USER SATISFACTION WITH VENDOR CUSTOMER SERVICES: SMALL SYSTEMS WESTERN EUROPE 1990

INPUT

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USER SATISFACTION WITH VENDOR CUSTOMER SERVICES

SMALL SYSTEMS WESTERN EUROPE

1990

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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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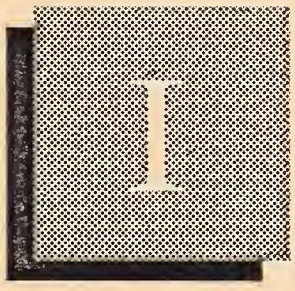
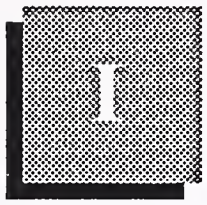
IV



Introduction



Introduction

A

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 presented 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 European 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.

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	-	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

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

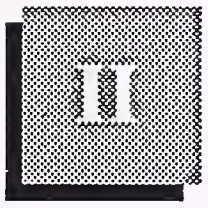
Report Structure

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 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.

II

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 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.

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.

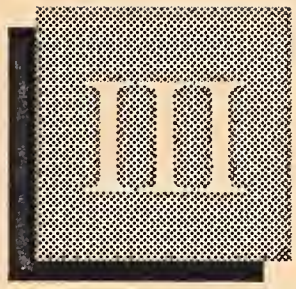
- Ratings of 10 and 10, or 6 and 6, etc., give a difference value of zero, indicating that the importance needs are fully satisfied.

- 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 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

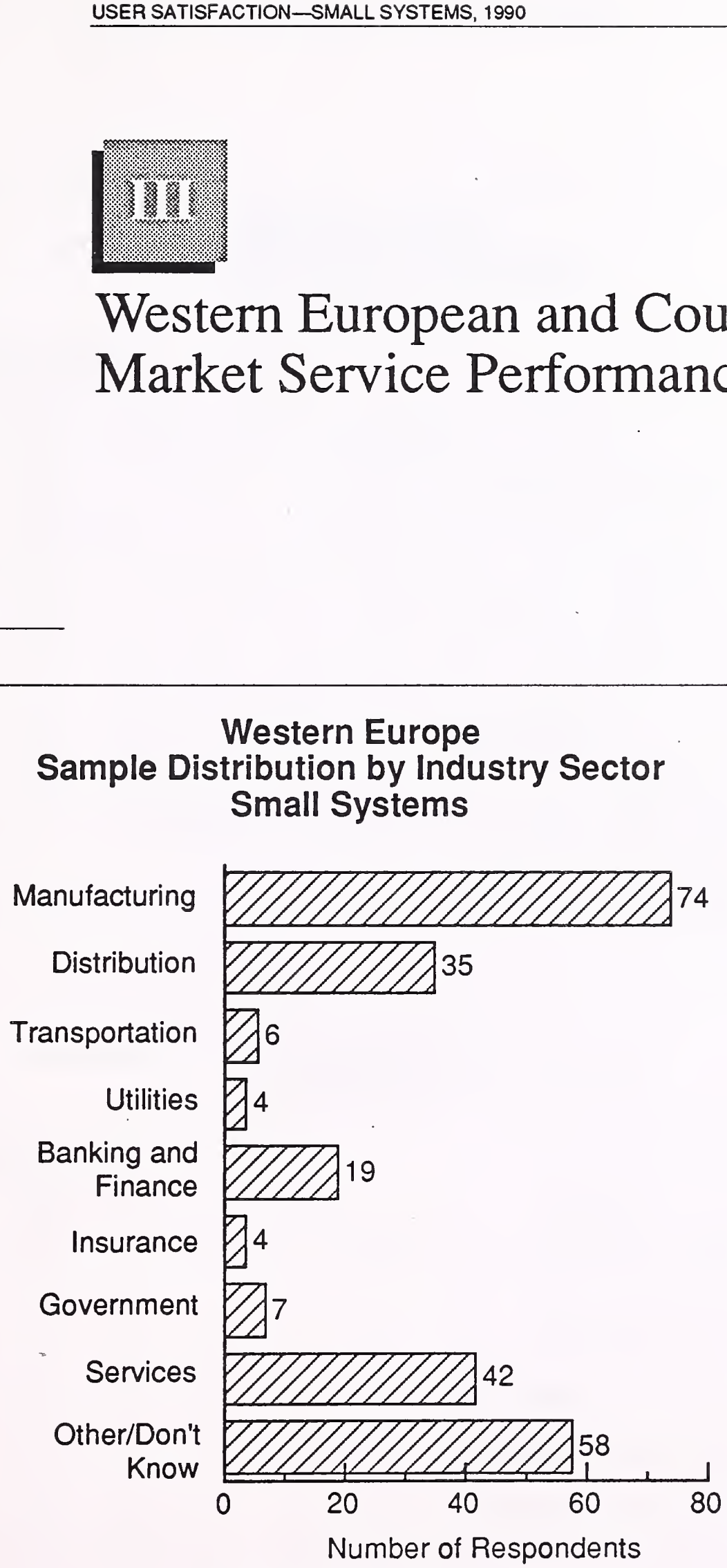


Western European and Country Market Service Performance Data

Western European and Country Market Service Performance Data

EXHIBIT III-1

Western Europe
Sample Distribution by Industry Sector
Small Systems



Total Sample: 249

EXHIBIT III-2

Western Europe
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Standard Error: 0.15

EXHIBIT III-3

Western Europe
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

EXHIBIT III-4

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 Δ SI
9.1	8.3	0.8

Sample Size: 249

Standard Error: Failure Rate: 0.15

System Availability: 0.15

Western Europe
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
5.5	7.1	1.6	4.8	4.8	(0.0)	10.3	11.9	1.6

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced 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

EXHIBIT III-6

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 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

EXHIBIT III-7

Western Europe
User Views on
Current Service Performance
Small Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
8.8	7.9	0.9

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.0	7.9	1.1

Sample Size: 249

Standard Error: 0.15

EXHIBIT III-8

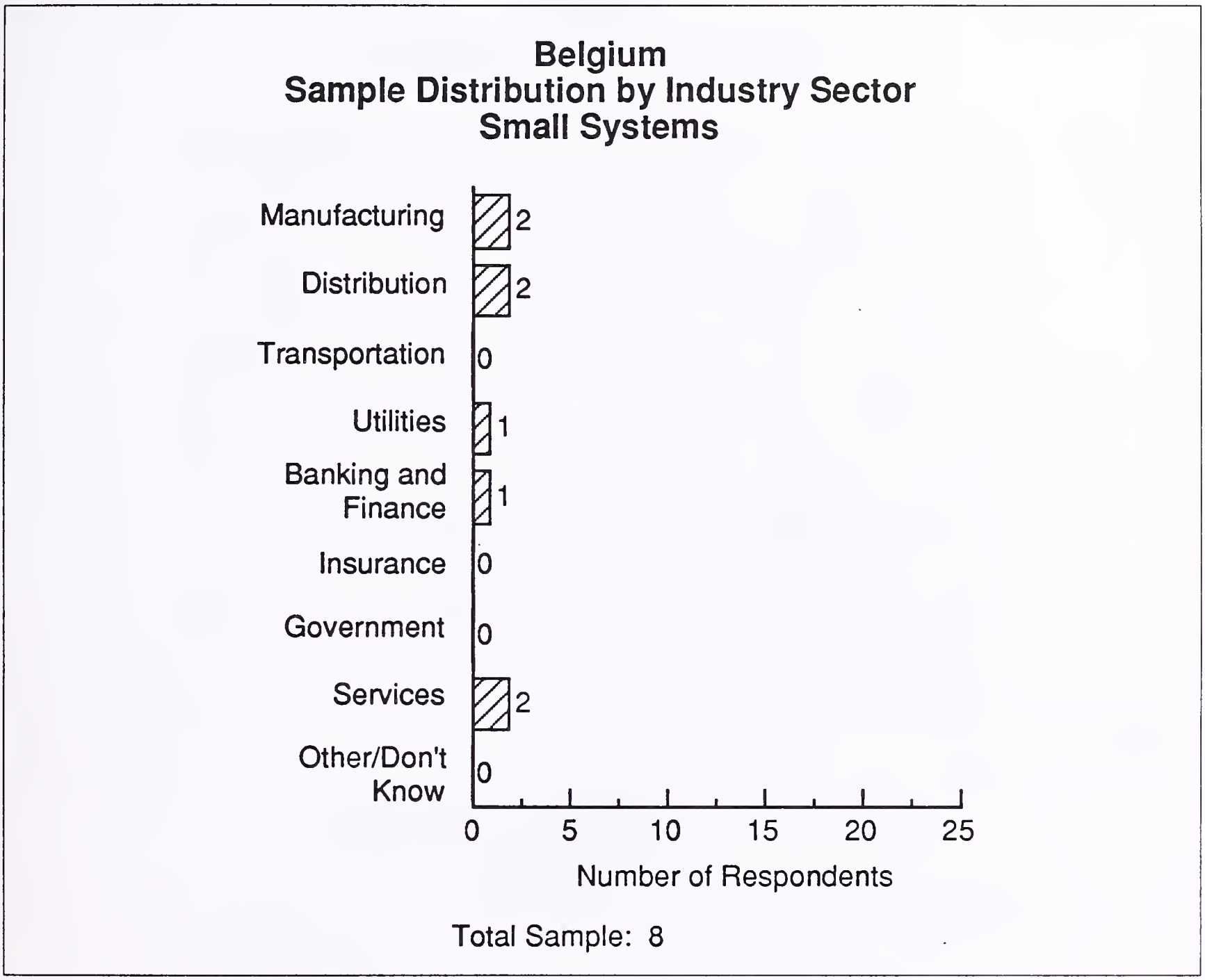


EXHIBIT III-9

Belgium
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Standard Error: 0.8

EXHIBIT III-10

Belgium
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ SI
Engineer Skills	9.1	8.5	0.6
Documentation	9.1	7.8	1.3
Software Installation	9.1	8.0	1.1
Provision of Updates	8.7	8.4	0.3
Remote Diagnostics	7.3	7.7	(0.4)
Average	8.7	8.1	0.6

Sample Size: 8

Standard Error: 0.8

EXHIBIT III-11

Belgium
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
1.3	80	20	0	0

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.6	9.0	0.6

Sample Size: 8

Standard Error: Failure Rate: 0.95

System Availability: 0.8

Belgium
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
4.6	5.3	0.7	5.0	5.3	0.3	9.6	10.6	1.0

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	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

EXHIBIT III-13

Belgium
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
50	13	13	38	0

Systems Software Support Provided By (Percent)					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
75	13	13	0	63	0

