Support								
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI						
9.4	8.6	0.8						

Sample Size: 8

.

Standard Error: 0.8

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France Hardware Service Satisfaction Small Systems								
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI					
Spares Availability	8.4	7.6	0.8					
Engineer Skills	8.6	8.0	0.6					
Problem Escalation	8.1	7.2	0.9					
Documentation	7.5	5.9	1.6					
Remote Diagnostics	8.0	7.0	1.0					
Average	8.1	7.2	0.9					

Standard Error: 0.3

EXHIBIT III-17

France Systems Software Support Satisfaction Small Systems							
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI				
Engineer Skills	8.4	7.5	0.9				
Documentation	8.3	6.1	2.2				
Software Installation	8.0	7.4	0.6				
Provision of Updates	7.9	6.5	1.4				
Remote Diagnostics	8.3	6.8	1.5				
Average	8.2	6.9	1.3				

Standard Error: 0.3

		France Performan all System					
	Syst	em Failure R	ates				
		Cause of (Perc					
Failures Per Annum	Hardwar	Systems e Software	Applications Software	Other			
2.4 75 17 2 6							
5	atisfaction	with System	Availability				
In	nportance Rating	Satisfaction Rating	Satisfaction Index ∆ SI				
	8.7	7.7	1.0				
Sar	nple Size:	55					
Sta	ndard Erro	r: Failure Ra	ite: 0.35				
		System Av	vailability: 0.3				

			Δ	(0.9)			V	3.7	
Ce		Total Time (Hours)	Experienced Time	13.5		Total Time (Hours)	Experienced Time	20.4	
Performan	imes	Total	Acceptable Time	14.4	Times	Total	Acceptable Time	16.7	
Time	Repair T		Δ	(1.5)	nse/Fix		Δ	1.6	
France and Repair/Fix Time Performance Small Systems	ce Response/F	Repair Time (Hours)	Experienced Time	4.8	Software Support Response/Fix	Fix Time (Hours)	Experienced Time	8.2	
Service Response an Sn	Hardware Service Response/Repair Times	Rep	Acceptable Time	6.3	ems Software	Fix	Acceptable Time	6.6	
vice Re	Ϊ	ırs)	V	0.6	Systems	rs)	Δ	2.1	
Serv		Response Time (Hours)	Experienced Time	8.7		Response Time (Hours)	Experienced Time	12.2	: 55 or: 1.6
		Respo	Acceptable Time	8.1		Respoi	Acceptable Time	10.1	Sample Size: 55 Standard Error: 1.6

.

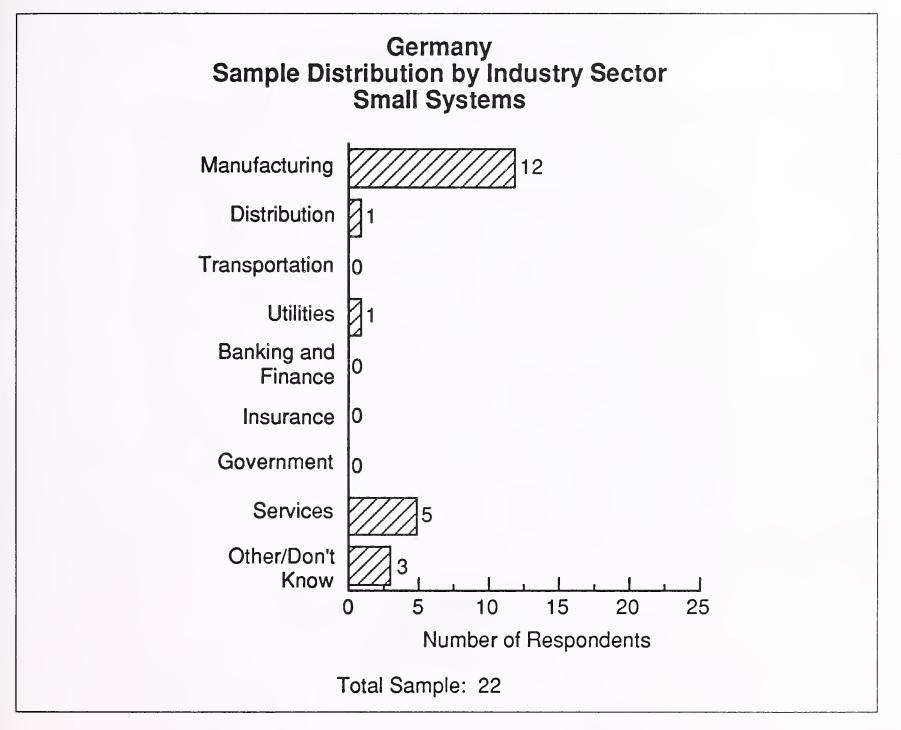
	Service	France Provide II Syster						
Hardware Service Provided By (Percent)								
Equipment Manufacturer	Dealer, Distribut		endent ntainer	Self	Other			
73	11	1	15	4	2			
Suctomo	Cottuoro C		wided D	U (Doroo	(m+)			
Systems S	Sollware S				nı)			
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other			
48	24	15	2	21	0			
Sample Size:	55							
Standard Error	: 0.2							
Note: Multiple	Response	s Allowed						

France User Views on Current Service Performance Small Systems

Hardware Service							
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI					
8.7	7.8	0.9					

Systems Software Support							
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI					
8.6	7.4	1.2					

Sample Size: 55



.

EXHIBIT III-23

	Germany Service S mall System		I
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Spares Availability	9.2	7.8	1.4
Engineer Skills	9.4	7.8	1.6
Problem Escalation	8.2	7.1	1.1
Documentation	8.2	6.7	1.5
Remote Diagnostics	7.2	8.6	(1.4)
Average	8.6	7.5	1.1
Sample Size: 22			

Standard Error: 0.45

EXHIBIT III-24

Systems Soft S	Germany ware Supp mall Syste	ort Satisfa	action
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Engineer Skills	8.7	7.5	1.2
Documentation	8.6	6.9	1.7
Software Installation	8.7	7.6	1.1
Provision of Updates	9.1	7.7	1.4
Remote Diagnostics	7.0	8.3	(1.3)
Average	8.6	7.5	1.1

	S	System F	^o e	ermany rformano I System		
		System Failure Rates				
		Cause of Failure (Percent)				
Failur Per Anr		Hardwar	Systems Applications Hardware Software Software		Other	
3.8		48		29	1	22
	S	atisfaction	tisfaction with System Availability			
	4	portance Rating	S	Satisfaction Rating	Satisfaction Index ∆ SI	
		9.2		8.4	0.8	

Sample Size: 22

Standard Error: Failure Rate: 0.6

System Availability: 0.45

.

Hardware Service Response/Repair Times onse Time (Hours) Repair Time (Hours) Accepta Experienced Δ Time Δ Time Time Δ Time Δ Time Δ 5.3 3.4 3.3 4.6 1.3 5.2 5.3 3.4 3.3 4.6 1.3 5.2 5.3 3.4 S.3 4.6 1.3 5.2 5.3 3.4 3.3 4.6 1.3 5.2 5.3 5.4 3.3 4.6 1.3 5.2 5.1 5.3 5.4 5.2 5.2 5.2 5.3 5.4 5.3 5.2 5.2 5.3 5.4 5.3 5.2 5.2 5.3 5.4 5.3 5.2 5.2 5.3 5.3 5.2 5.2 5.2 5.3 5.2 5.2 5.2 5.2 5.4 5.2 5.2 5.2 5.2 5.5 5.5 5.2 5.2 5.2		Serv	vice R(Service Response ar Sr	and Repair/Fix Time Performance Small Systems	K Time	Performar	e	
onse Time (Hours)Repair Time (Hours)AcceptaExperienced Δ AcceptableExperienced Δ Time Δ Time Δ Time5.33.43.34.61.35.25.33.43.34.61.35.25.3Systems Software Support Response/Fix TimesSystems Software Support Response/Fix TimesAcceptaExperienced Δ TimeTimeAcceptaTime Δ TimeTimeAcceptaTime Δ TimeAcceptaAccepta			Ϊ	1 1	ce Response/B	Repair T	imes		
Experienced Time Δ AcceptableExperienced Time Δ Acceptable5.33.43.34.61.35.25.33.43.34.61.35.25.3Systems Software Support Response/Fix Times5.25.2Systems Software Support Response/Fix Time (Hours)Fix Time (Hours)AcceptableExperienced Δ TimeAcceptableAcceptableTime Δ TimeTimeAcceptable	Respc	onse Time (Hou	urs)	Rep	air Time (Hours))	Total	Total Time (Hours)	
5.3 3.4 3.3 4.6 1.3 5.2 Systems Software Support Response/Fix Times Systems Software Support Response/Fix Times Some Time (Hours) Fix Time (Hours) Accepta Experienced Acceptable Experienced Accepta Time Acceptable Experienced Accepta	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	
Systems Software Support Response/Fix Times Dise Time (Hours) Fix Time (Hours) Accepta Experienced Acceptable Experienced Accepta Time Time Acceptable Experienced Accepta	1.9	5.3	3.4	3.3	4.6	1.3	5.2	9. 6	4.7
Dise Time (Hours)Fix Time (Hours)AcceptableExperiencedAcceptableExperiencedAcceptableTimeATimeA			Syste	ms Software	Support Respo	inse/Fix	r Times		
Experienced Acceptable Experienced Acceptable Time Δ Time Δ Time	Respo	nse Time (Hou	ırs)	Fix	Time (Hours)		Total	Total Time (Hours)	
	Acceptable Time	Experienced Time	Φ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	
11.2 5.9 5.8 9.1 3.3 11.1	5.3	11.2	5.9	5.8	9.1	3.3	11.1	20.3	9.2

Hardw	vare Servic	ce Pro	ster vide		rcent)	
Equipment Manufacturer	Dealer/ Distribut			endent Itainer	Self	Other
95	0			0	5	0
0	Softwara S		+ Dro	wided P	/Porco	
Systems S					y (Feice	nt)
Equipment Manufacturer	Software House	Softv	vare luct	VAR	self	nt) Other

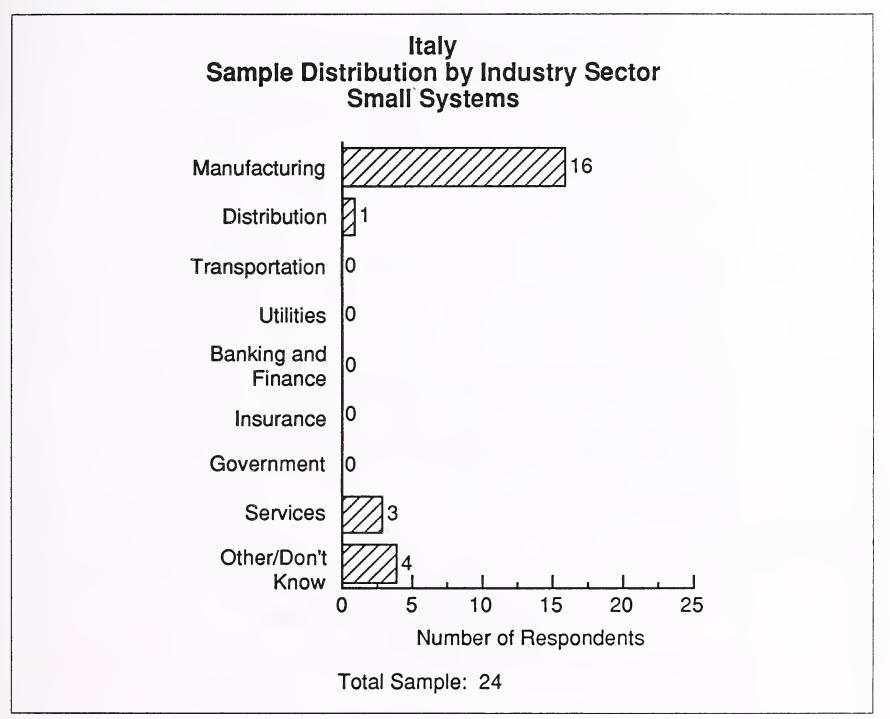
Note: Multiple Responses Allowed

Germany User Views on Current Service Performance Small Systems

Ha	ardware Servi	се
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.2	6.9	2.3

