

May 5, 1992

Dear Colleague:

During late 1991 you assisted INPUT by responding to a telephone interview for our annual assessment of information services in spending on a worldwide basis. Enclosed in appreciation and for your information is a summary of that report.

The full report covers over 30 countries and is the only such forecast prepared by any independent research firm.

During 1992 we plan to expand our coverage of your country and will be in touch by mail with our 1992 questionnaire. At that time we will be pleased to offer you an additional publication from INPUT's research for your assistance.

To acquaint you with INPUT I have enclosed a brief description of our company.

Thank you for your participation. I wish you great success in 1992 and beyond.

Sincerely,

A handwritten signature in cursive script, appearing to read "Douglas H. Tayler".

Douglas H. Tayler
Vice President

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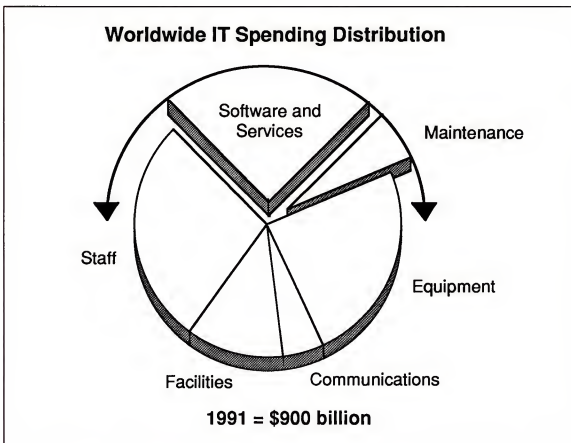
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Worldwide Information Services Market Report



Forecasts the worldwide, regional and major country markets for:

- Systems Software Products
- Applications Software Products
- Turnkey Systems
- Equipment Services
- Professional Services
- Systems Integration
- Systems Operations
- Processing Services
- Network Services

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Worldwide Information Services Market Report

REPORT DESCRIPTION

The worldwide market for information services and software products exceeded \$230 billion in 1991. It is becoming a global market with opportunities for growth outside local markets. INPUT's worldwide forecast of the information services and software products market provides the foundation to expand planning horizons.

Industry Structure

The entire industry is reviewed and forecasted for the 1992-1997 period for:

- Systems Software Products
- Applications Software Products
- Turnkey Systems
- Equipment Services
- Professional Services
- Systems Integration
- Systems Operations
- Processing Services
- Network Services

Geographic Coverage

The world is divided into five major regions:

- North America
- Europe
- Asia/Pacific
- Latin America
- Mideast/Africa

Thirty (30) individual countries or small groups of countries are covered, ranging from the United States, which represents 47% of the worldwide market, to Singapore, which represents less than 1% of the market.

Fourth Issue

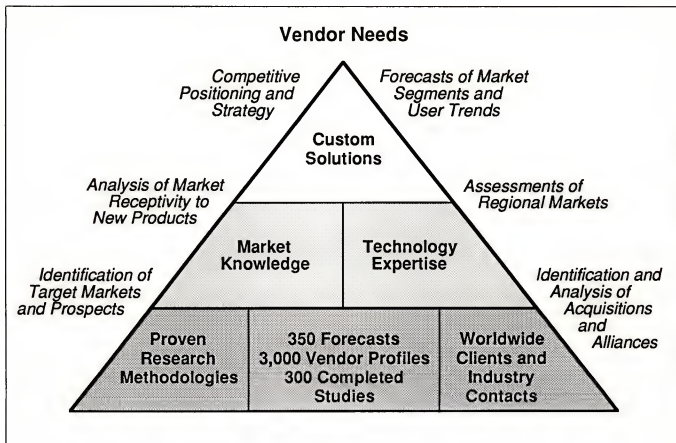
The 1992-1997 issue is INPUT's fourth year of forecasting the worldwide information services market. It includes new primary research in all parts of the world and a full assessment of the market opportunities available.

For more details please contact your nearest INPUT office.

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Custom Research and Consulting for the Information Systems & Services Industry



Clients' specific needs are addressed by INPUT's **Custom Research and Consulting Services**. These services leverage subscription program research, staff expertise, and breadth of coverage to provide targeted solutions in:

- Competitive Analysis
- Regional Market Assessments
- Product/Market Receptivity
- Prospect Identification
- Competitive Practice
- Customer Satisfaction
- New Technology Assessments
- Acquisition Services
 - IT Strategy Assessments
 - Outsourcing/Planning & Analysis
 - Downsizing/Planning & Analysis

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Custom Research and Consulting for the Information Systems & Services Industry

INPUT meets clients' needs for research and consulting on market, competitive, product, and strategic issues in the information services industry:

- Extensive knowledge and subscription research
- Adaptation of INPUT's research methodology to client specific requirements
- Staff expertise in both vendor and user environments

BENEFITS

- Rapid, objective response to specific needs
- Access to broad range of skills and expertise
- Leverage from INPUT's existing research assets resulting in lower costs
- Access to INPUT's methodologies proven over a 17 year period
- Benefits from INPUT's worldwide client/contact network

SUBJECT AREAS

Opportunity Analysis	Analysis and recommendations based on user and vendor research
Regional Market Analysis	Analysis of markets, competition, and opportunities for specific regions or metropolitan areas.
Competitive Analysis	Analysis of competitors' strategies and practices, or the competitive structure of the market for specific offerings.
Acquisition/Alliance Services	Target determination, acquisition searches, candidate evaluations, introductions.
Customer Satisfaction	Determination of customer satisfaction levels compared to buyer needs and competition.
Information Systems Assessments	Information systems strategy, organization, direction, etc. Particular emphasis on outsourcing and downsizing.
Application Development (CASE)	Market sizing, product comparisons, user consulting, strategy assessments.

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