Sample Size: 8

Standard Error: 0.55

Note: Multiple Responses Allowed

EXHIBIT III-14

Belgium
User Views on
Current Service Performance
Small Systems

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

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

Sample Size: 8

Standard Error: 0.8

EXHIBIT III-15

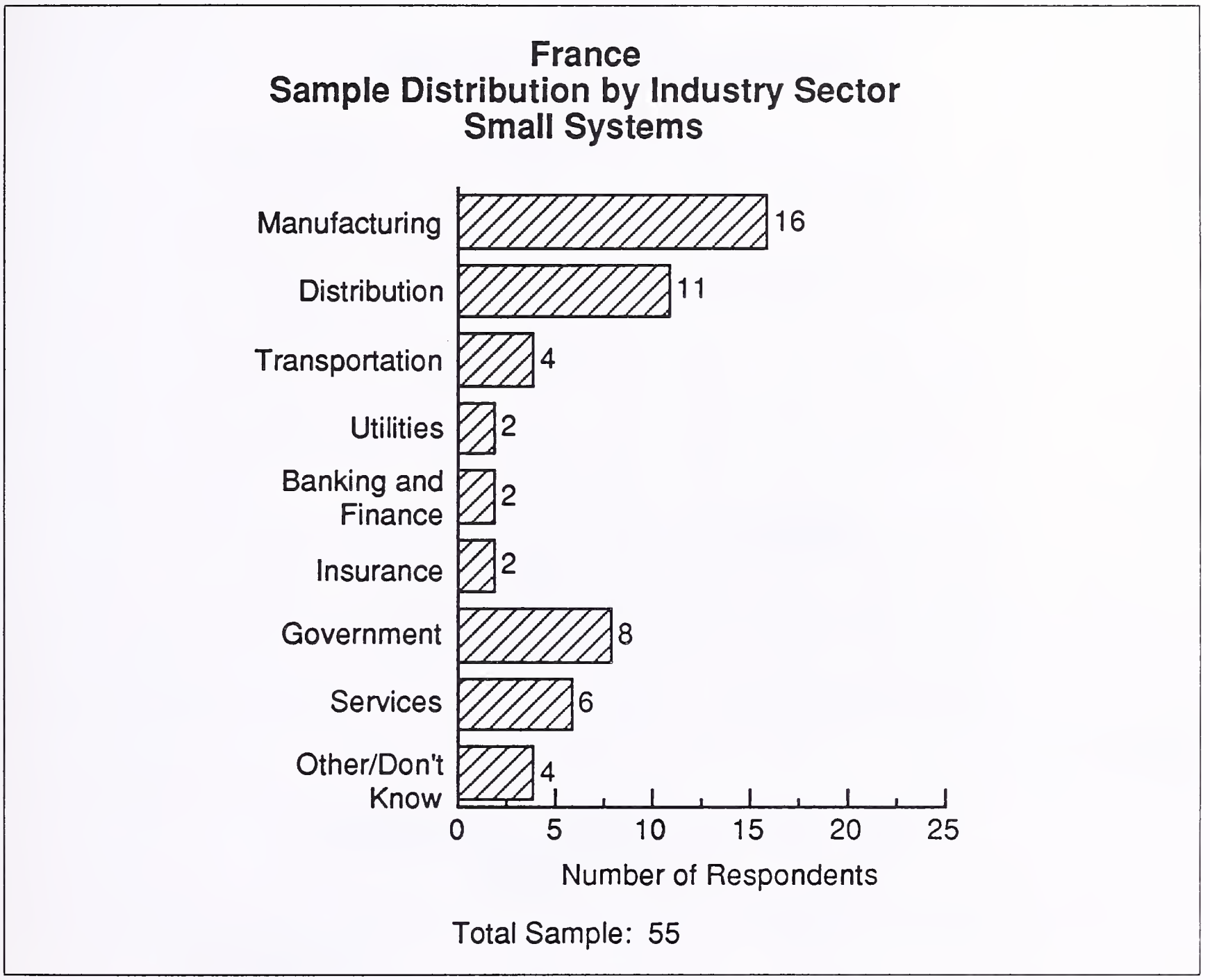


EXHIBIT III-16

France
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Sample Size: 55

Standard Error: 0.3

EXHIBIT III-17

France
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Sample Size: 55

Standard Error: 0.3

EXHIBIT III-18

France
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
2.4	75	17	2	6

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
8.7	7.7	1.0

Sample Size: 55

Standard Error: Failure Rate: 0.35

System Availability: 0.3

France
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
8.1	8.7	0.6	6.3	4.8	(1.5)	14.4	13.5	(0.9)

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
10.1	12.2	2.1	6.6	8.2	1.6	16.7	20.4	3.7

Sample Size: 55

Standard Error: 1.6

EXHIBIT III-20

France
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
73	11	15	4	2

Systems Software Support Provided By (Percent)					
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 Responses Allowed

EXHIBIT III-21

France
User Views on
Current Service Performance
Small Systems

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

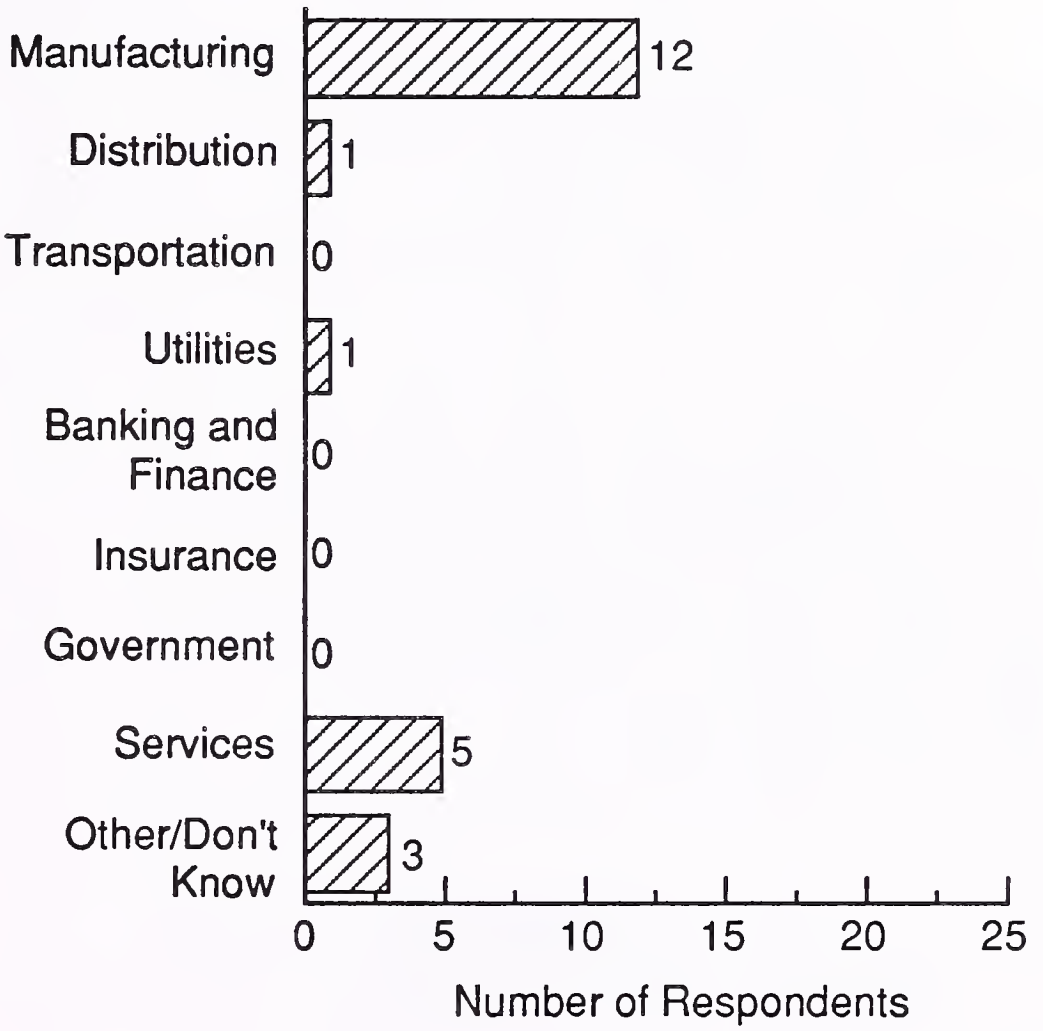
Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
8.6	7.4	1.2

Sample Size: 55

Standard Error: 0.3

EXHIBIT III-22

Germany
Sample Distribution by Industry Sector
Small Systems



Total Sample: 22

EXHIBIT III-23

Germany
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Germany
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Sample Size: 22

Standard Error: 0.45

EXHIBIT III-25

Germany
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
3.8	48	29	1	22

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.2	8.4	0.8

Sample Size: 22

Standard Error: Failure Rate: 0.6

System Availability: 0.45

Germany
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
1.9	5.3	3.4	3.3	4.6	1.3	5.2	9.9	4.7

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
5.3	11.2	5.9	5.8	9.1	3.3	11.1	20.3	9.2

Sample Size: 22

Standard Error: 2.6

EXHIBIT III-27

Germany
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
95	0	0	5	0

Systems Software Support Provided By (Percent)					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
82	18	0	0	14	0

Sample Size: 22

Standard Error: 0.35

Note: Multiple Responses Allowed

EXHIBIT III-28

Germany
User Views on
Current Service Performance
Small Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.2	6.9	2.3

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
8.8	7.8	1.0

Sample Size: 22

Standard Error: 0.45

EXHIBIT III-29

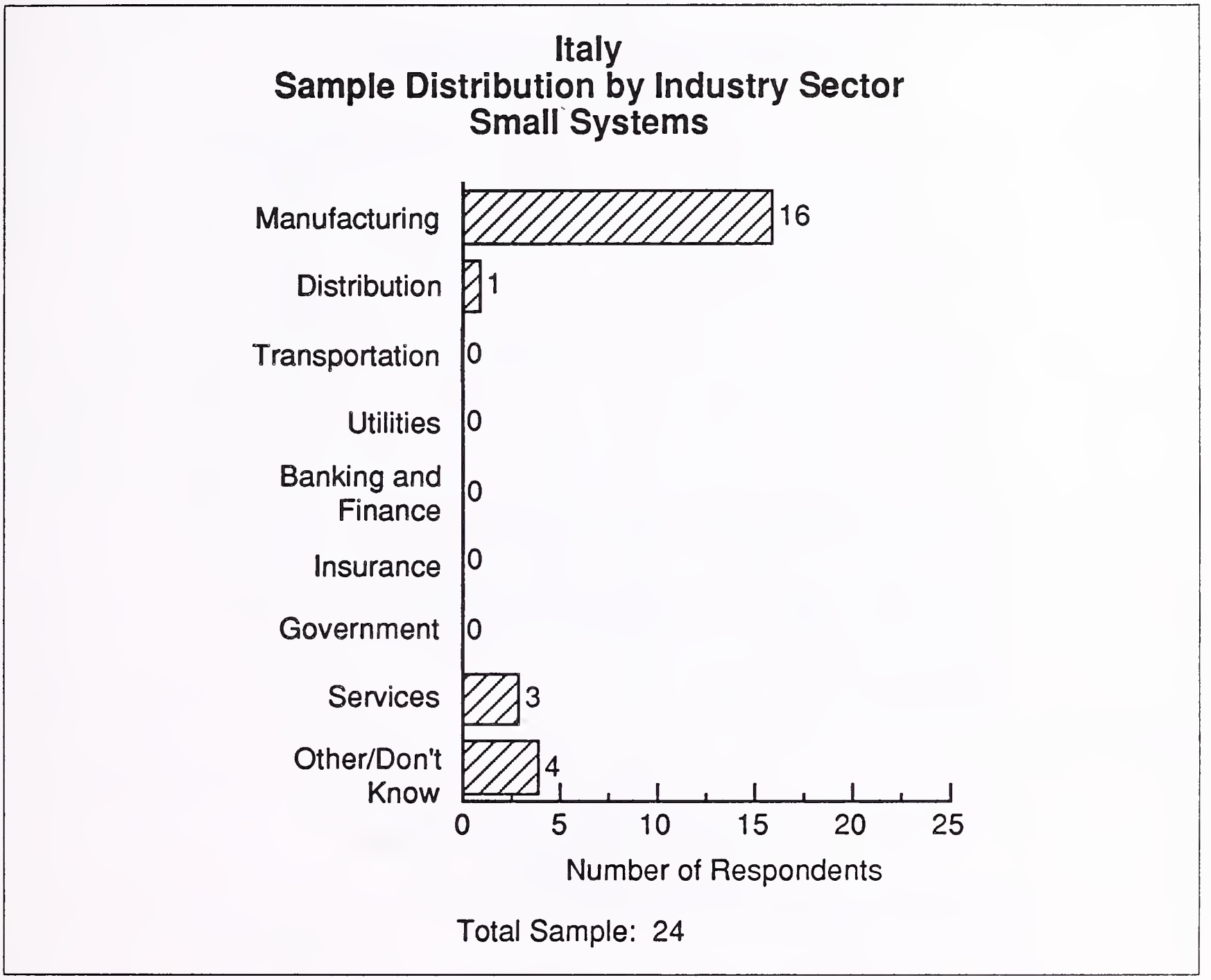


EXHIBIT III-30

Italy
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Standard Error: 0.45

EXHIBIT III-31

Italy
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Sample Size: 24

Standard Error: 0.45

EXHIBIT III-32

Italy
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
6.5	78	10	0	12

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

Sample Size: 24

Standard Error: Failure Rate: 0.55

System Availability: 0.45

Italy
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
5.3	8.7	3.4	4.4	5.0	0.6	9.7	13.7	4.0