System	ns Software S	upport
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
8.8	7.8	1.0

Sample Size: 22



	Italy Service S mall Syste		า
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Spares Availability	8.6	8.0	0.6
Engineer Skills	8.4	7.9	0.5
Problem Escalation	7.8	7.3	0.5
Documentation	7.4	6.9	0.5
Remote Diagnostics	. 7.4	6.9	0.5
Average	8.0	7.5	0.5
Sample Size: 24	<u></u>		
Standard Error: 0.45			

EXHIBIT III-31

Systems Softw Si	Italy ware Supp mall Syste		ction
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Engineer Skills	8.6	7.5	1.1
Documentation	8.6	7.4	1.2
Software Installation	8.4	7.7	0.7
Provision of Updates	8.3	7.4	0.9
Remote Diagnostics	8.4	7.2	1.2
Average	8.5	7.5	1.0

S	ystem Pe Smal	System	S	
	Syster	n Failure R	lates	
		Cause o (Perc		
Failures Per Annum	Hardware	Systems Software		Other
6.5	78 [·]	10	0	12

Satisfaction	with System	Availability
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.1	8.1	1.0

Sample Size: 24

Standard Error: Failure Rate: 0.55

System Availability: 0.45

Servic Response Time (Hours) Acceptable Experienced Time Time 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 5.3 8.7 7 9.7 7 15.9 13.4 15.9 13.4 15.9 13.4 15.9 Sample Size: 24 Standard Error: 2.5
--

Hardware Service Provided By (Percent)										
EquipmentDealer/IndependentManufacturerDistributorMaintainerSelf										
88	8		8	0	0					
Systems	Software S	Support Pro	ovided B	y (Perce	nt)					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other					
54	25	0	0	21	0					
Sample Size:	24			······································						

Italy
User Views on
Current Service Performance
Small Systems

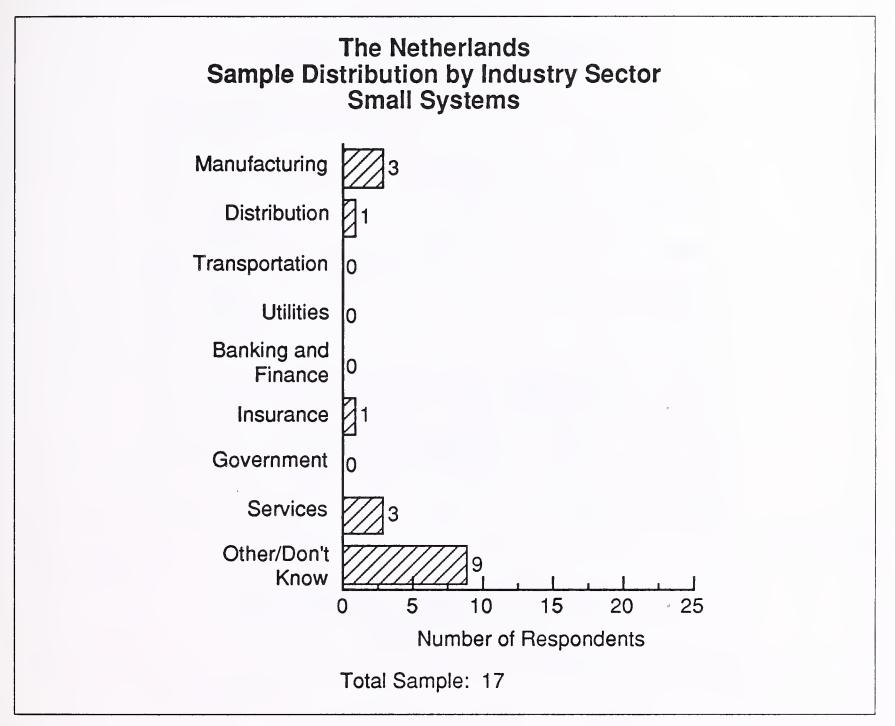
Hardware Service								
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI						
8.0	7.4	0.6						

Systems Software Support								
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI						
8.8	8.0	0.8						

Sample Size: 24

Standard Error: 0.45

INPUT



Service AspectSatisfaction Index A SI										
Spares Availability	8.2	8.0	0.2							
Engineer Skills	8.4	8.3	0.1							
Problem Escalation	6.9	7.1	(0.2)							
Documentation	8.1	6.8	1.3							
Remote Diagnostics	8.0	8.3	(0.3)							
Average	7.9	7.7	0.2							

EXHIBIT III-38

The Netherlands Systems Software Support Satisfaction Small Systems

Importance	Satisfaction	Satisfaction Index ∆ SI
8.6	8.4	0.2
8.4	6.7	1.7
8.1	7.2	0.9
8.3	7.7	0.6
9.0	8.5	0.5
8.4	7.5	0.9
	8.6 8.4 8.1 8.3 9.0	8.46.78.17.28.37.79.08.5

Sample Size: 17

Standard Error: 0.55

The Netherlands System Performance Data Small Systems

System Failure Rates									
	Cause of Failure (Percent)								
Failures Per Annum	Hardware	Systems Software	Applications Software	Other					
1.8	48	27	0	25					

Satisfaction with System Availability								
Importance Rating	Satisfaction Index ∆ SI							
9.4	9.2	0.2						

Sample Size: 17

Standard Error: Failure Rate: 0.65

System Availability: 0.55

EXHIBIT III-40	EXHIB	IT I	II-40
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				Þ	0.3				Δ	(3.3)														
	Performance imes	nes														Total Time (Hours)	Experienced Time	10.7			Total Time (Hours)	Experienced Time	7.5	
			Total	Acceptable Time	10.4		<pre>< Times</pre>	Total	Acceptable Time	10.8														
	ls k Time s	lepair Ti		Δ	1.9		onse/Fix		Δ	(0.4)														
	The Netherlands Service Response and Repair/Fix Time Performance Small Systems Hardware Service Response/Repair Times	Hardware Service Response/Repair Times	Repair Time (Hours)	Repair Time (Hours)	ir Time (Hours)	ir Time (Hours	iir Time (Hours	Experienced Time	6.4		Systems Software Support Response/Fix Times	Fix Time (Hours)	Experienced Time	4.1										
					Acceptable Time	4.5	ems Software	ems Softwar	Fix	Acceptable Time	4.5													
	vice Re	На	rs)	Δ	(1.6)		Syste	rs)	Δ	(2.9)														
	Serv		Response Time (Hours)	Experienced Time	4.3			Response Time (Hours)	Experienced Time	3.4	: 17 or: 2.9													
			Respoi	Acceptable Time	5.9			Respoi	Acceptable Time	6.3	Sample Size: 17 Standard Error: 2.9													

The Netherlands							
Service Provider Data							
Small Systems							

Hardware Service Provided By (Percent)									
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other					
82	0	18	0	0					

Systems Software Support Provided By (Percent)					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
76	0	6	0	35	6

Sample Size: 17

Standard Error: 0.4

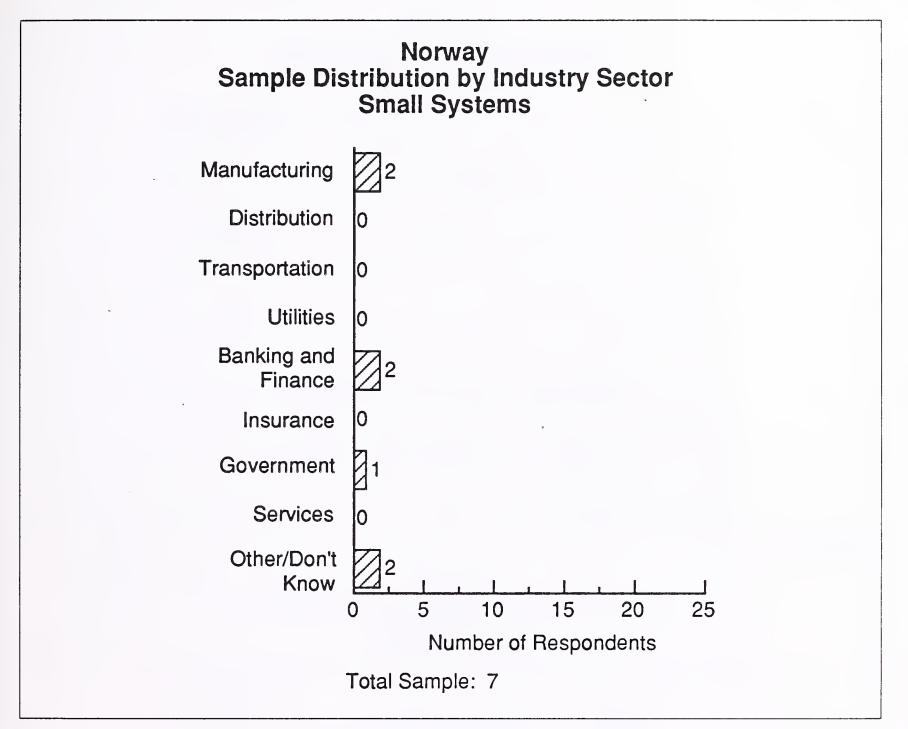
Note: Multiple Responses Allowed

The Netherlands User Views on Current Service Performance Small Systems

Hardware Service				
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI		
9.2	8.6	0.6		

Systems Software Support					
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI			
9.0	8.2	0.8			

Sample Size: 17



Norway Hardware Service Satisfaction Small Systems					
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI		
Spares Availability	8.9	5.6	3.3		
Engineer Skills	9.1	7.3	1.8		
Problem Escalation	7.7	6.7	1.0		
Documentation	8.1	7.9	0.2		
Remote Diagnostics	8.5	6.0	2.5		
Average	8.5	6.8	1.7		

Standard Error: 0.85

EXHIBIT III-45

		r
Importance	Satisfaction	Satisfaction Index ∆ SI
9.3	7.3	2.0
9.1	8.4	0.7
9.0	7.2	1.8
9.2	6.2	3.0
8.5	4.5	4.0
9.1	7.2	1.9
	9.3 9.1 9.0 9.2 8.5	9.1 8.4 9.0 7.2 9.2 6.2 8.5 4.5

Standard Error: 0.85

Norway System Performance Data Small Systems

System Failure Rates					
	Cause of Failure (Percent)				
Failures Per Annum	SystemsApplicationsHardwareSoftwareSoftwareOther				
4.0	35	0	1	64	

Satisfaction with System Availability					
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI			
9.9	8.7	1.2			