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
13.4	15.9	2.5	4.9	5.4	0.5	18.3	21.3	3.0

Sample Size: 24

Standard Error: 2.5

EXHIBIT III-34

Italy
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
88	8	8	0	0

Systems Software Support Provided By (Percent)					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
54	25	0	0	21	0

Sample Size: 24

Standard Error: 0.35

Note: Multiple Responses Allowed

EXHIBIT III-35

Italy
User Views on
Current Service Performance
Small Systems

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

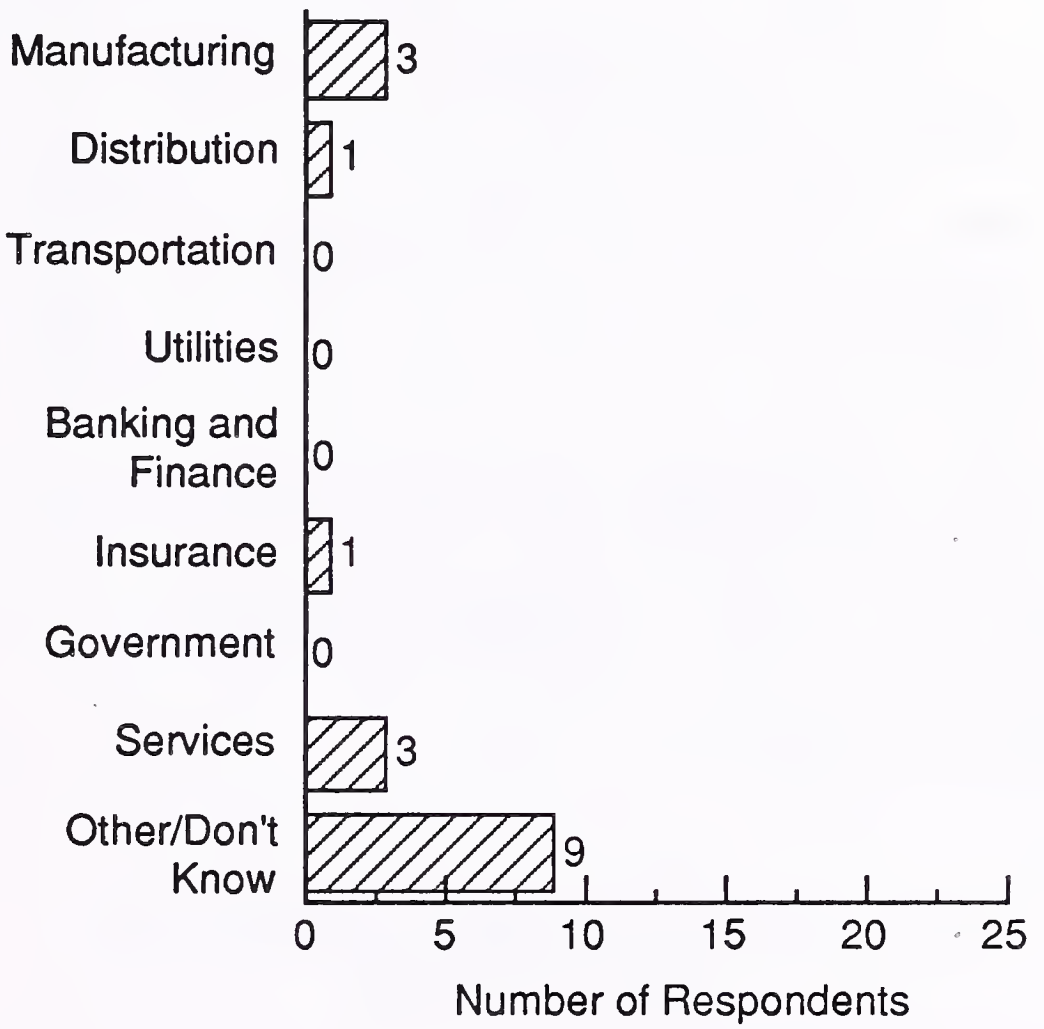
Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
8.8	8.0	0.8

Sample Size: 24

Standard Error: 0.45

EXHIBIT III-36

The Netherlands
Sample Distribution by Industry Sector
Small Systems



Total Sample: 17

EXHIBIT III-37

The Netherlands
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Sample Size: 17

Standard Error: 0.55

EXHIBIT III-38

The Netherlands
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ SI
Engineer Skills	8.6	8.4	0.2
Documentation	8.4	6.7	1.7
Software Installation	8.1	7.2	0.9
Provision of Updates	8.3	7.7	0.6
Remote Diagnostics	9.0	8.5	0.5
Average	8.4	7.5	0.9

Sample Size: 17

Standard Error: 0.55

EXHIBIT III-39

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 Rating	Satisfaction Index Δ SI
9.4	9.2	0.2

Sample Size: 17

Standard Error: Failure Rate: 0.65

System Availability: 0.55

The Netherlands
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
5.9	4.3	(1.6)	4.5	6.4	1.9	10.4	10.7	0.3

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
6.3	3.4	(2.9)	4.5	4.1	(0.4)	10.8	7.5	(3.3)

Sample Size: 17

Standard Error: 2.9

EXHIBIT III-41

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

EXHIBIT III-42

The Netherlands
User Views on
Current Service Performance
Small Systems

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

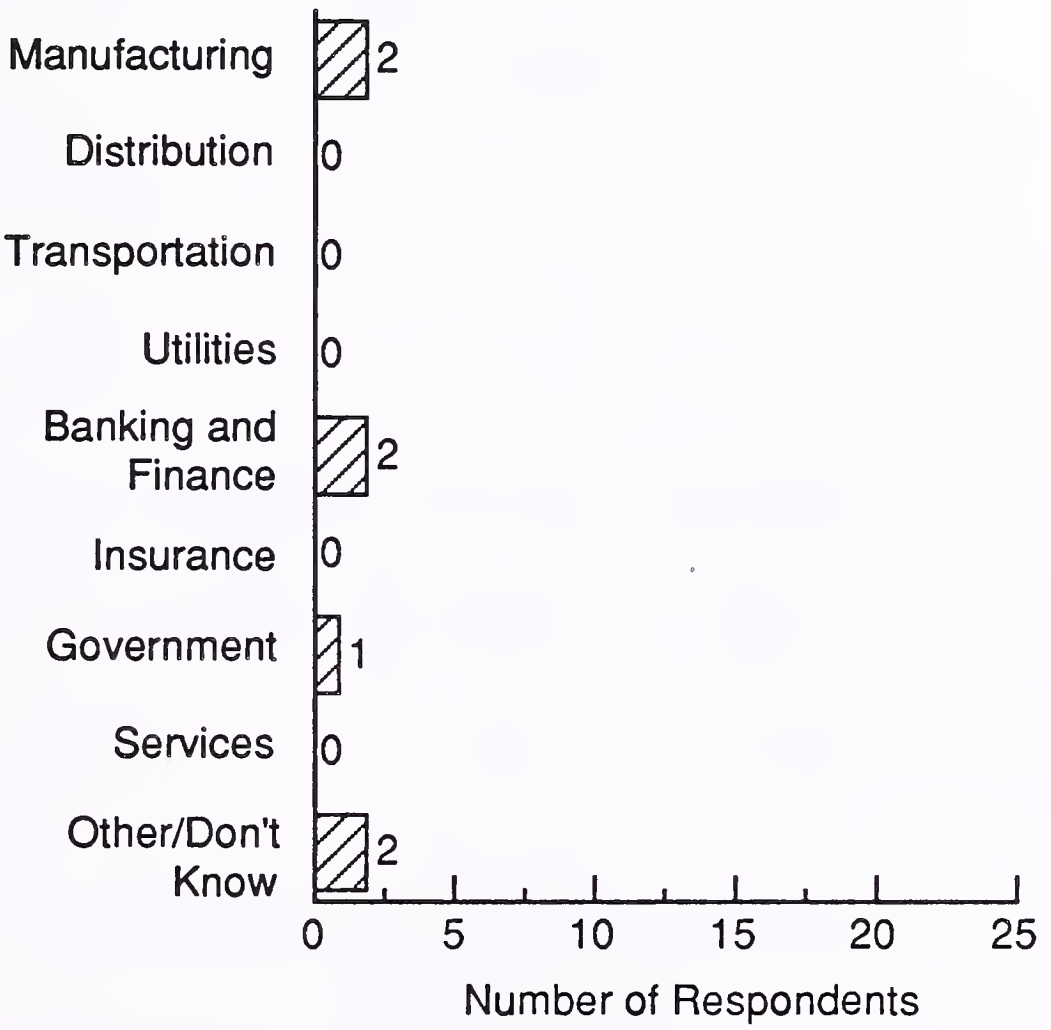
Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.0	8.2	0.8

Sample Size: 17

Standard Error: 0.55

EXHIBIT III-43

Norway
Sample Distribution by Industry Sector
Small Systems



Total Sample: 7

EXHIBIT III-44

Norway
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Sample Size: 7

Standard Error: 0.85

EXHIBIT III-45

Norway
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ SI
Engineer Skills	9.3	7.3	2.0
Documentation	9.1	8.4	0.7
Software Installation	9.0	7.2	1.8
Provision of Updates	9.2	6.2	3.0
Remote Diagnostics	8.5	4.5	4.0
Average	9.1	7.2	1.9

Sample Size: 7

Standard Error: 0.85

EXHIBIT III-46

Norway
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
4.0	35	0	1	64

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

Sample Size: 7

Standard Error: Failure Rate: 1.0

System Availability: 0.85

Norway
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
5.0	5.2	0.2	6.1	8.7	2.6	11.1	13.9	2.8

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
5.4	8.4	3.0	7.0	5.7	(1.3)	12.4	14.1	1.7