Sample Size: 7

Standard Error: Failure Rate: 1.0

System Availability: 0.85

	Har	Hesponse an Sn Hardware Servid	Service Response and Repair/Fix Time Performance Small Systems Hardware Service Response/Benair Times	c Time S Panair T	Performar	Ice	
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)	
Acceptable Experienced Time Δ	V	Acceptable Time	Experienced Time		Acceptable Time	Experienced Time	V
5.0 5.2 0.2	0. Vi	6.1	8.7	2.6	11.1	13.9	2.8
SV	vster	ms Software	Systems Software Support Response/Fix Times	inse/Fi	(Times		
Response Time (Hours)		Fix	Fix Time (Hours)		E	Total Time (Hours)	
Acceptable Experienced Time Time Δ	1	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	V
5.4 8.4 3.0	0	7.0	5.7	(1.3)	12.4	14.1	1.7

Norway				
Service Provider Data				
Small Systems				

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
57	0	57	0	0

Systems Software Support Provided By (Percent)					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
57	15	0	0	14	14

Sample Size: 7

Standard Error: 0.6

Note: Multiple Responses Allowed

INPUT

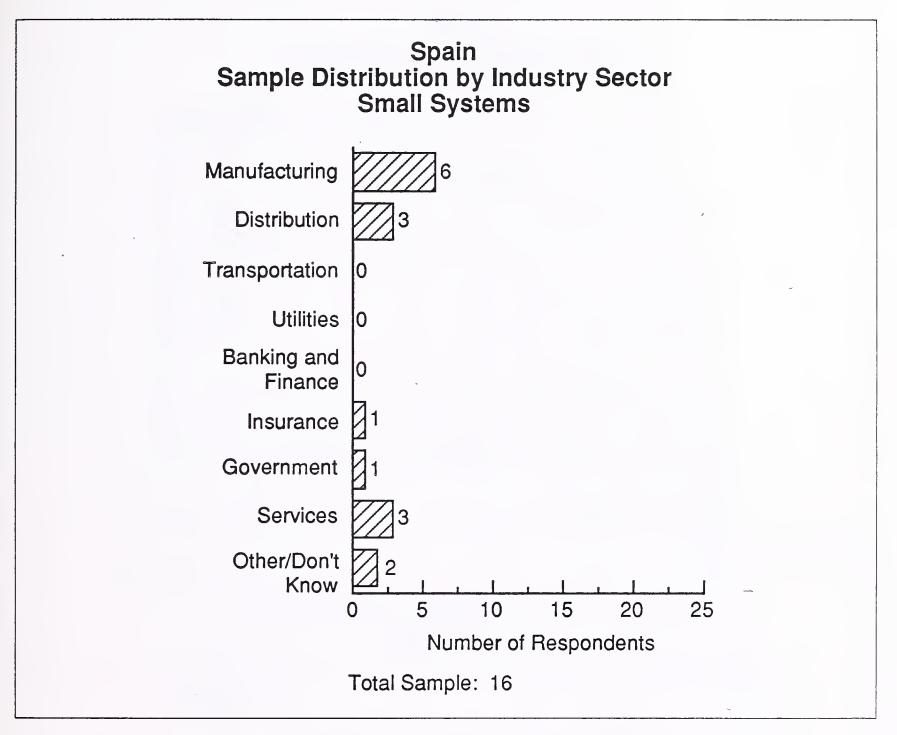
EXHIBIT III-49

Norway User Views on Current Service Performance Small Systems

Hardware Service				
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI		
9.3	8.4	0.9		

System	is Software S	upport
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.9	8.6	1.3

Sample Size: 7



111

EXHIBIT III-51

Spain Hardware Service Satisfaction Small Systems				
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI	
Spares Availability	8.6	7.6	1.0	
Engineer Skills	8.7	8.0	0.7	
Problem Escalation	8.3	7.0	1.3	
Documentation	8.2	7.1	1.1	
Remote Diagnostics	7.6	6.7	0.9	
Average	8.3	7.3	1.0	
Sample Size: 16				
Standard Error: 0.55				

EXHIBIT III-52

Spain Systems Software Support Satisfaction Small Systems				
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI	
Engineer Skills	8.7	7.8	0.9	
Documentation	8.5	7.3	1.2	
Software Installation	8.1	6.9	1.2	
Provision of Updates	7.9	6.8	1.1	
Remote Diagnostics	7.7	6.9	0.8	
Average	8.2	7.1	1.1	
Sample Size: 16				

Spain System Performance Data Small Systems

	Syster	n Failure R	ates	
		Cause o (Perc		
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
2.2	50	10	4	36

Satisfaction	with System	Availability
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
8.7	7.4	1.3

Sample Size: 16

Standard Error: Failure Rate: 0.7

System Availability: 0.55

53

Spain Spain Small Systems Acceptable Nardware Service Response/Repair/Fix Network Repair Time (Hours) Nardware Service Response/Repair/Fix Nardware Service Response/Repair Systems Software Support Response/Repair Systems Software Support Response/Repair Nardware Service Response/Repair Nardware Service Response/Repair Nardware Software Support Response/Repair Systems Software Support Response/Repair Nardware Support Response/Repair Nardware Software Support Response/Repair Size 12.4 Nardware Software Support Response/Repair Nardware Software Support Response/Repair Nardware Software Softwar	me Performance	air Times	Total Time (Hours)	 Acceptable Experienced Δ Time Δ 	1.6 12.3 18.7 6.4		%/Fix Times	Total Time (Hours)	 Acceptable Experienced Time 	0.7 17.2 30.3 13.1	
Service Response ne (Hours) Hardware Se ne (Hours) Acceptab enced A 2.0 4.8 5.1 2.0 4.8 5.1 2.1 2.1 2.2 12.4 3.4	Spain Repair/Fix T all Systems	Response/Rep	Time (Hours)				upport Response	ime (Hours)			
		၂ လ	Repair		5.1		ms Software S	Fix T	ble	3.4	
	vice Re	Ha	ırs)	Φ	4.8		Syste	rs)	Δ	12.4	·
	Sen		inse Time (Hou	Experienced Time	12.0	A		nse Time (Hou	Experienced Time	26.2	Sample Size: 16 Standard Error: 3.0

.

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Spain Service Provider Data Small Systems							
Hardv	vare Servi	ce Provide	ed By (Pe	ercent)			
Equipment Manufacturer	Dealer/ Distribute		endent ntainer	Self	Other		
75	6	- 2	25	0	0		
Systems S	Software S	upport Pro	ovided B	y (Perce	nt)		
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other		
56	38	0	0	13	0		
Sample Size: 16							
Standard Error: 0.4							
Note: Multiple Responses Allowed							

Spain
User Views on
Current Service Performance
Small Systems

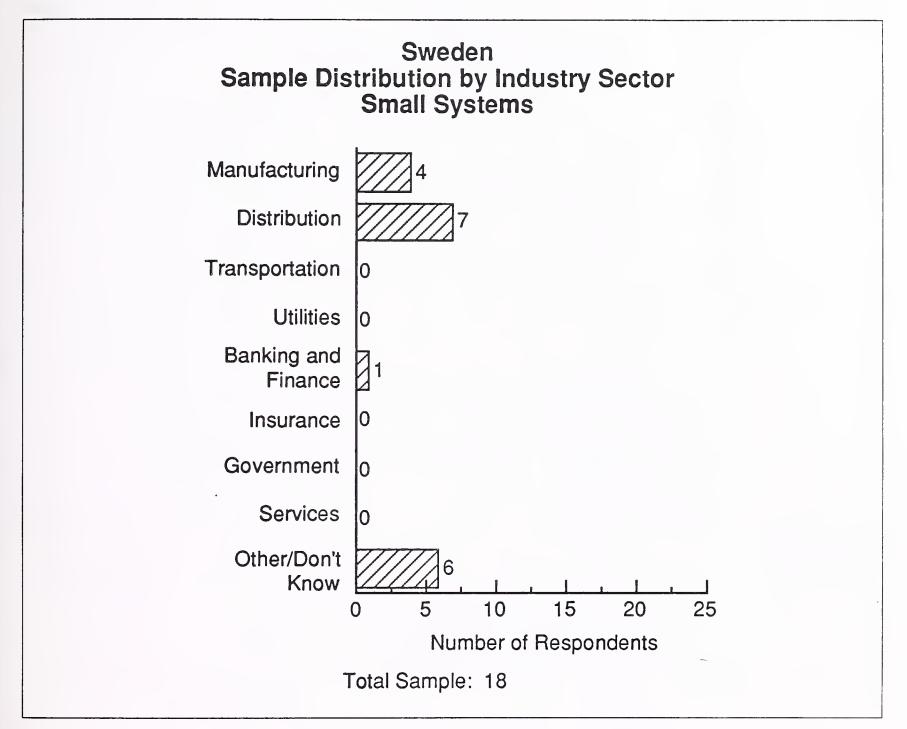
Ha	ardware Servi	се
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
8.6	7.8	0.8

System	ns Software S	upport
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
8.6	7.4	1.2

Sample Size: 16

Standard Error: 0.55

56



57

	Sweden Service S mall Syste		1							
Service Aspect										
Spares Availability	8.9	7.7	1.2							
Engineer Skills	9.1	7.4	1.7							
Problem Escalation	8.7	7.8	0.9							
Documentation	7.6	6.4	1.2							
Remote Diagnostics	8.1	8.4	(0.3)							
Average	8.5	7.4	1.1							
Sample Size: 18			<u></u>							
Standard Error: 0.5										

EXHIBIT III-59

Sweden Systems Software Support Satisfaction Small Systems							
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI				
Engineer Skills	9.1	7.0	2.1				
Documentation	8.3	6.3	2.0				
Software Installation	8.8	7.6	1.2				
Provision of Updates	8.3	7.4	0.9				
Remote Diagnostics	7.9	7.6	0.3				
Average	8.5	7.1	1.4				

Sweden System Performance Data Small Systems

	Syster	n Failure R	lates	
		Cause o (Perc		
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
2.6	65	17	4	14

Satisfaction	with System	Availability
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.4	8.4	1.0

Sample Size: 18

Standard Error: Failure Rate: 0.65

System Availability: 0.5

59

		\$)	d	(0.4))	q	2.5	
Ce	pair Times	Total Time (Hours)	Experienced Time	8.5		Total Time (Hours)	Experienced Time	12.6	
Performar		Total	Acceptable Time	8.9	Times		Total	Acceptable Time	10.1
k Time s	Repair T		Δ	(0.4)	inse/Fix		Δ	3.5	
Sweden Service Response and Repair/Fix Time Performance Small Systems	Hardware Service Response/Repair Times	Repair Time (Hours)	Experienced Time	3.7	Software Support Response/Fix Times	Fix Time (Hours)	Experienced Time	7.8	
sponse an Sn		F 6	Acceptable Time	4.1		Fix	Acceptable Time	4.3	
vice Re	Ϋ́		Δ	0.0	Systems	rs)	Δ	(1.0)	
Serv		Response Time (Hours)	Experienced Time	4.8		Response Time (Hours)	Experienced Time	4.8	e: 18 ror: 2.8
		Respo	Acceptable Time	4.8		Respoi	Acceptable Time	5.8	Sample Size: 18 Standard Error: 2.8

ſ

Sweden						
Service Provider Data						
Small Systems						

Hardv	vare Service	Provided By (Pe	ercent)	
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
83	6	11	6	0

Systems	Software S	Support Pro	ovided B	y (Perce	ent)
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
78	17	0	0	0	11

Sample Size: 18

Standard Error: 0.4

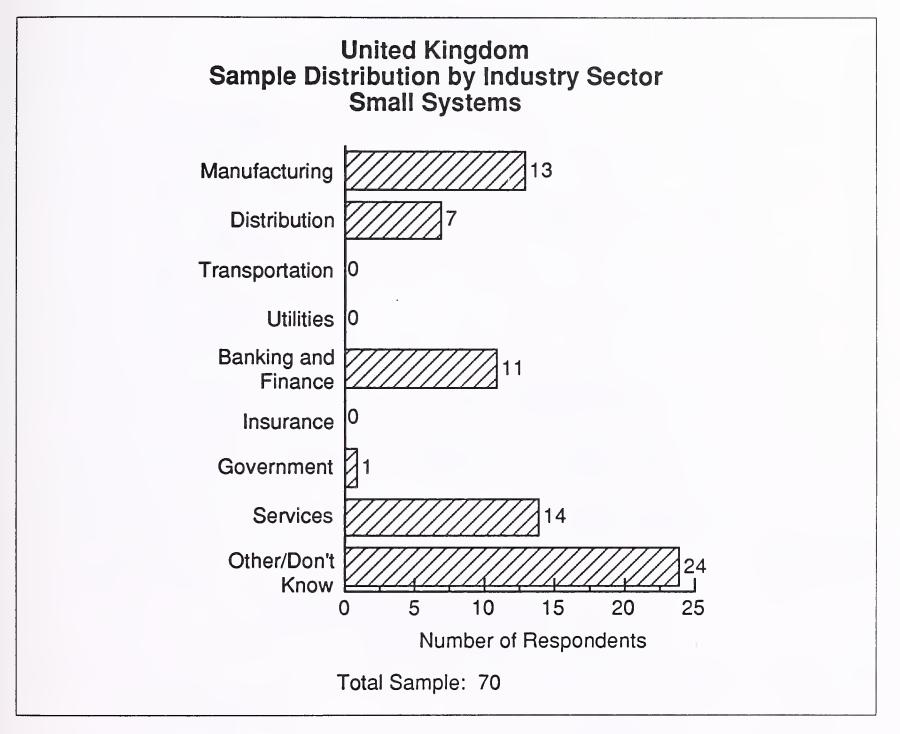
Note: Multiple Responses Allowed

Sweden User Views on Current Service Performance Small Systems

Ha	ardware Servi	се
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.2	8.5	0.7

System	ns Software S	upport
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.7	7.7	2.0

Sample Size: 18



INPUT

EXHIBIT III-65

H	United Kingdom Hardware Service Satisfaction Small Systems						
Servic Aspec	-	Importance	Satisfaction	Satisfaction Index ∆ SI			
Spares Avail	ability	8.6	7.9	0.7			
Engineer Ski	lis	9.1	8.6	0.5			
Problem Esc	alation	7.9	7.3	0.6			
Documentati	on	7.8	7.1	0.7			
Remote Diag	nostics	6.6 [`]	7.0	(0.4)			
Average		8.3	7.8	0.5			
Sample Size:	70						

Standard Error: 0.25

EXHIBIT III-66

United Kingdom Systems Software Support Satisfaction Small Systems

Importance	Satisfaction	Satisfaction Index ∆ SI
8.9	8.2	0.7
8.4	6.9	1.5
8.5	8.5	0.0
8.0	7.2	0.8
7.0	7.7	(0.7)
8.4	7.7	0.7
	8.9 8.4 8.5 8.0 7.0	8.4 6.9 8.5 8.5 8.0 7.2 7.0 7.7

Sample Size: 70

United Kingdom System Performance Data Small Systems

	Syster	n Failure R	lates	
		Cause o (Perc		
Failures Per Annum	Hardware	Other		
2.9	64	4	8	14

Satisfaction	with System	Availability
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.3	8.5	0.8

Sample Size: 70

Standard Error: Failure Rate: 0.3

System Availability: 0.25

EXHIBIT	III-68
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	Serv	vice R(Un Service Response an Sr	United Kingdom and Repair/Fix Time Performance Small Systems	m K Time s	Performar	Ce	
		Ϋ́	Hardware Servi	ervice Response/Repair Times	Repair T	imes		
Resp	Response Time (Hours)	Irs)	Rep	Repair Time (Hours)	(9	Tota	Total Time (Hours)	
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Φ	Acceptable Time	Experienced Time	Þ
4.9	7.0	2.1	4.2	3.7	(0.5)	9.1	10.7	1.6
								•
		Syste	ems Software	Systems Software Support Response/Fix Times	onse/Fix	1		
Resp	Response Time (Hours)	rs)	Fix	Fix Time (Hours)		Total	Total Time (Hours)	
Acceptable Time	Experienced Time	Q	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
4.9	4.5	(0.4)	6.6	5.4	(1.2)	11.5	9.9	(1.6)
Sample Size: 70 Standard Error: 1.4	e: 70 rror: 1.4							

United Kingdom Service Provider Data Small Systems

Hardw	vare Service	Provided By (Pe	ercent)	
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
86	2	15	2	0

Systems S	Software S	upport Pro	ovided B	y (Perce	nt)
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
83	7	0	2	10	6

Sample Size: 70

Standard Error: 0.2

Note: Multiple Responses Allowed

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United Kingdom User Views on Current Service Performance Small Systems

Ha	ardware Servi	се
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.0	8.4	0.6

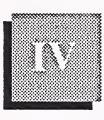
System	ns Software S	upport
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.2	8.4	0.8

Sample Size: 70

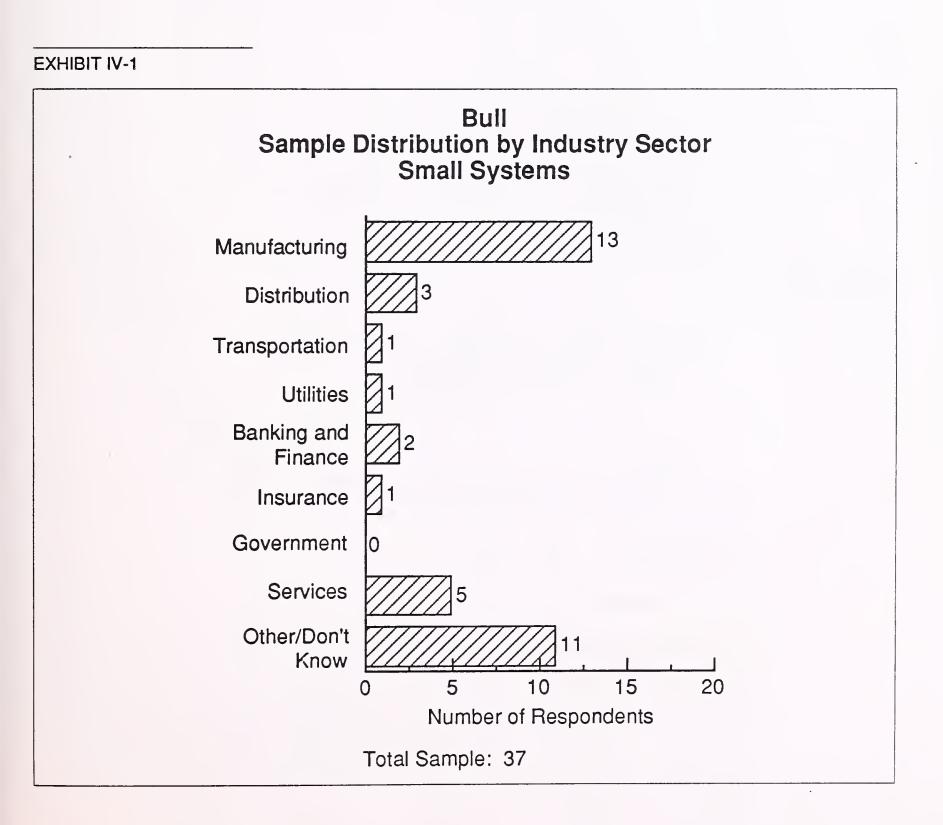


Vendor Performance Data





Vendor Performance Data



	Bull e Service S Small Syste		n
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Spares Availability	8.3	7.7	0.6
Engineer Skills	8.4	8.2	0.2
Problem Escalation	7.6	7.3	0.3
Documentation	7.3	6.4	0.9
Remote Diagnostics	7.4	7.1	0.3
Average	7.8	7.4	0.4
Sample Size: 37			
Standard Error: 0.35			

EXHIBIT IV-3

Systems Soft S	mall Syste		action
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Engineer Skills	8.5	8.1	0.4
Documentation	8.3	6.6	1.7
Software Installation	8.3	7.5	0.8
Provision of Updates	8.2	7.6	0.6
Remote Diagnostics	8.0	7.1	0.9
Average	8.3	7.4	0.9

Bull System Performance Data Small Systems

	System	n Failure R	ates		
		Cause of (Perc			
Failures Per Annum	Systems Applications Hardware Software Software Other				
4.0	75	16	0	9	

Satisfaction	with System	Availability
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.0	8.2	0.8

Sample Size: 37

Standard Error: Failure Rate: 0.45

System Availability: 0.35

EXHIBIT IV-5

	Servi	ice Re	Service Response and	Bull and Repair/Fix Time Performance Small Systems	Time	Performan	é	
		L H	Hardware Servi	Service Response/Repair Times	Repair T	imes		
Resp	Response Time (Hours)			Repair Time (Hours)) (Total Time (Hours)	
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Φ	Acceptable Time	Experienced Time	Δ
3.8	3.9	0.1	3.4	3.3	. (0.1)	7.2	7.2	0.0
		Syste	ms Software	Systems Software Support Response/Fix Times	nse/Fix	Times		
Respo	Response Time (Hours)	rs)	Fix	Fix Time (Hours)		Total	Total Time (Hours)	
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
4.3	5.4	1.1	3.7	4.0	0.3	8.0	9.4	1.4
Sample Size: 37 Standard Error: 2.0	e: 37 rror: 2.0							

USER SATISFACTION—SMALL SYSTEMS, 1990

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INPUT

Bull
Service Provider Data
Small Systems

Hardy	ware Service	Provided By (P	ercent)	
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
95	3	3	0	0

Systems	Software S	Support Pro	ovided B	y (Perce	ent)
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
76	11	3	0	38	0

Sample Size: 37

Standard Error: 0.25

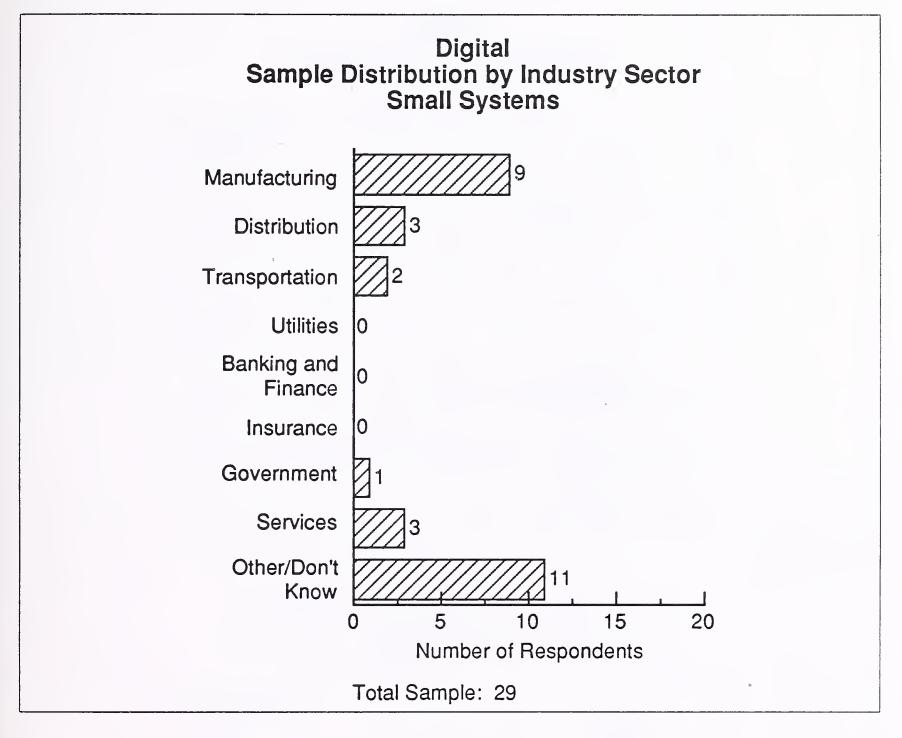
Note: Multiple Responses Allowed

Bull User Views on Current Service Performance Small Systems

На	rdware Servic	ce
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
8.5	7.8	0.7