Sample Size: 7

Standard Error: 4.5

EXHIBIT III-48

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

EXHIBIT III-49

Norway
User Views on
Current Service Performance
Small Systems

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

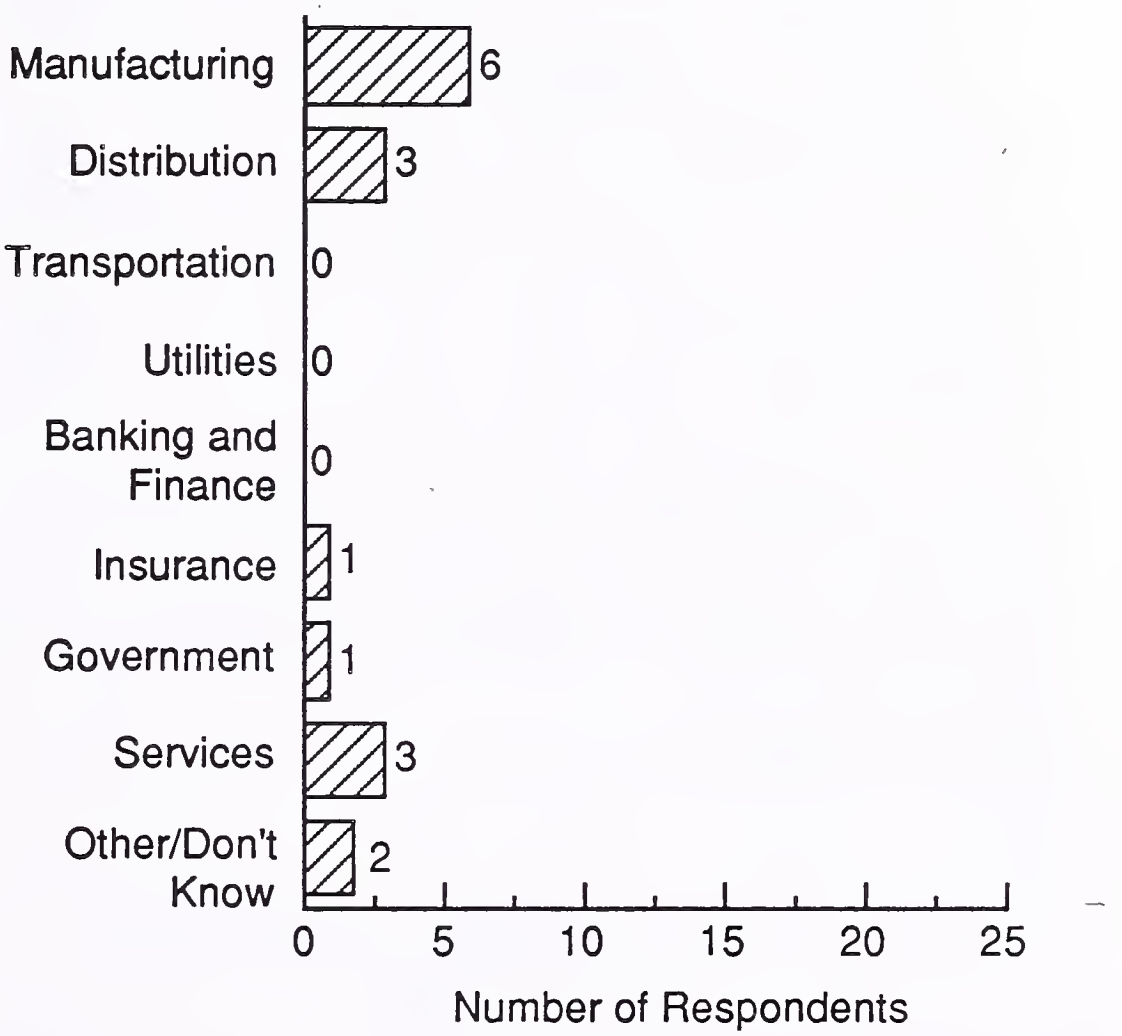
Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.9	8.6	1.3

Sample Size: 7

Standard Error: 0.85

EXHIBIT III-50

Spain
Sample Distribution by Industry Sector
Small Systems



Total Sample: 16

EXHIBIT III-51

Spain
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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 Δ 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

Standard Error: 0.55

EXHIBIT III-53

Spain
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
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 Δ SI
8.7	7.4	1.3

Sample Size: 16

Standard Error: Failure Rate: 0.7

System Availability: 0.55

Spain
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
7.2	12.0	4.8	5.1	6.7	1.6	12.3	18.7	6.4

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
13.8	26.2	12.4	3.4	4.1	0.7	17.2	30.3	13.1

Sample Size: 16

Standard Error: 3.0

EXHIBIT III-55

Spain
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
75	6	25	0	0

Systems Software Support Provided By (Percent)					
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

EXHIBIT III-56

Spain
User Views on
Current Service Performance
Small Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
8.6	7.8	0.8

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

Sample Size: 16

Standard Error: 0.55

EXHIBIT III-57

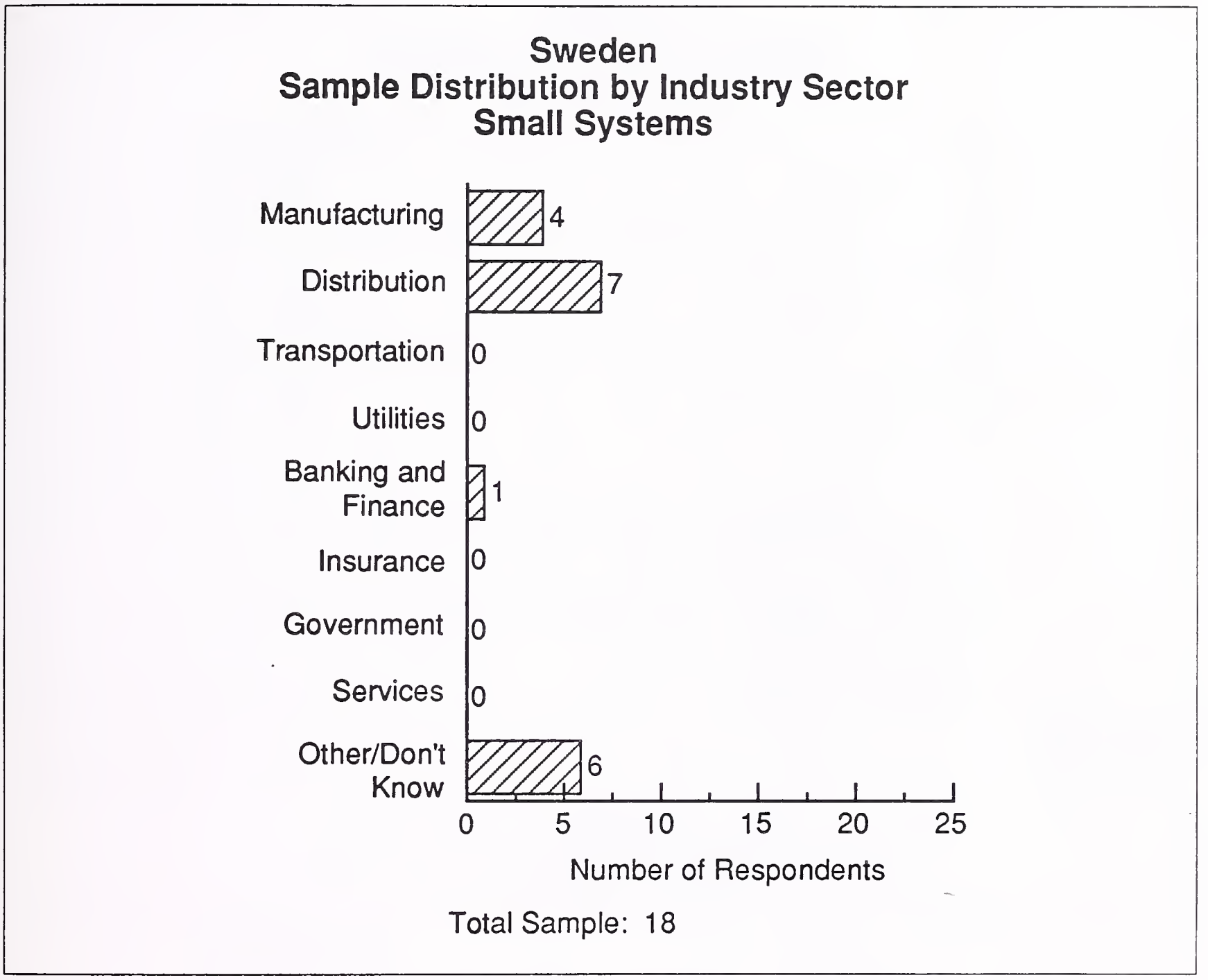


EXHIBIT III-58

Sweden
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ SI
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

Standard Error: 0.5

EXHIBIT III-59

Sweden
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Sample Size: 18

Standard Error: 0.5

EXHIBIT III-60

Sweden
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
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 Δ SI
9.4	8.4	1.0

Sample Size: 18

Standard Error: Failure Rate: 0.65

System Availability: 0.5

Sweden
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
4.8	4.8	0.0	4.1	3.7	(0.4)	8.9	8.5	(0.4)

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
5.8	4.8	(1.0)	4.3	7.8	3.5	10.1	12.6	2.5

Sample Size: 18

Standard Error: 2.8

EXHIBIT III-62

Sweden
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
83	6	11	6	0

Systems Software Support Provided By (Percent)					
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

EXHIBIT III-63

Sweden
User Views on
Current Service Performance
Small Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.2	8.5	0.7

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.7	7.7	2.0

Sample Size: 18

Standard Error: 0.5

EXHIBIT III-64

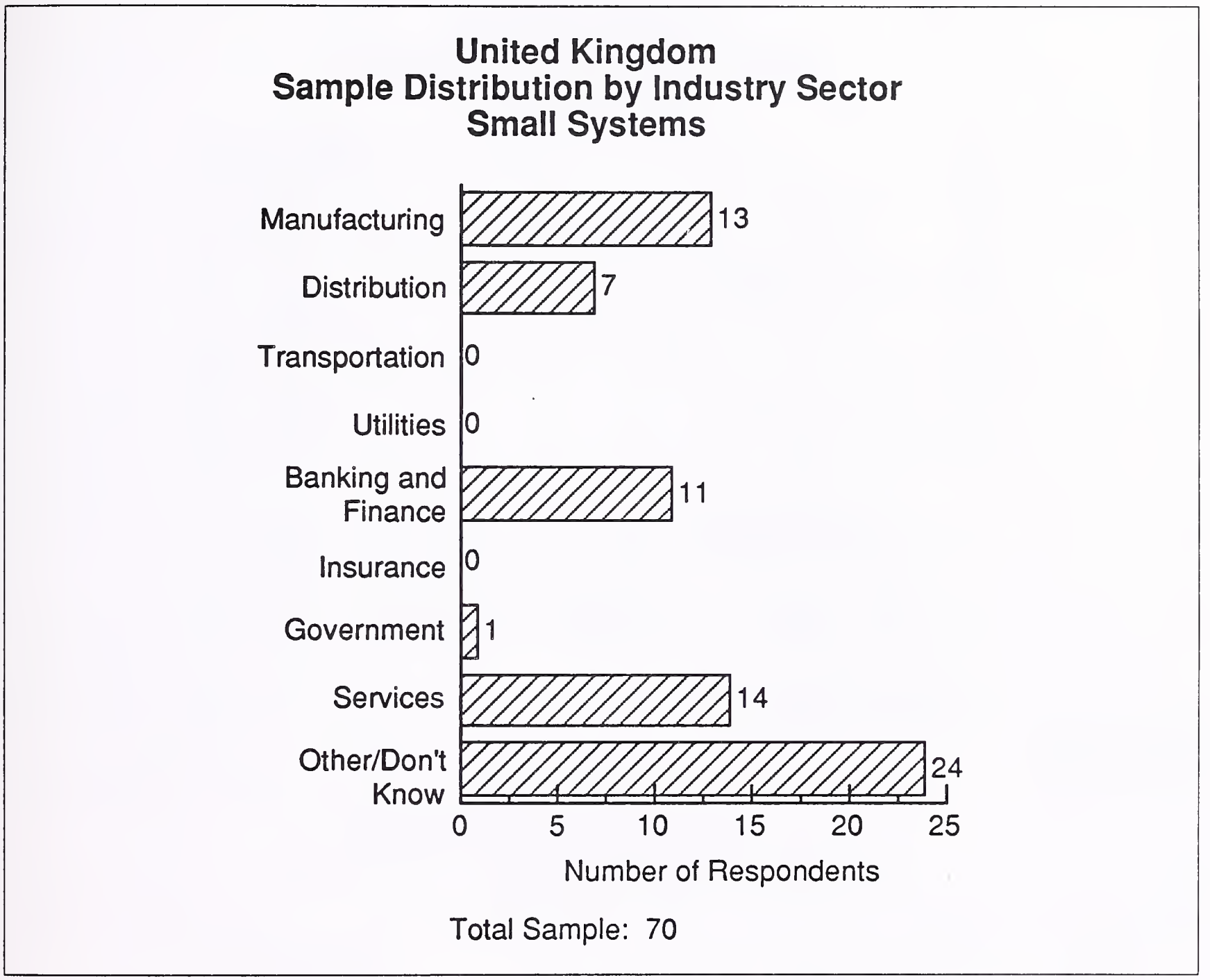


EXHIBIT III-65

United Kingdom
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ SI
Spares Availability	8.6	7.9	0.7
Engineer Skills	9.1	8.6	0.5
Problem Escalation	7.9	7.3	0.6
Documentation	7.8	7.1	0.7
Remote Diagnostics	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