System	is Software Si	upport
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
8.8	8.0	0.8

Sample Size: 37



Digital Hardware Service Satisfaction Small Systems				
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI	
Spares Availability	8.8	8.1	0.7	
Engineer Skills	9.0	8.1	0.9	
Problem Escalation	8.4	7.6	0.8	
Documentation	8.4	7.4	1.0	
Remote Diagnostics	8.4	7.7	0.7	
Average	8.6	7.8	0.8	
Sample Size: 29	••••••••••••••••••••••••••••••••••••••	Ar 12 - F 21 - F F Anno 11 - F Anno 11 - F		
Standard Error: 0.4				

EXHIBIT IV-10

Systems Soft S	Digital ware Supp mall Syste		action
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Engineer Skills	8.8	7.9	0.9
Documentation	8.7	7.6	1.1
Software Installation	8.6	8.4	0.2
Provision of Updates	8.6	7.9	0.7
Remote Diagnostics	8.1	7.9	0.2
Average	8.6	8.0	0.6
Sample Size: 29	L		
Standard Error: 0.4			

Digital System Performance Data Small Systems				
Systen	n Failure R	ates		
SystemsApplicationsHardwareSoftwareSoftwareOther				
65	25	3	7	
	System Po Sma Systen Hardware	System Performan Small System System Failure R Cause of (Perc Hardware Software	System Performance Data System Failure Rates System Failure Rates Cause of Failure (Percent) Hardware Systems Applications Software	

Satisfaction	with System	Availability
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.7	8.9	0.8

Sample Size: 29

Standard Error: Failure Rate: 0.5

System Availability: 0.4

	Servi	ice Re	Service Response and Sm	Digital and Repair/Fix Time Performance Small Systems	Time	Performan	e	
		Ϊ	ardware Servi	Hardware Service Response/Repair Times	Repair T	imes		
Resp	Response Time (Hours)		Rep	Repair Time (Hours)	(;		Total Time (Hours)	
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
5.4	7.3	1.9	0.9	5.1	(0.9)	11.4	12.4	1.0
		Syste	Systems Software	Support Response/Fix	nse/Fix	Times		
Respc	Response Time (Hours)	(S)	Fix	Fix Time (Hours)		Total	Total Time (Hours)	
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
8.0	14.1	6.1	6.1	5.0	(1.1)	14.1	19.1	5.0
Sample Size: 29 Standard Error: 2.2	e: 29 ror: 2.2							

INPUT

	Service	Digital Provide all Syster			
Hardw	vare Servic	e Provide	d By (Pe	rcent)	
Equipment Manufacturer	Dealer/ Distributo		endent tainer	Self	Other
83	0	1	17		0
Systems Software Support Provided By (Percent)					ent)
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
62	34	0	0	14	0
Sample Size:	29				
Standard Error	: 0.3				
Note: Multiple	-	A 11			

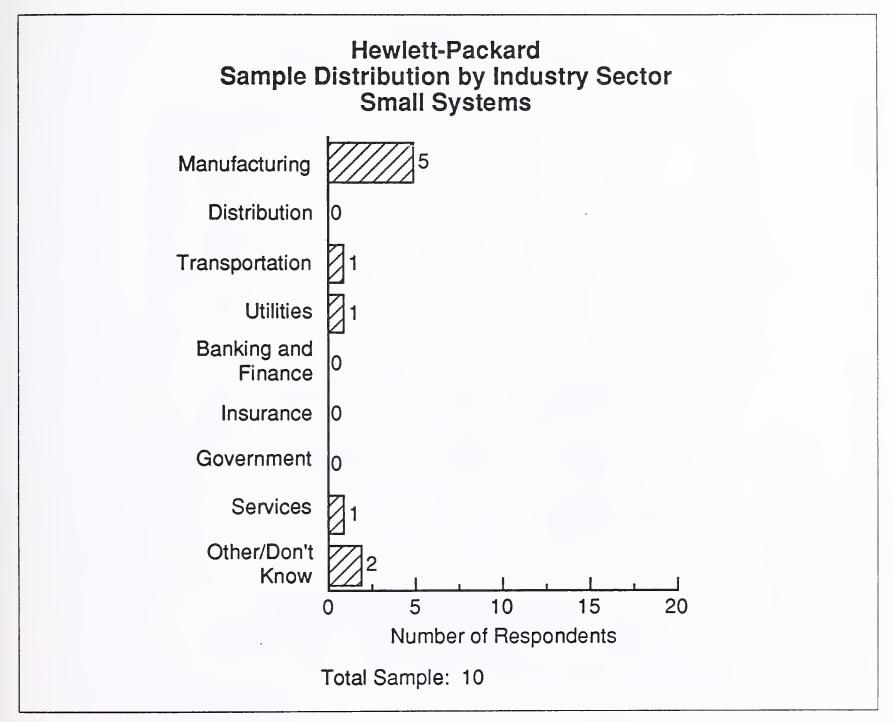
Digital User Views on Current Service Performance Small Systems

На	rdware Servic	ce
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.3	· 8.3	1.0

System	is Software S	upport
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.5	8.7	0.8

•

Sample Size: 29



Hewlett-Packard					
Hardware Service Satisfaction					
Small Systems					

Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Spares Availability	8.9	8.0	0.9
Engineer Skills	8.8	8.2	0.6
Problem Escalation	8.1	7.4	0.7
Documentation	7.9	7.2	0.7
Remote Diagnostics	7.7	7.0	0.7
Average	8.3	7.6	0.7

Sample Size: 10

Standard Error: 0.7

EXHIBIT IV-17

Hewlett-Packard Systems Software Support Satisfaction Small Systems

Importance	Satisfaction	Satisfaction Index ∆ SI
8.6	6.9	1.7
8.8	7.0	1.8
8.2	7.4	0.8
8.2	6.8	1.4
8.1	6.8	1.3
8.4	7.0	1.4
	8.6 8.8 8.2 8.2 8.2 8.1	8.8 7.0 8.2 7.4 8.2 6.8 8.1 6.8

Sample Size: 10

Hewlett-Packard System Performance Data Small Systems

	Systen	n Failure R	ates	
		Cause of (Perc		
Failures Per Annum	SystemsApplicationsHardwareSoftwareSoftwareOther			
1.3	67	0	17	16 [.]

Satisfaction	with System	Availability
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
8.9	8.0	0.9

Sample Size: 10

Standard Error: Failure Rate: 0.85

System Availability: 0.7

EXHIBIT	⁻ IV-19
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Hardware Service Response/Repair Times Total Time (Hours) Total Time (Hours) Response Time (Hours) Repair Time (Hours) Total Time (Hours) Total Time (Hours) Acceptable Experienced Δ Acceptable Experienced Δ Time Time Δ Time Δ Acceptable Experienced Δ 11.2 12.3 1.1 7.2 8.0 0.8 18.4 20.3 1.9 Acceptable Experienced Δ Δ 20.3 1.9 1.9 Time 11.2 12.3 1.1 7.2 8.0 0.8 18.4 20.3 1.9 Response Time (Hours) Fix Time (Hours) Fix Time (Hours) Total Time (Hours) 1.9 Acceptable Experienced Δ Δ 20.3 1.9 2.5 Time Δ Δ Δ Δ Δ 20.3 1.9 Cocotatable Experienced Δ Δ Δ 20.3 31.8 2.5 Cocotatable Experienced Δ		Servi	ice Re	Hew Service Response and Sm	Hewlett-Packard and Repair/Fix Time Performance Small Systems	J Time	Performan	e	
Ine (Hours)Flepair Time (Hours)Total Time (Hours)enced Δ AcceptableExperiencedand Δ TimeTimeTimeandTimeTime Δ 10.1and $Time$ Time Δ 18.420.3and $Time$ Δ $B.0$ 0.8 18.4 20.3 Δ Systems Software Support Response/Fix Times $Time$ $Time$ $Time$ e (Hours)Fix Time (Hours)Total Time (Hours) $Total Time (Hours)$ e (Hours)Time Δ $Time$ Δ Δ $Time$ Δ			Ϊ	ardware Servi	ce Response/F	Repair T	imes		
enced me Δ Acceptable TimeExperienced Time Δ Acceptable TimeExperienced Time31.17.28.00.818.420.331.17.28.00.818.420.331.17.28.00.818.420.33 ∇ ∇ ∇ ∇ ∇ ∇ 3 ∇ ∇ ∇ ∇ ∇ ∇ <tr< td=""><td>Respo</td><td></td><td></td><td>Repé</td><td>air Time (Hours</td><td>(;</td><td></td><td></td><td></td></tr<>	Respo			Repé	air Time (Hours	(;			
1.31.17.28.00.818.420.3Systems Software Support Response/Fix Times e (Hours)Fix Time (Hours)Total Time (Hours) e (Hours) $Time$ AcceptableExperienced $and and and and and and and and and and $	Acceptable Time		Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
Systems Software Support Response/Fix Times Be (Hours) Fix Time (Hours) Total Time (Hours) enced Δ Acceptable Experienced ne Δ Time Time Time 1.9 6.2 6.8 0.6 29.3 31.8	11.2	12.3	1.1	7.2	8.0	0.8	18.4	20.3	1.9
opsterms somware support response/rix times le (Hours) Fix Time (Hours) Total Time (Hours) enced Δ Acceptable Experienced Acceptable ne Δ Time Acceptable Experienced Time i.0 1.9 6.2 6.8 0.6 29.3 31.8				400					
Ie (Hours)Fix Time (Hours)Total Time (Hours)enced Δ AcceptableExperienced Δ TimeTime Δ $Time$ Time Δ Time 1.9 6.2 6.8 0.6 29.3 31.8		T	Syste	SOIIW	Support Hespe	xi-l/suc	limes		
enced Δ Time Experienced Δ Time Experienced Time Time Time 0.6 29.3 31.8 31.8	Hespo	inse Lime (Hou	Irs)	Fix	Time (Hours)		Total	Time (Hours)	
0.6 1.9 6.2 6.8 0.6 29.3 31.8 31.8	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
Sample Size: 10 Standard Error: 3.8	23.1	25.0	1.9	6.2	6.8	0.6	29.3	31.8	2.5
Standard Error: 3.8	Sample Size	9: 10 0.0							
	otandard Er	ror: 3.8							

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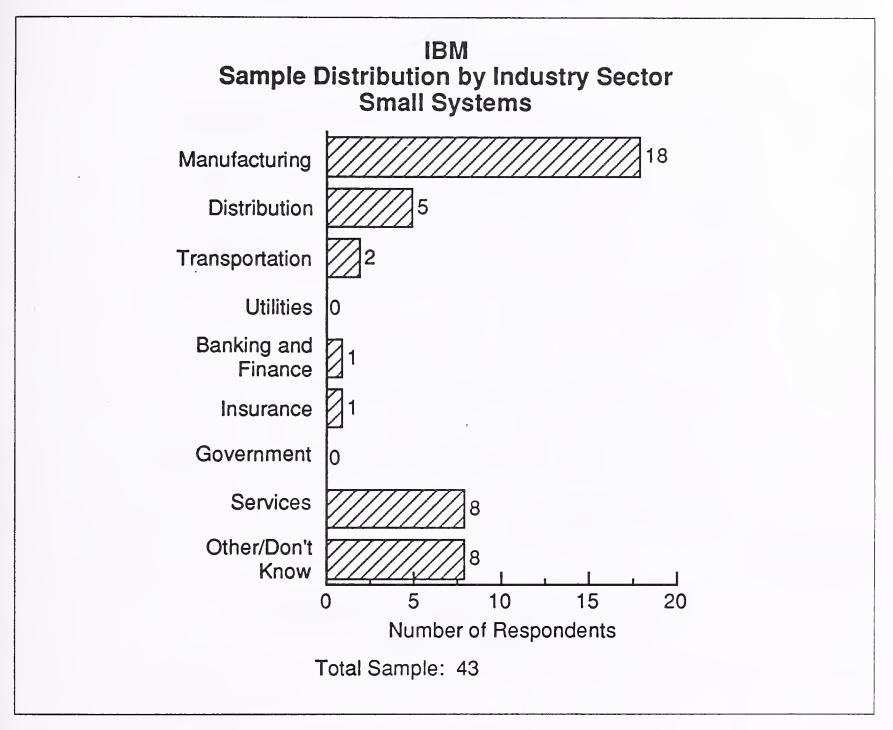
	Hewlett-Packard Service Provider Data Small Systems					
	Hardv	ware Servi	ce Provide	ed By (Pe	ercent)	
	Equipment Manufacturer	Dealer/ Distributo	1 · · · · ·	endent tainer	Self	Other
	90	10		0	0	0
[Systems Software Support Provided By (Percent)					
	Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
	67	22	11	0	0	0
	Sample Size: 10					
i		Standard Error: 0.5				
	•					

Hewlett-Packard User Views on Current Service Performance Small Systems

Hardware Service					
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI			
8.7	8.3	0.4			

System	is Software Si	upport
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
8.4	7.6	0.8

Sample Size: 10



	IBM Service S mall Syste		n
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Spares Availability	8.5	8.0	0.5
Engineer Skills	8.6	7.7	0.9
Problem Escalation	8.0	7.4	0.6
Documentation	8.1	7.0	1.1
Remote Diagnostics	6.5	6.6	(0.1)
Average	8.1	7.4	0.7
Sample Size: 43		€ <u></u>	
Standard Error: 0.35			

EXHIBIT IV-24

-	IBM Systems Software Support Satisfaction Small Systems							
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI					
Engineer Skills	8.6	7.9	0.7					
Documentation	8.4	7.3	1.1					
Software Installation	8.1	7.5	0.6					
Provision of Updates	8.3	7.2	1.1					
Remote Diagnostics	6.9	7.3	(0.4)					
Average	8.2	7.5	0.7					

Sample Size: 43

		ç	-		IBM erformane II System			
-			Syst	en	n Failure Ra	ates		
					Cause of (Perc			
	Failure Per Ann	Hardwar	e	Systems Software	Applications Software	Other		
	2.0		56		11	1	32	
		Sa	atisfaction	wi	ith System	Availability		
			Importance S Rating		atisfaction Rating	Satisfaction Index ∆ SI		
			9.1		8.6	0.5		
	Sample Size: 43							
	:	Stan	dard Erro	r:	Failure Rat	te: 0.4		
					System Av	ailability: 0.3	5	

EXHIBIT	Г IV-26
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				۲ ۲	1.2				Δ	(0.1)												
	đ		Total Time (Hours)	Experienced Time	9.7			Total Time (Hours)	Experienced Time	14.1												
	erformanc	imes		Acceptable Time	8.5		Times	Total	Acceptable Time	14.2												
	Time P	Repair T	s)	Δ	0.6		onse/Fix		Δ	(0.1)												
		Hardware Service Response/Repair Times	Repair Time (Hours)	Experienced Time	4.3		Software Support Response/Fix	Fix Time (Hours)	Experienced Time	5.9												
			Repa	Acceptable Time	3.7	ms Software	ms Software S	Fix	Acceptable Time	6.0												
			rs)	rs)	Irs)	Jrs)					Irs)	Jrs)	JrS)	Irs)	Δ	0.6		Systems	rs)	Δ	0.0	
			Response Time (Hours)	Experienced Time	5.4			Response Time (Hours)	Experienced Time	8.2	: 43 or: 1.8											
			Respo	Acceptable Time	4.8			Respor	Acceptable Time	8.2	Sample Size: 43 Standard Error: 1.8											

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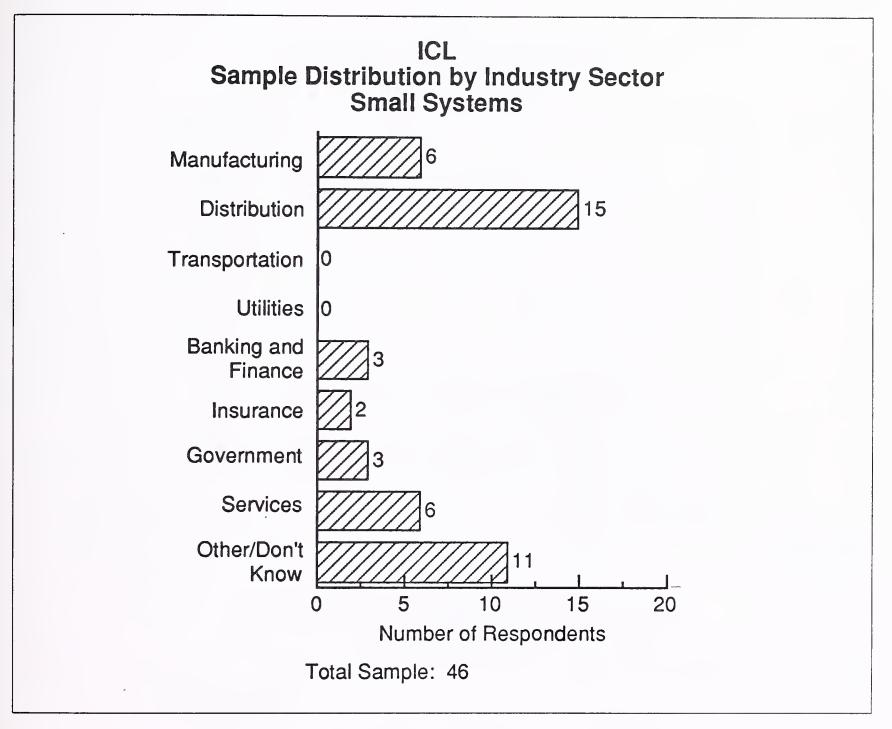
S							
Hardwar	e Servic	e Provide	d By (Pe	ercent)			
Equipment Dealer/ Independent Manufacturer Distributor Maintainer Self Other							
	9	3	0	2	2		
tems Sol	ftware S	upport Pro	ovided B	y (Perce	ent)		
	oftware	Software Product Vendor	VAR	Self	Other		
	19	5	2	21	7		
Sample Size: 43							
Standard Error: 0.25 Note: Multiple Responses Allowed							
	Hardwar nent cturer D stems Sof nent cturer H	Sma Hardware Servic nent cturer Dealer/ Distributo 9 stems Software S nent cturer Software House 19 Size: 43	Service Provide Small SysteHardware Service Provide nent cturerDealer/ DistributorIndep Main93Stems Software Support Product HouseSoftware Product Vendor195Size: 43	Service Provider Data Small SystemsHardware Service Provided By (Person nent cturerDealer/ DistributorIndependent Maintainer930Stems Software Support Provided B Product HouseSoftware Product Vendor1952Size: 43	Service Provider Data Small SystemsHardware Service Provided By (Percent)nent cturerDealer/ DistributorIndependent Maintainer9302Stems Software Support Provided By (Percent)nent cturerSoftware Product VendorVAR VAR195221Size: 43	Service Provider Data Small SystemsHardware Service Provided By (Percent)nent cturerDealer/ DistributorIndependent MaintainerSelfOther93022Stems Software Support Provided By (Percent)nent cturerSoftware Product VendorVARSelfOther1952217Size: 43	

IBM
User Views on
Current Service Performance
Small Systems

Hardware Service						
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI				
8.3	8.1	0.2				

Systems Software Support							
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI					
8.9	8.1	0.8					

Sample Size: 43



ICL Hardware Service Satisfaction Small Systems					
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI		
Spares Availability	8.4	7.5	0.9		
Engineer Skills	8.5	7.8	0.7		
Problem Escalation	8.1	6.8	1:3		
Documentation	7.4	6.1	1.3		
Remote Diagnostics	8.2	7.7	0.5		
Average	8.1	7.2	0.9		
Sample Size: 46	<u>, , ,,,,, , , , , , , , , , , , , , , </u>				
Standard Error: 0.3					

EXHIBIT IV-31

ICL Systems Software Support Satisfaction Small Systems						
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI			
Engineer Skills	8.6	7.8	0.8			
Documentation	8.1	6.3	1.8			
Software Installation	8.2	7.2	1.0			
Provision of Updates	7.8	6.6	1.2			
Remote Diagnostics	7.9	7.2	0.7			
Average	8.2	7.0	1.2			

		e,		ICL Performan all Systen			
			Syste	em Failure R	ates		
				Cause of (Perc			
	Failures Per Annu		Hardware	Systems Software	Applications Software	Other	
	3.9		68	7	16	9	
	Г	Sa	atisfaction	with System	Availability		
		Importance Rating 8.8		Satisfaction Rating	Satisfaction Index ∆ SI		
				7.7	1.1		
·	S	am	ple Size:	16			
	S	tan	dard Error	: Failure Ra	te: 0.4		
				System Av	ailability: 0.3		

ormance		Total Time (Hours)	Acceptable Experienced ^Δ Time Time	11.2 13.8 2.6		Total Time (Hours)	Acceptable Experienced Δ Time Time	17.3 18.5 1.2	
ix Time F	epair Time:		A Ac	(0.7)	nse/Fix Times		A Acc	1.0	
ICL Service Response and Repair/Fix Time Performance Small Systems	ce Response/Re	Repair Time (Hours)	Experienced Time	4.3	Systems Software Support Response/Fix	Fix Time (Hours)	Experienced Time	10.4	
Response	Hardware Servid	Repé	Acceptable Time	5.0	ms Software	Fix	Acceptable Time	9.4	
srvice I	Ha	lrs)	Δ	3.3	Syste	Irs)	Φ	0.2	
ŭ		Response Time (Hours)	Experienced Tjme	9.5		Response Time (Hours)	Experienced Time	8.1	e: 46 ror: 1.8
		Respc	Acceptable Time	6.2		Respo	Acceptable Time	7.9	Sample Size: 46 Standard Error: 1.8