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ SI
Engineer Skills	8.9	8.2	0.7
Documentation	8.4	6.9	1.5
Software Installation	8.5	8.5	0.0
Provision of Updates	8.0	7.2	0.8
Remote Diagnostics	7.0	7.7	(0.7)
Average	8.4	7.7	0.7

Sample Size: 70

Standard Error: 0.25

EXHIBIT III-67

United Kingdom
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
2.9	64	4	8	14

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

Sample Size: 70

Standard Error: Failure Rate: 0.3

System Availability: 0.25

United Kingdom
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
4.9	7.0	2.1	4.2	3.7	(0.5)	9.1	10.7	1.6

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	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

EXHIBIT III-69

United Kingdom
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
86	2	15	2	0

Systems Software Support Provided By (Percent)					
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

EXHIBIT III-70

United Kingdom
User Views on
Current Service Performance
Small Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.0	8.4	0.6

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.2	8.4	0.8

Sample Size: 70

Standard Error: 0.25

IV

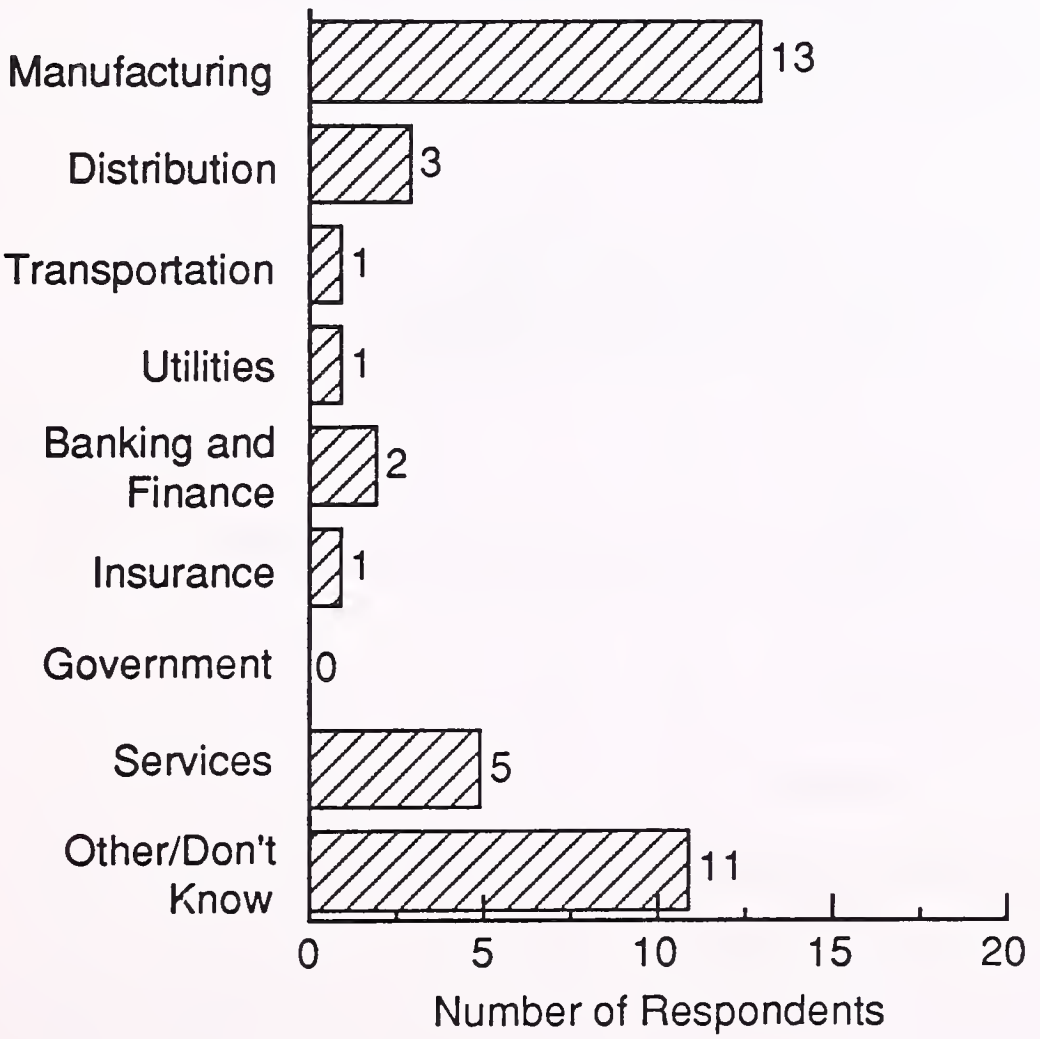
Vendor Performance Data

IV

Vendor Performance Data

EXHIBIT IV-1

Bull
Sample Distribution by Industry Sector
Small Systems



Total Sample: 37

EXHIBIT IV-2

Bull
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Bull
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Sample Size: 37

Standard Error: 0.35

EXHIBIT IV-4

Bull
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
4.0	75	16	0	9

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

Sample Size: 37

Standard Error: Failure Rate: 0.45

System Availability: 0.35

Bull
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
3.8	3.9	0.1	3.4	3.3	(0.1)	7.2	7.2	0.0

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			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

EXHIBIT IV-6

Bull
Service Provider Data
Small Systems

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

Systems Software Support Provided By (Percent)					
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

EXHIBIT IV-7

Bull
User Views on
Current Service Performance
Small Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
8.5	7.8	0.7

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

Sample Size: 37

Standard Error: 0.35

EXHIBIT IV-8

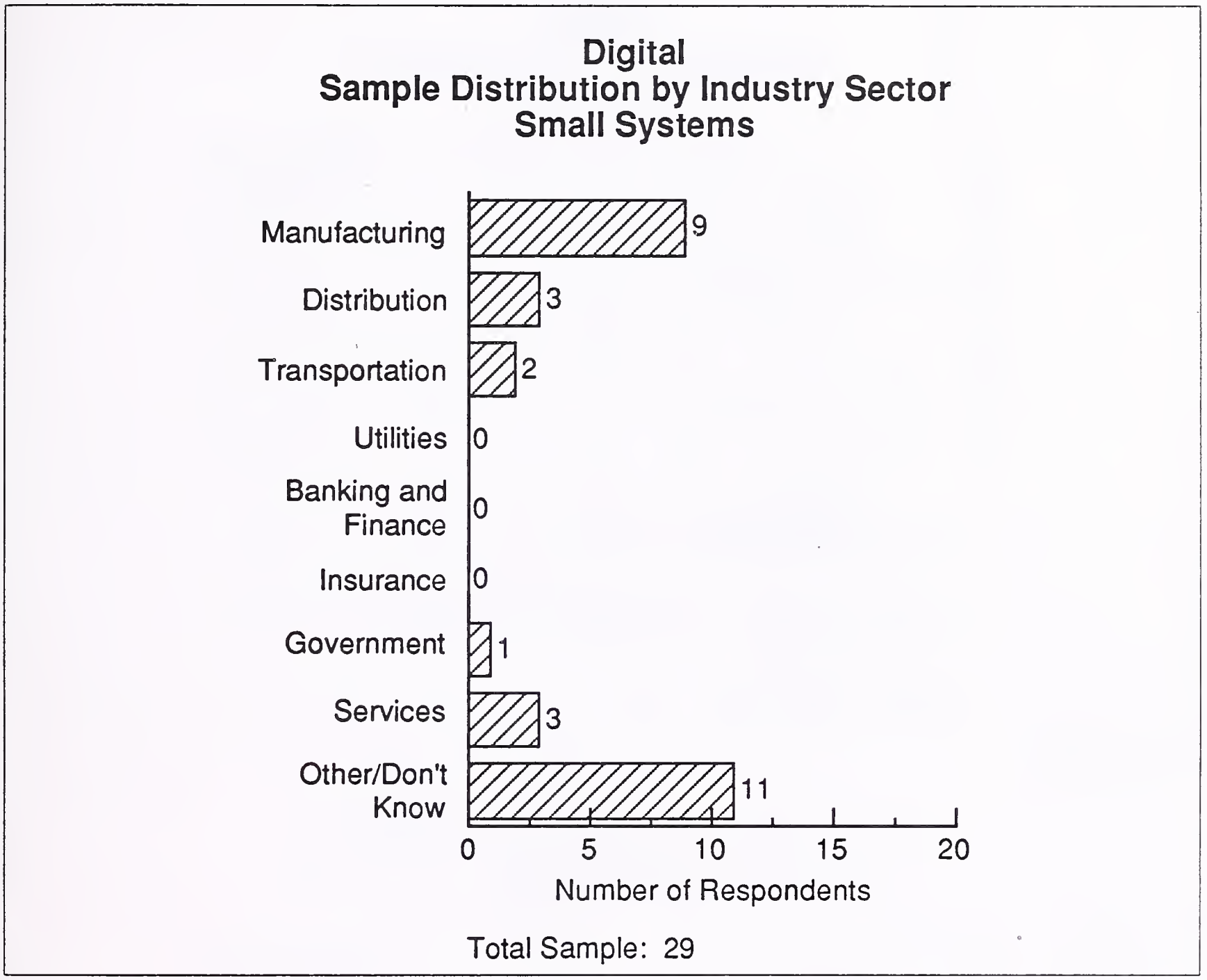


EXHIBIT IV-9

Digital
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Standard Error: 0.4

EXHIBIT IV-10

Digital
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Standard Error: 0.4

EXHIBIT IV-11

Digital
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
2.7	65	25	3	7

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

Sample Size: 29

Standard Error: Failure Rate: 0.5

System Availability: 0.4

Digital
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			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	6.0	5.1	(0.9)	11.4	12.4	1.0

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			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

EXHIBIT IV-13

Digital
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
83	0	17	7	0

Systems Software Support Provided By (Percent)					
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 Responses Allowed

EXHIBIT IV-14

Digital
User Views on
Current Service Performance
Small Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.3	8.3	1.0