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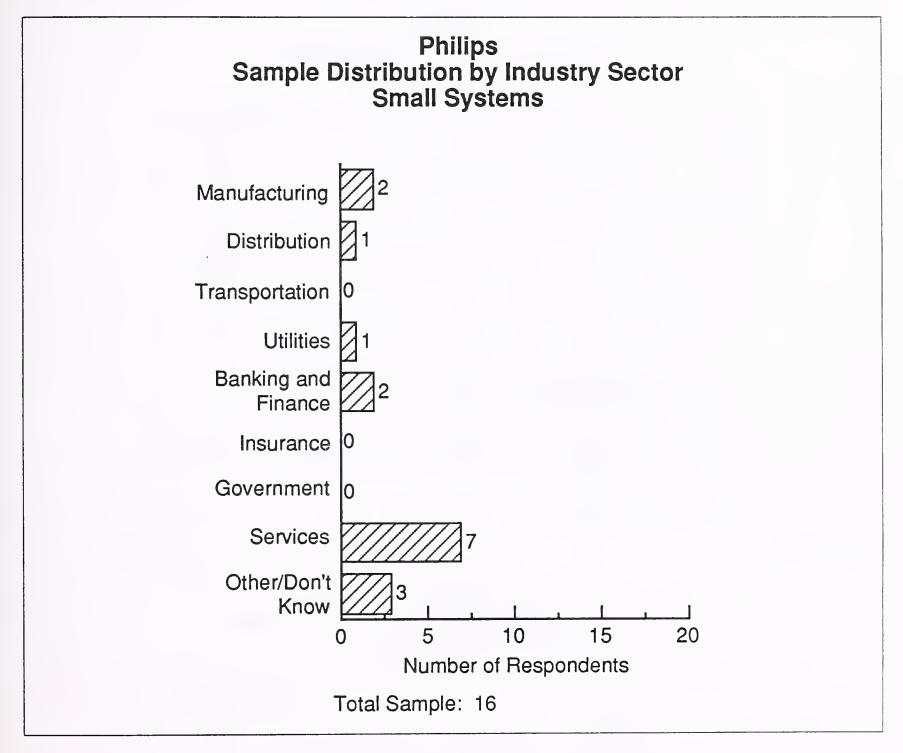
	ICL Service Provider Data Small Systems						
Hardv	vare Servic	e Provide	d By (Pe	ercent)			
Equipment Manufacturer	Dealer/ Distribute		Independent r Maintainer		Other		
94	0		4		0		
Systems	Software S	Support Pr	ovided E	y (Perce	ent)		
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other		
74	2	0	15	4			
Sample Size: 46							
Standard Error	Standard Error: 0.25						
Note: Multiple	Response	s Allowed					

ICL User Views on Current Service Performance Small Systems

На	rdware Servic	ce
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
8.8	8.1	0.7

System	s Software S	upport
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
8.7	7.5	1.2

Sample Size: 46



INPUT

EXHIBIT IV-37

	Philips re Service S Small Syste		n
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Spares Availability	8.7	7.8	0.9
Engineer Skills	9.3	8.3	1.0
Problem Escalation	7.9	7.9	0.0
Documentation	8.6	7.1	1.5
Remote Diagnostics	7.6	7.5	0.1
Average	8.6	7.7	0.9
Sample Size: 16			
Standard Error: 0.55	,)		

EXHIBIT IV-38

100

Systems Soft S	Philips ware Supp mall Syste		ction
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Engineer Skills	8.4	7.6	0.8
Documentation	9.1	6.4	2.7
Software Installation	8.6	8.2	0.4
Provision of Updates	7.9	6.8	1.1
Remote Diagnostics	8.7	5.2	3.5
Average	8.5	7.0	1.5
Sample Size: 16			

Philips
System Performance Data
Small Systems

	Syster	n Failure R	ates	
		Cause o (Perc		
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
5.6	75	0	0	25

Satisfaction	with System	Availability
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.6	8.9	0.7

Sample Size: 16

Standard Error: Failure Rate: 0.7

System Availability: 0.55

	Serv	vice R(Service Response an Sr	Philips and Repair/Fix Time Performance Small Systems	k Time s	Performar	e	
		Ϊ	ardware Servi	Hardware Service Response/Repair Times	lepair T	imes		
Respc	Response Time (Hours)		Rep	Repair Time (Hours)			Total Time (Hours)	
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Q	Acceptable Time	Experienced Time	
7.7	5.3	(2.4)	4.7	8.2	3.5	12.4	13.5	1.1
		Svstems		Software Support Response/Fix Times	unse/Fin	(Times		
Respc	Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)	
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	V
5.8	13.5	7.7	4.2	8.6	4.4	10.0	22.1	12.1
Sample Size: 16 Standard Error: 3.0	e: 16 ror: 3.0							

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:	Philips Service Provider Data Small Systems							
Hardy	ware Servi	ce Provide	ed By (P	ercent)				
Equipment Manufacturer	Dealer/ Distribute		oendent ntainer	Self	Other			
75	6		25		0			
Systems S	Systems Software Support Provided By (Percent)							
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other			
50 13 13 6 19 0								
Sample Size: 16								
Standard Error: 0.4								
Note: Multiple	Response	s Allowed						

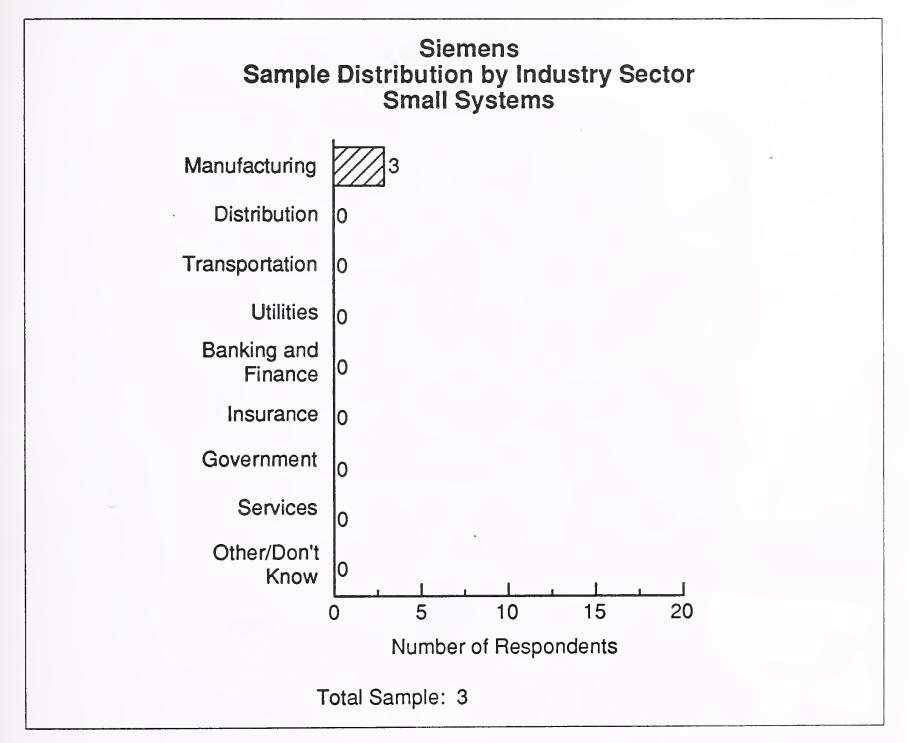
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Philips User Views on Current Service Performance Small Systems

Ha	ardware Servi	се
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.6	8.0	1.6

Systems Software Support				
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI		
8.7	7.4	1.3		

Sample Size: 16



	Siemens Hardware Service Satisfaction Small Systems					
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI			
Spares Availability	9.0	8.3	0.7			
Engineer Skills	9.7	9.3	- 0.4			
Problem Escalation	7.7	7.3	0.4			
Documentation	7.3	7.0	0.3			
Remote Diagnostics	9.0	8.7	0.3			
Average	8.5	8.1	0.4			
Sample Size: 3	· · · · · · · · · · · · · · · · · · ·					
Standard Error: 1.3						

EXHIBIT IV-45

Siemens Systems Software Support Satisfaction Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Engineer Skills	8.7	7.7	1.0
Documentation	10.0	8.3	1.7
Software Installation	9.7	8.0	1.7
Provision of Updates	9.0	8.7	0.3
Remote Diagnostics	7.7	7.3	0.4
Average	9.0	8.0	1.0

Sample Size: 3

:		Siemens Performanall System		
	Syst	em Failure I	Rates	
			of Failure cent)	
Failures Per Annum	Hardwar	Systems e Software		Other
3.0	63	35	0	2
Satisfaction with System Availability				
	portance Rating	Satisfaction Rating	Satisfaction Index ∆ SI	
	6.0 5.7 0.3			
Sam	ple Size:	3	·····	
Star	dard Erroi	r: Failure R	ate: 1.6	
		System A	vailability: 1.3	Ap.,

.

	Service Response	e Res	S ponse and Sma	Siemens and Repair/Fix Time Performance Small Systems	ime P	erformance		
		Ϊ	Hardware Servi	Service Response/Repair Times	Repair T	imes		
Respo	Response Time (Hours)			Repair Time (Hours)	(;		Total Time (Hours)	
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Q	Acceptable Time	Experienced Time	V
4.3	4.3	0.0	4.0	4.0	0.0	8.3	8.3	0.0
		Syste	ms Software	Systems Software Support Response/Fix Times	onse/Fix	Times		
Respor	Response Time (Hours)	rs)	Fix	Fix Time (Hours)		Total	Total Time (Hours)	
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
4.0	16.0	12.0	16.0	44.0	28.0	20.0	60.0	40.0
Sample Size: 3 Standard Error: 6.9	:: 3 or: 6.9							

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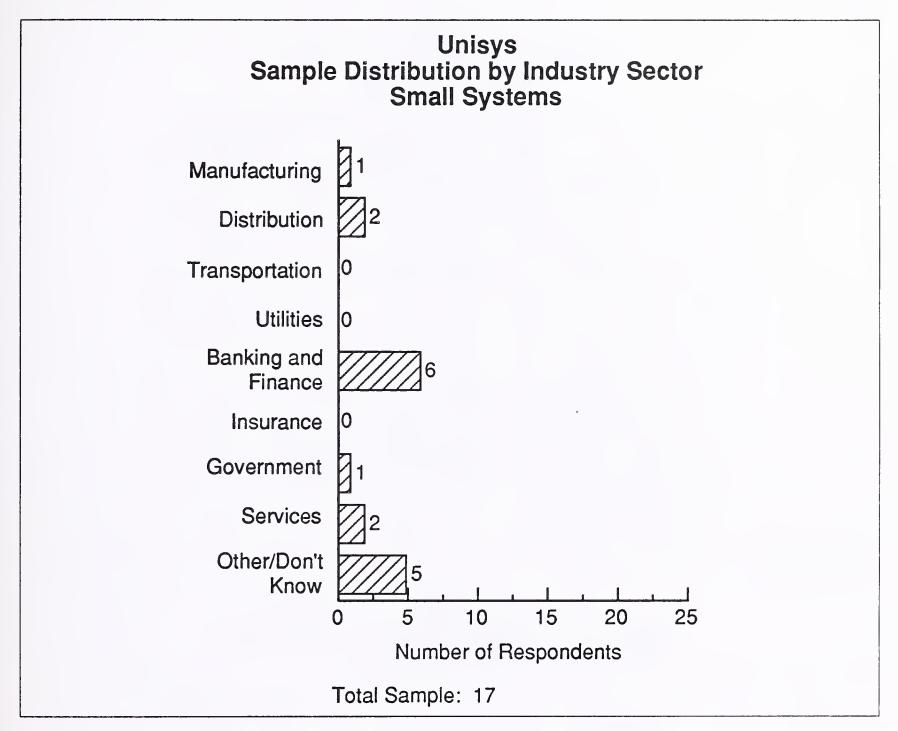
	Siemens Service Provider Data Small Systems							
	Hardy	Hardware Service Provided By (Percent)						
•	Equipment Manufacturer							
	67	0 33		0	0			
	Systems :	Systems Software Support Provided By (Percent)						
	Equipment Manufacturer	Software House	Software Software Product House Vendor VAR Se					
	67	33	0	0	0	0		
	Standard Error	Sample Size: 3 Standard Error: 0.9 Note: Multiple Responses Allowed						