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.5	8.7	0.8

Sample Size: 29

Standard Error: 0.4

EXHIBIT IV-15

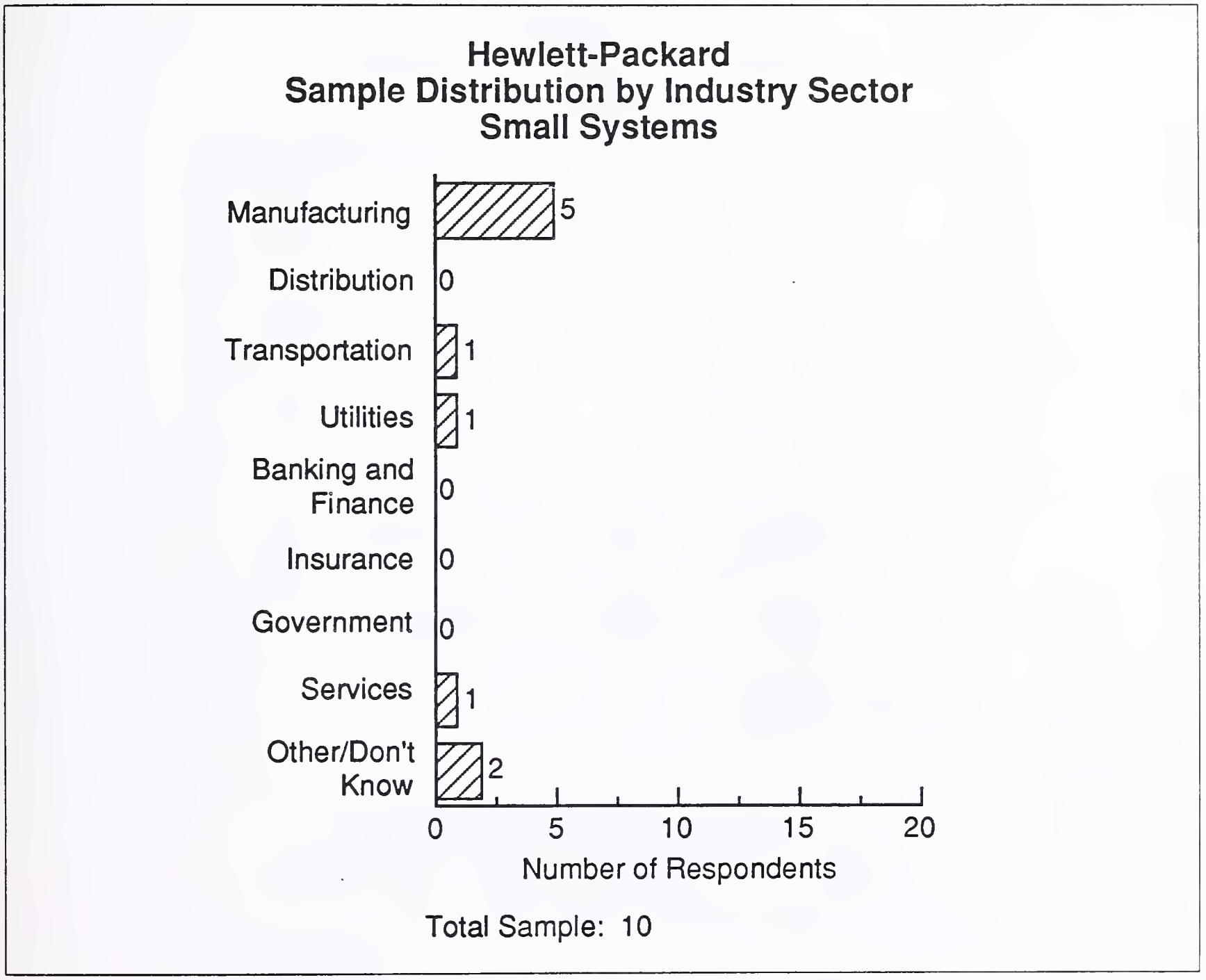


EXHIBIT IV-16

Hewlett-Packard
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ SI
Engineer Skills	8.6	6.9	1.7
Documentation	8.8	7.0	1.8
Software Installation	8.2	7.4	0.8
Provision of Updates	8.2	6.8	1.4
Remote Diagnostics	8.1	6.8	1.3
Average	8.4	7.0	1.4

Sample Size: 10

Standard Error: 0.7

EXHIBIT IV-18

Hewlett-Packard
System Performance Data
Small Systems

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
1.3	67	0	17	16

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

Sample Size: 10

Standard Error: Failure Rate: 0.85

System Availability: 0.7

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

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
11.2	12.3	1.1	7.2	8.0	0.8	18.4	20.3	1.9

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
23.1	25.0	1.9	6.2	6.8	0.6	29.3	31.8	2.5

Sample Size: 10

Standard Error: 3.8

EXHIBIT IV-20

Hewlett-Packard
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	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

Standard Error: 0.5

Note: Multiple Responses Allowed

EXHIBIT IV-21

Hewlett-Packard
User Views on
Current Service Performance
Small Systems

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

Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
8.4	7.6	0.8

Sample Size: 10

Standard Error: 0.7

EXHIBIT IV-22

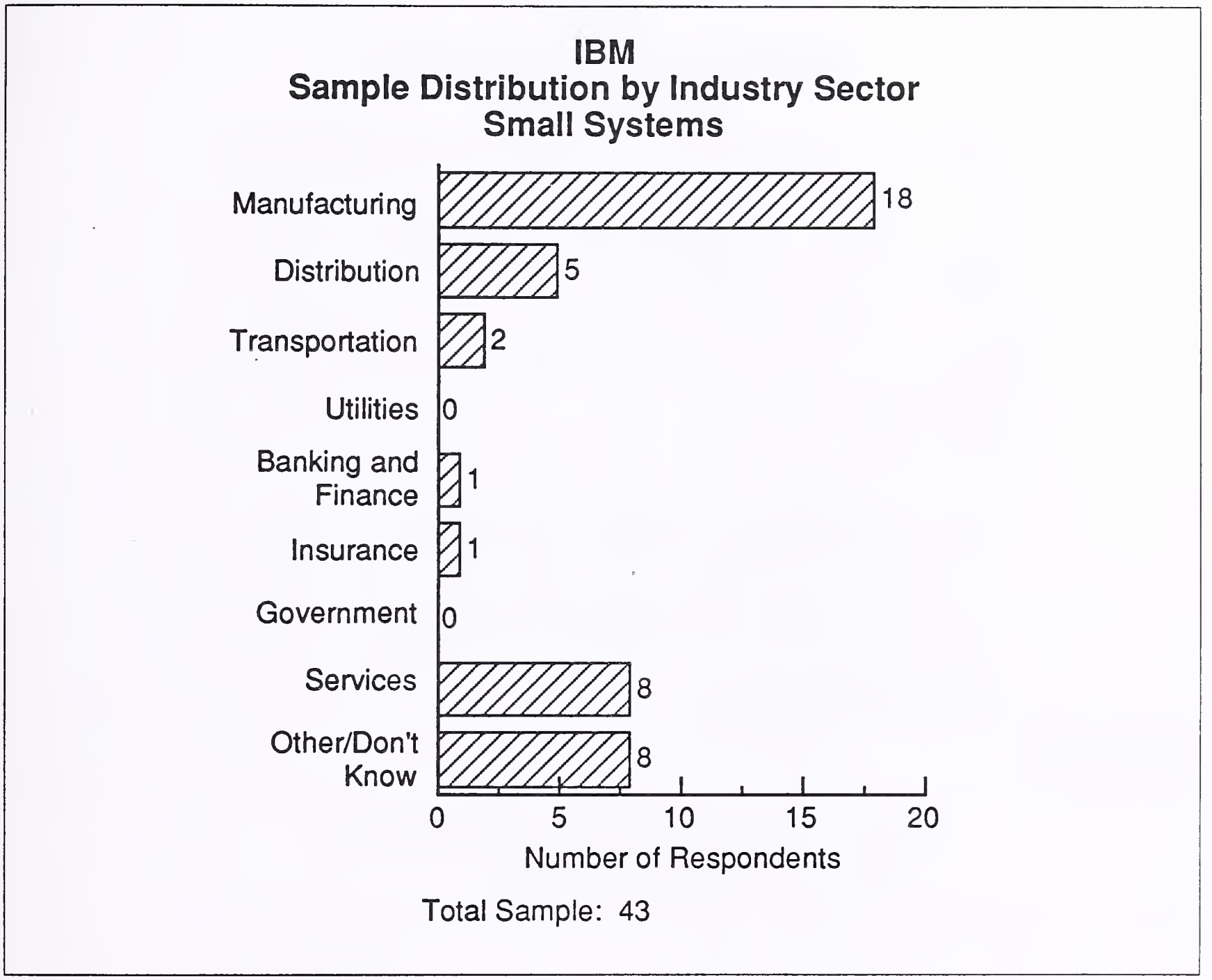


EXHIBIT IV-23

IBM
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Standard Error: 0.35

EXHIBIT IV-24

IBM
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Standard Error: 0.35

EXHIBIT IV-25

IBM
System Performance Data
Small Systems

System Failure Rates				
Failures Per Annum	Cause of Failure (Percent)			
	Hardware	Systems Software	Applications Software	Other
2.0	56	11	1	32

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.1	8.6	0.5

Sample Size: 43

Standard Error: Failure Rate: 0.4

System Availability: 0.35

IBM
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
4.8	5.4	0.6	3.7	4.3	0.6	8.5	9.7	1.2

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
8.2	8.2	0.0	6.0	5.9	(0.1)	14.2	14.1	(0.1)

Sample Size: 43

Standard Error: 1.8

EXHIBIT IV-27

IBM
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
60	9	30	2	2

Systems Software Support Provided By (Percent)					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
53	19	5	2	21	7