Siemens
User Views on
Current Service Performance
Small Systems

Hardware Service				
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI		
9.3	8.5	0.8		

Systems Software Support				
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI		
7.5	8.0	(0.5)		

Sample Size: 3



111

	Unisys re Service S Small Syste		1
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Spares Availability	8.4	7.6	0.8
Engineer Skills	8.6	8.2	0.4
Problem Escalation	7.7	7.5	0.2
Documentation	7.8	7.5	0.3
Remote Diagnostics	8.0	7.0	1.0
Average	8.1	7.6	0.5
Sample Size: 17			<u> </u>

Standard Error: 0.55

EXHIBIT IV-52

Unisys Systems Software Support Satisfaction Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Engineer Skills	8.7	7.3	1.4
Documentation	8.2	7.3	0.9
Software Installation	8.4	7.9	0.5
Provision of Updates	8.5	7.8	0.7
Remote Diagnostics	8.3	7.7	0.6
Average	8.4	7.6	0.8

Sample Size: 17

	Unisys System Performance Data Small Systems					
System Failure Rates						
		Cause of Failure (Percent)				
Failures Per Annu	-					Other
2.8		60 8		8	24	
	Satisfaction with System Availability					
	Importance Satisfaction Rating Rating				Satisfaction Index ∆ SI	
		9.3		8.7	0.6	

Sample Size: 17

Standard Error: Failure Rate: 0.65

System Availability: 0.55

	Service	e Resp	Jonse and Sma	Unisys Service Response and Repair/Fix Time Performance Small Systems	ime Pe	erformance		
		H	Hardware Servi	Service Response/Repair Times	Repair T	imes		
Respo	Response Time (Hours)		Rep	Repair Time (Hours)			Total Time (Hours)	
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	V
4.4	5.4	1.0	6.4	6.2	(0.2)	10.8	11.6	0.8
		Syste	ms Software	Systems Software Support Response/Fix Times	nse/Fix	Times		
Respo	Response Time (Hours)	'S)	Fix	Fix Time (Hours)		Total	Total Time (Hours)	
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Ą	Acceptable Time	Experienced Time	Q
7.3	7.9	0.6	7.2	8.9	1.7	14.5	16.8	2.3
Sample Size: 17 Standard Error: 2.9	e: 17 ror: 2.9							

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	Service	Unisys Provide II Syster				
Hardy	ware Servi	ce Provide	ed By (P	ercent)		
Equipment Manufacturer	Dealer/ Distribute		endent tainer	Self	Other	
77	6	1	8	6	0	
Systems Software Support Provided By (Percent)						
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other	
77	18	0	0	12	12	
Sample Size:	17					
Standard Error	: 0.4					
Note: Multiple	Response	es Allowed				

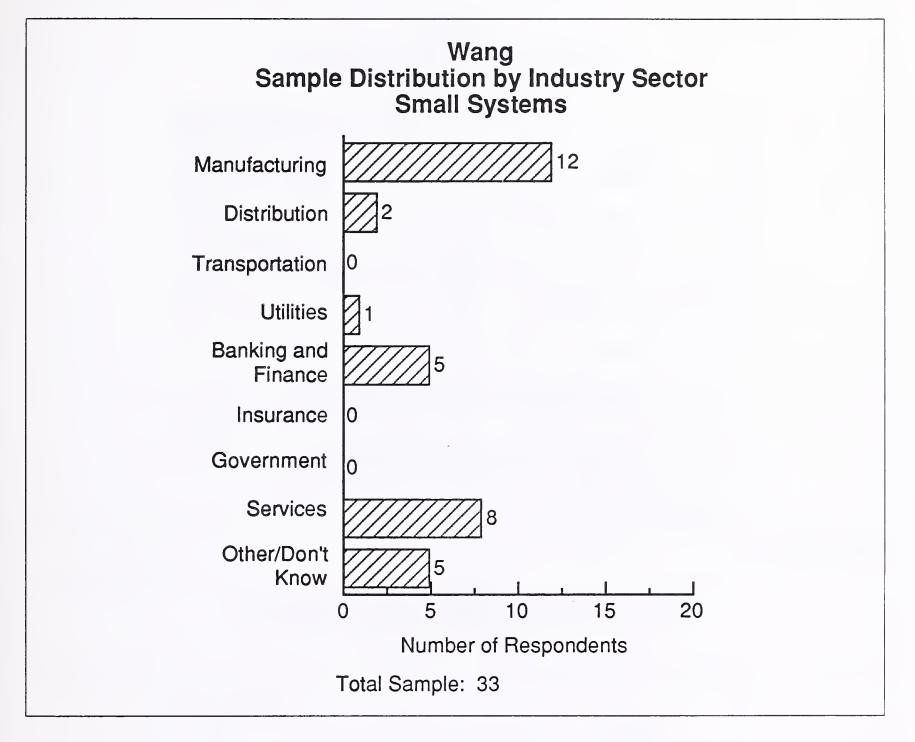
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Unisys User Views on Current Service Performance Small Systems

На	rdware Servic	ce
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.2	8.8	0.4

System	is Software S	upport
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
8.9	8.1	0.8

Sample Size: 17



	Wang Hardware Service Satisfaction Small Systems							
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI					
Spares Availability	9.4	8.0	1.4					
Engineer Skills	9.6	8.6	1.0					
Problem Escalation	8.5	7.1	1.4					
Documentation	7.4	6.1	1.3					
Remote Diagnostics	7.7	6.5	1.2					
Average	8.6	7.4	1.2					
Sample Size: 33	b	<u>.</u>	<u> </u>					
Standard Error: 0.4								

EXHIBIT IV-59

Systems Soft S	Wang ware Supp mall Syste		action
Service Aspect	Importance	Satisfaction	Satisfaction Index ∆ SI
Engineer Skills	9.4	8.0	1.4
Documentation	8.6	5.8	2.8
Software Installation	9.3	8.6	0.7
Provision of Updates	8.8	6.5	2.3
Remote Diagnostics	8.7	7.3	1.4
Average	9.0	7.3	1.7

		Wang Performar nall Syster			
	Syst	em Failure R	ates		
		Cause of (Perc			
Failures Per Annum	Hardwar	Systems e Software	Applications Software	Other	
1.8	67	8	7	18	
Satisfaction with System Availability					
$\begin{array}{ c c c c c c c c c c c c c c c c c c c$					
9.3 8.3 1.0					
Sam	ple Size:	33	• · · · · · · · · · · · · · · · · · · ·		
Stan	dard Error	: Failure Ra	te: 0.45		
		System Av	ailability: 0.4		

	Service	e Resl	oonse and Sma	Service Response and Repair/Fix Time Performance Small Systems	ime P	erformance	4)	
		Ť	Hardware Servi	Service Response/Repair Times	Repair T	imes		
Resp(Response Time (Hours)	rs)	Rep	Repair Time (Hours)		Total	Total Time (Hours)	
Acceptable Time	Experienced [.] Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Ą
6.0	10.5	4.5	6.1	4.4	(1.7)	12.1	14.9	2.8
-		Syste	ems Software	Systems Software Support Response/Fix Times	nse/Fix	Times		
Respo	Response Time (Hours)	S)	Fix	Fix Time (Hours)		Total	Total Time (Hours)	
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
5.8	6.0	0.2	5.2	5.0	(0.2)	11.0	11.0	0.0
Sample Size: 33 Standard Error: 2.3	e: 33 ror: 2.3							

120

		Wang Provide II Syster				
Hardy	ware Servi	ce Provide	ed By (Pe	ercent)		
Equipment Manufacturer	Dealer/ Distribute		endent tainer	Self	Other	
86	9		5	-	æ	
Systems Software Support Provided By (Percent)						
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other	
61	18	6	-	12	3	
Sample Size: 33						
Standard Error	r: 0.3					
Note: Multiple	Response	s Allowed			_	

Wang User Views on Current Service Performance Small Systems

На	rdware Servic	ce
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.1	7.3	1.8

System	s Software S	upport
Importance Rating	Satisfaction Rating	Satisfaction Index ∆ SI
9.5	8.3	1.2

Sample Size: 33



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Appendix

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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 the main business sector of your company is? (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).

	Criteria	<u>Rating</u>
a.	Price	
b.	Quality of service	
c.	Guaranteed system availability level	
d.	Guaranteed availability of spare parts	
	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	

(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 <u>one</u> answer allowed.)

1

1

1

1

1

1

1

9

- 1% 10%
- 11% 20%
- 21% 30%
- 31% 40%
- 41% 50%
- 50%+
- Unwilling at any price
- Other/Don't know
- How important is it that your service vendor communicates with you regularly and effectively 8. to advise you of, for example:

The status of your system	>	
Possible problems	>	
Repair plans	>	INTERVIEWER
Availability of spare parts	>	PROMPTS
Routine visits	>	
Hardware and software changes	>	

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 fully satisfied.

- 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.)

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

Note: VAR is a value-added reseller.

С

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).

	Importance	<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 _____

INPUT

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

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.

1

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 <u>not</u> 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
- If fix time is defined as the time taken to get the system fully operational from the arrival of 24. 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)

		Importance	<u>Satisfaction</u>
٠	Engineer skills		
٠	Documentation		
٠	Software installation		
٠	Provision of updates		
٠	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)

130

- 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.)

	Currently <u>Contracted</u>	<u>Require</u>	LOI
 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.)

	Currently Contracted	<u>Require</u>	LOI
 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.

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Report Quality Evaluation

To our clients:

To ensure that the highest standards of report quality are maintained, INPUT would appreciate your assessment of this report. Please take a moment to provide your evaluation of the usefulness and quality of this study. When complete, simply fold, staple, and drop in the post.

				Thank You
1.	Report title: User Satisfa Systems, Western Eur	action with Vendor Ca rope, 1990 (CEU		ices—Small
2.	 Please indicate your reason for Required reading Area of high interest Area of general interest 	 New product developmen Business/market planning 		planning
3.	Please indicate extent report used and overall usefulness: Extent Usefulness (1=Low, 5=High)			
		Extent Read Skimmed	Usefulness (1=	Low, 5=High) 4 5
	Executive Overview			
	Part of report (%)		•••••	•••••••
4.	How useful were:			
5.	How useful was the report in the	ese areas:		
	Alert you to new opportuniti	es or approaches		
		ed elsewhere		
	-			
6.	Which topics in the report were	e the most useful? Why?		
7.	In what ways could the report	have been improved?		
8.	Other comments or suggestic	ons:		
	Name	Title		
	Department			
	Company			
	Address			
	·			Country
				Country
	Telephone	Date c	completed	

Thank you for your time and cooperation.

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