Sample Size: 43

Standard Error: 0.25

Note: Multiple Responses Allowed

EXHIBIT IV-28

IBM
User Views on
Current Service Performance
Small Systems

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

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

Sample Size: 43

Standard Error: 0.35

EXHIBIT IV-29

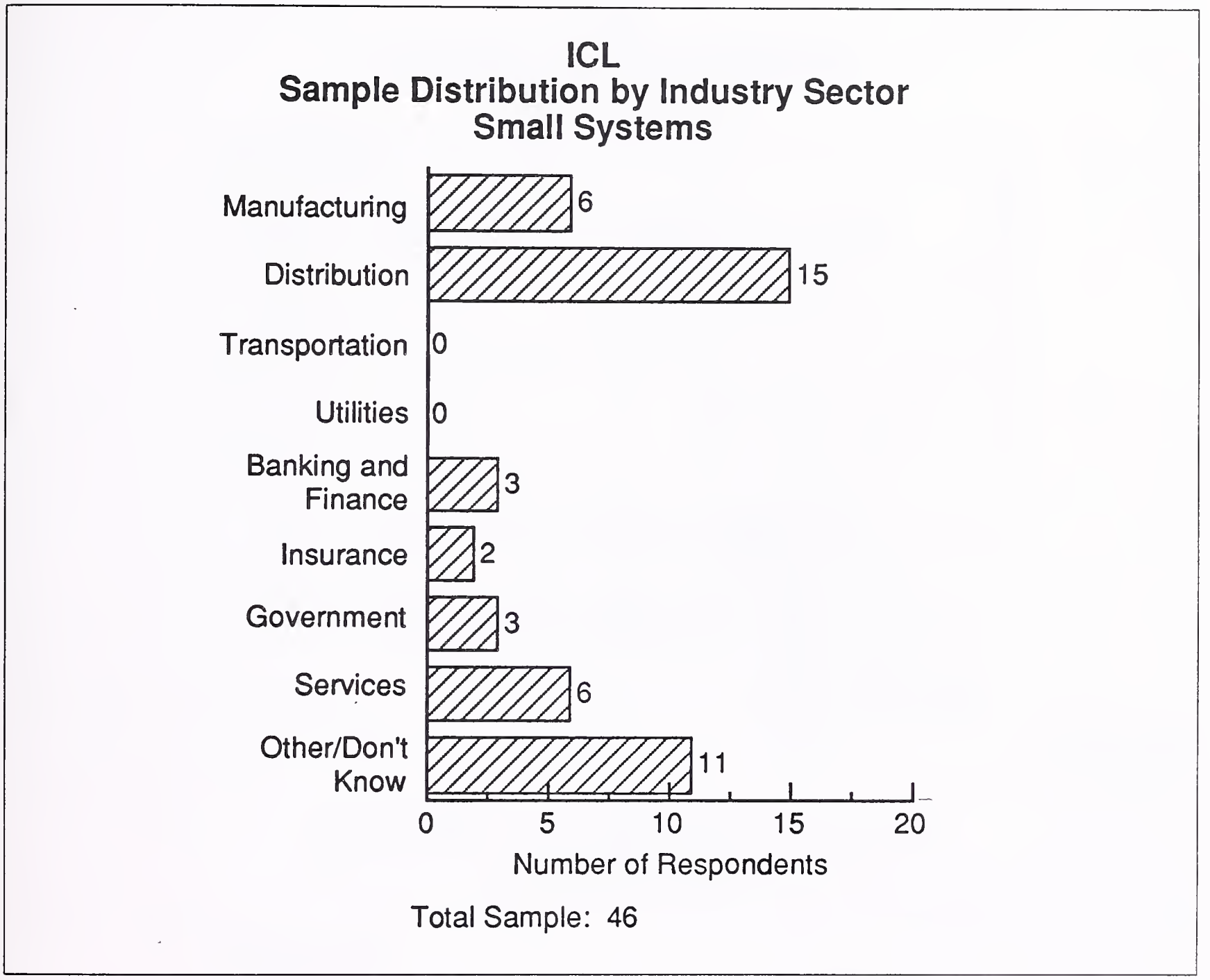


EXHIBIT IV-30

ICL
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Standard Error: 0.3

EXHIBIT IV-31

ICL
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Sample Size: 46

Standard Error: 0.3

EXHIBIT IV-32

ICL
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
3.9	68	7	16	9

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
8.8	7.7	1.1

Sample Size: 46

Standard Error: Failure Rate: 0.4

System Availability: 0.3

ICL
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
6.2	9.5	3.3	5.0	4.3	(0.7)	11.2	13.8	2.6

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
7.9	8.1	0.2	9.4	10.4	1.0	17.3	18.5	1.2

Sample Size: 46

Standard Error: 1.8

EXHIBIT IV-34

ICL
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
94	0	4	2	0

Systems Software Support Provided By (Percent)					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
74	11	2	0	15	4

Sample Size: 46

Standard Error: 0.25

Note: Multiple Responses Allowed

EXHIBIT IV-35

ICL
User Views on
Current Service Performance
Small Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
8.8	8.1	0.7

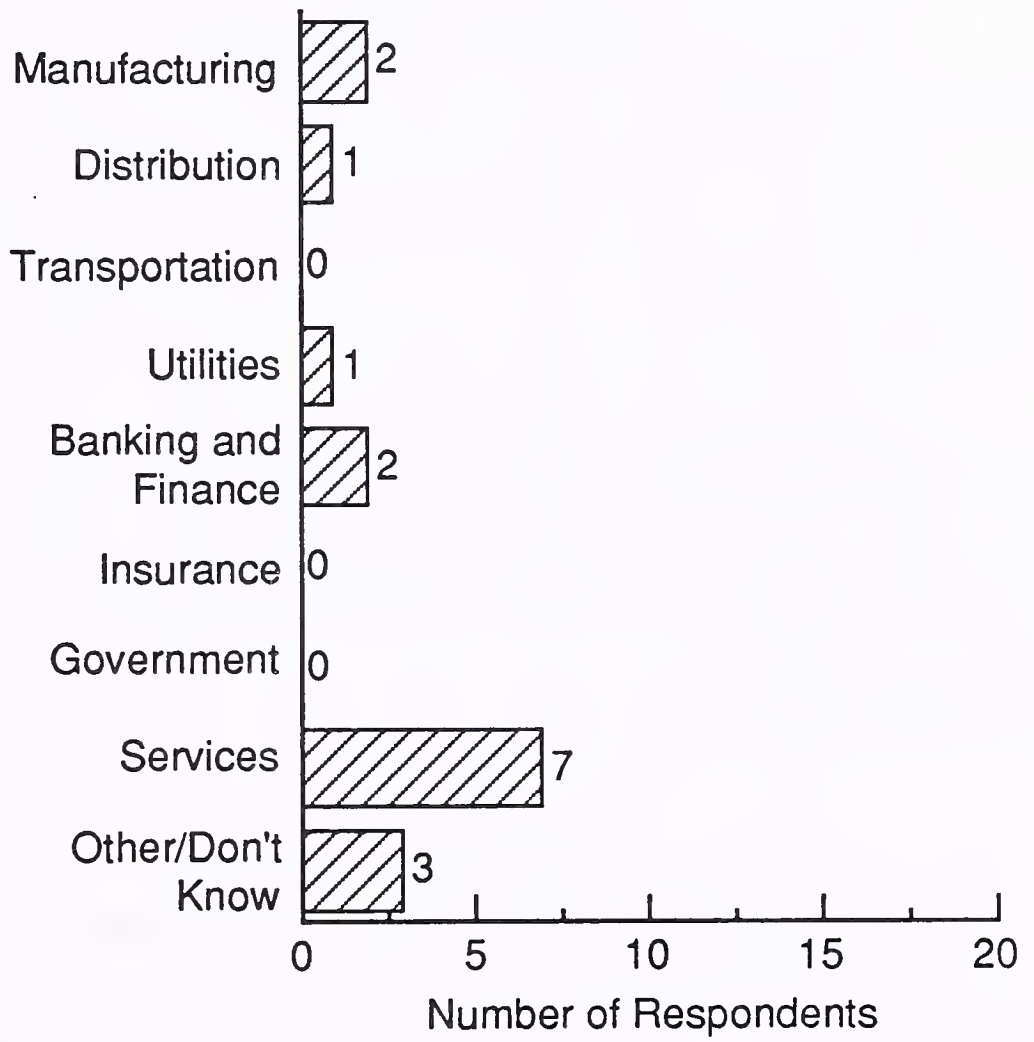
Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
8.7	7.5	1.2

Sample Size: 46

Standard Error: 0.3

EXHIBIT IV-36

Philips
Sample Distribution by Industry Sector
Small Systems



Total Sample: 16

EXHIBIT IV-37

Philips
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Philips
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Standard Error: 0.55

EXHIBIT IV-39

Philips
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
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 Δ SI
9.6	8.9	0.7

Sample Size: 16

Standard Error: Failure Rate: 0.7

System Availability: 0.55

Philips
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
7.7	5.3	(2.4)	4.7	8.2	3.5	12.4	13.5	1.1

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
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

EXHIBIT IV-41

Philips
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
75	6	25	13	0

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 Responses Allowed

EXHIBIT IV-42

Philips
User Views on
Current Service Performance
Small Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.6	8.0	1.6

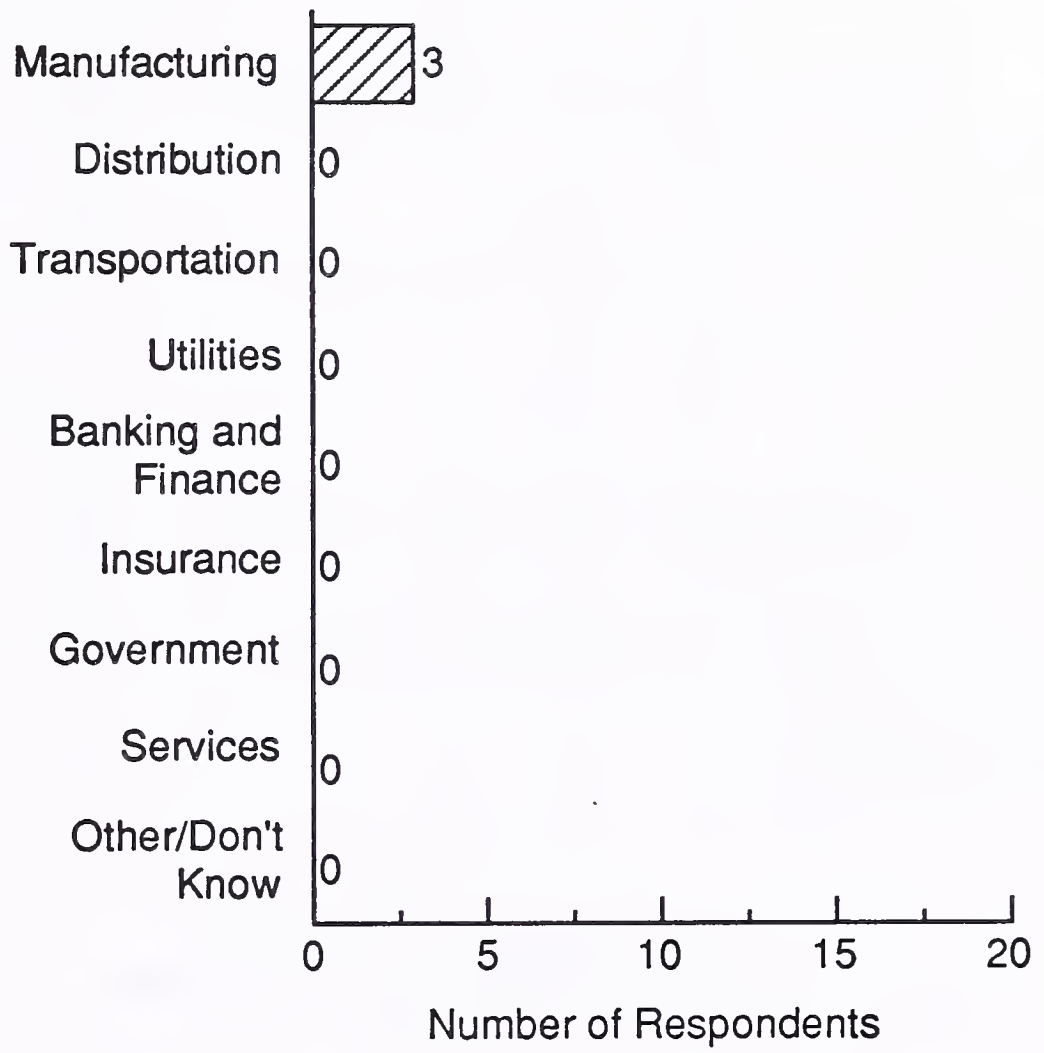
Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
8.7	7.4	1.3

Sample Size: 16

Standard Error: 0.55

EXHIBIT IV-43

Siemens
Sample Distribution by Industry Sector
Small Systems



Total Sample: 3

EXHIBIT IV-44

Siemens
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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 Δ 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

Standard Error: 1.3

EXHIBIT IV-46

Siemens
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
3.0	63	35	0	2

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
6.0	5.7	0.3

Sample Size: 3

Standard Error: Failure Rate: 1.6

System Availability: 1.3

Siemens
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
4.3	4.3	0.0	4.0	4.0	0.0	8.3	8.3	0.0

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			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

EXHIBIT IV-48

Siemens
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
67	0	33	0	0

Systems Software Support Provided By (Percent)					
Equipment Manufacturer	Software House	Software Product Vendor	VAR	Self	Other
67	33	0	0	0	0

Sample Size: 3

Standard Error: 0.9

Note: Multiple Responses Allowed

EXHIBIT IV-49

Siemens
User Views on
Current Service Performance
Small Systems

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

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

Sample Size: 3

Standard Error: 1.3

EXHIBIT IV-50

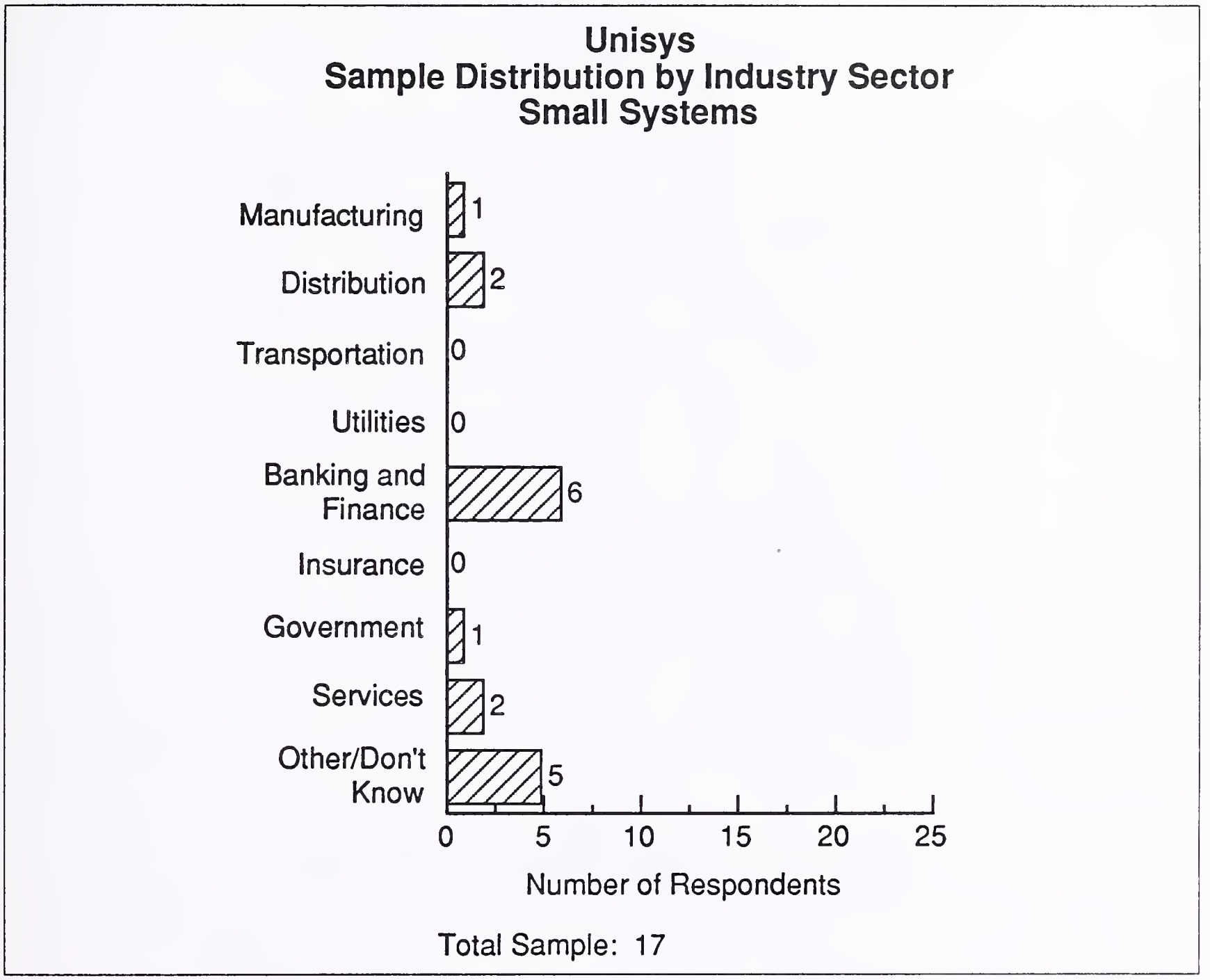


EXHIBIT IV-51

Unisys
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Standard Error: 0.55

EXHIBIT IV-52

Unisys
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Standard Error: 0.55

EXHIBIT IV-53

Unisys
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
2.8	60	8	8	24

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.3	8.7	0.6

Sample Size: 17

Standard Error: Failure Rate: 0.65

System Availability: 0.55

Unisys
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
4.4	5.4	1.0	6.4	6.2	(0.2)	10.8	11.6	0.8

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
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

EXHIBIT IV-55

Unisys
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
77	6	18	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 Responses Allowed

EXHIBIT IV-56

Unisys
User Views on
Current Service Performance
Small Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.2	8.8	0.4

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

Sample Size: 17

Standard Error: 0.55

EXHIBIT IV-57

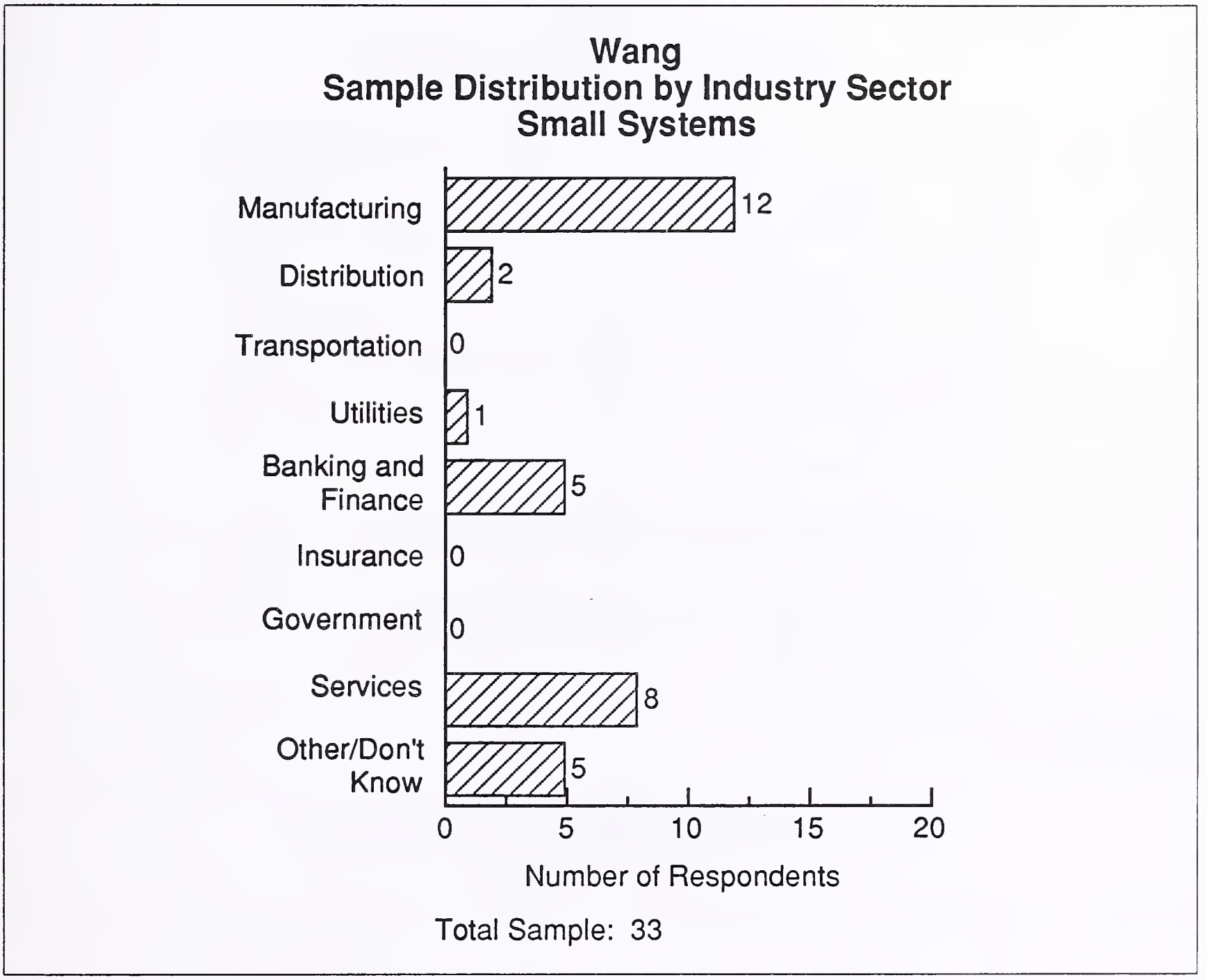


EXHIBIT IV-58

Wang
Hardware Service Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Standard Error: 0.4

EXHIBIT IV-59

Wang
Systems Software Support Satisfaction
Small Systems

Service Aspect	Importance	Satisfaction	Satisfaction Index Δ 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

Sample Size: 33

Standard Error: 0.4

EXHIBIT IV-60

Wang
System Performance Data
Small Systems

System Failure Rates				
	Cause of Failure (Percent)			
Failures Per Annum	Hardware	Systems Software	Applications Software	Other
1.8	67	8	7	18

Satisfaction with System Availability		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.3	8.3	1.0

Sample Size: 33

Standard Error: Failure Rate: 0.45

System Availability: 0.4

Wang
Service Response and Repair/Fix Time Performance
Small Systems

Hardware Service Response/Repair Times								
Response Time (Hours)			Repair Time (Hours)			Total Time (Hours)		
Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ	Acceptable Time	Experienced Time	Δ
6.0	10.5	4.5	6.1	4.4	(1.7)	12.1	14.9	2.8

Systems Software Support Response/Fix Times								
Response Time (Hours)			Fix Time (Hours)			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

EXHIBIT IV-62

Wang
Service Provider Data
Small Systems

Hardware Service Provided By (Percent)				
Equipment Manufacturer	Dealer/ Distributor	Independent Maintainer	Self	Other
86	9	5	-	-

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: 0.3

Note: Multiple Responses Allowed

EXHIBIT IV-63

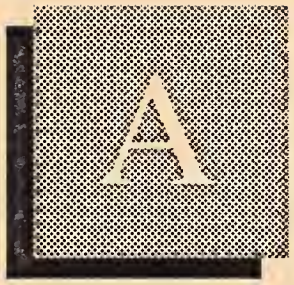
Wang
User Views on
Current Service Performance
Small Systems

Hardware Service		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.1	7.3	1.8

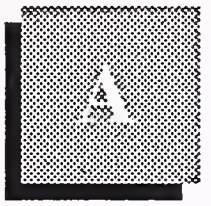
Systems Software Support		
Importance Rating	Satisfaction Rating	Satisfaction Index Δ SI
9.5	8.3	1.2

Sample Size: 33

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 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	Rating
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 <u>one</u> 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 > 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.)

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

	Importance	Satisfaction
• 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)

	Importance	Satisfaction
• 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.)

	Currently Contracted	Require	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	Require	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.

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 Satisfaction with Vendor Customer Services—Small Systems, Western Europe, 1990*** (CEUPF)

2. Please indicate your reason for reading this report:
   - ☐ Required reading
   - ☐ Area of high interest
   - ☐ Area of general interest
   - ☐ New product development
   - ☐ Business/market planning
   - ☐ Product planning
   - ☐ Future purchase decision
   - ☐ Systems planning
   - ☐ Other _____

3. Please indicate extent report used and overall usefulness:

	Extent		Usefulness (1=Low, 5=High)				
	Read	Skimmed	1	2	3	4	5
Executive Overview	☐	☐	☐	☐	☐	☐	☐
Complete report	☐	☐	☐	☐	☐	☐	☐
Part of report (_____ %)	☐	☐	☐	☐	☐	☐	☐

4. How useful were:

Data presented	☐	☐	☐	☐	☐
Analyses	☐	☐	☐	☐	☐
Recommendations	☐	☐	☐	☐	☐

5. How useful was the report in these areas:

Alert you to new opportunities or approaches	☐	☐	☐	☐	☐
Cover new areas not covered elsewhere	☐	☐	☐	☐	☐
Confirm existing ideas	☐	☐	☐	☐	☐
Meet expectations	☐	☐	☐	☐	☐
Other _____	☐	☐	☐	☐	☐

6. Which topics in the report were the most useful? Why? _____

_____

7. In what ways could the report have been improved? _____

_____

8. Other comments or suggestions: _____

_____

_____
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_____
Department

_____
Company

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Country

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Thank you for your time and cooperation.

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