



Expandability 2008

Customer Survey Results



Expandability
2008

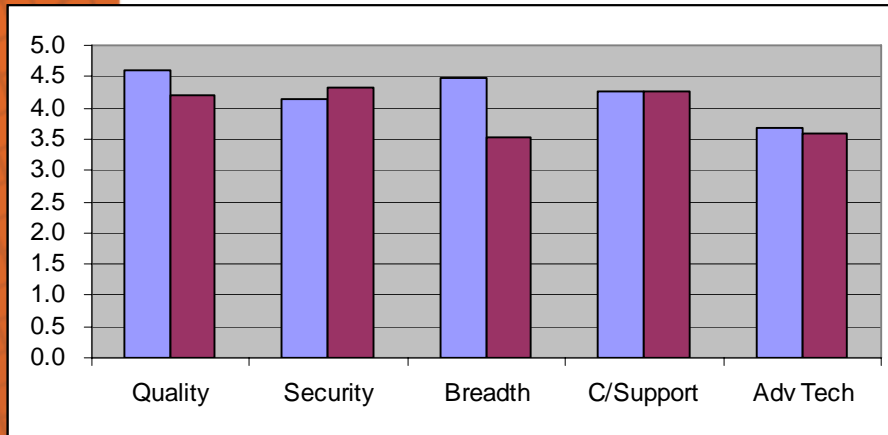


ERP System's Most Important Characteristics (p1 of 2)

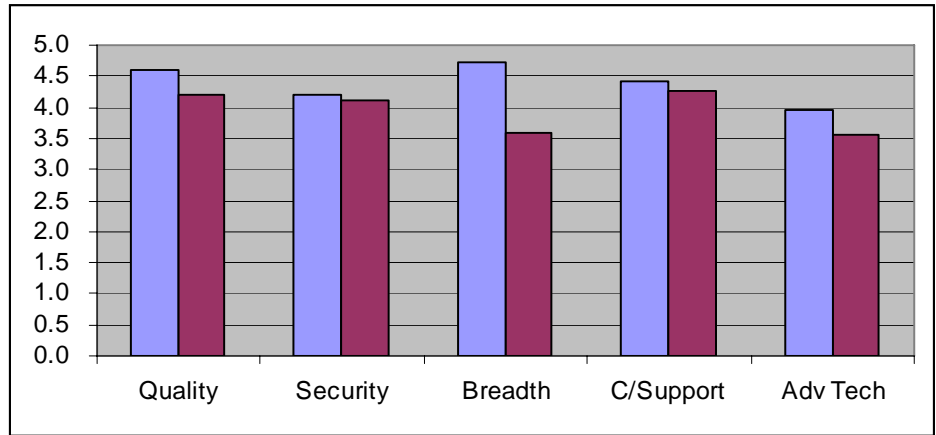
■ Characteristic Importance

■ Expandable Rating

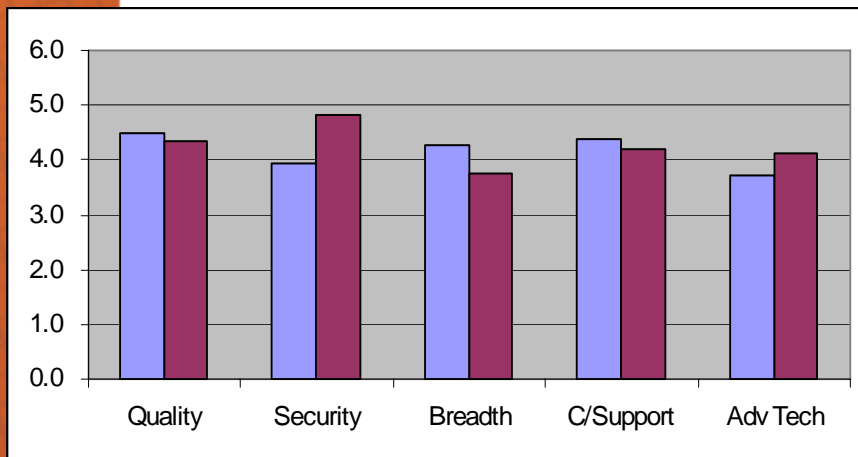
Total



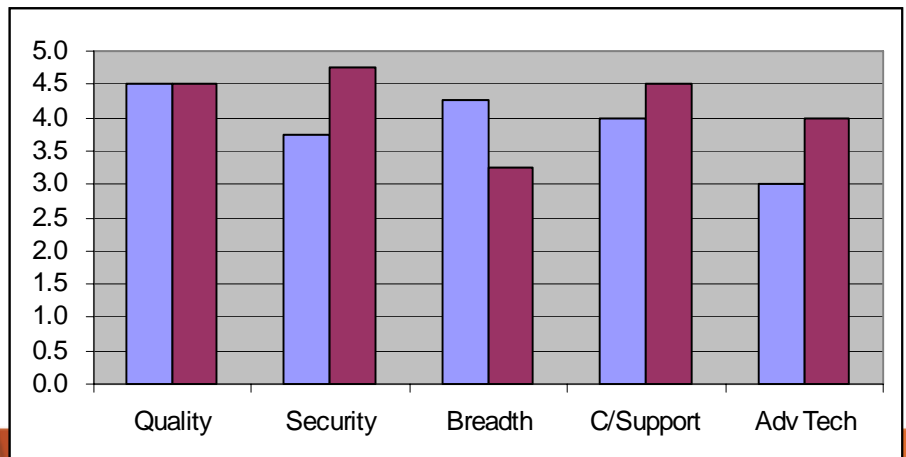
Finance



Mfg / Ops



Execs



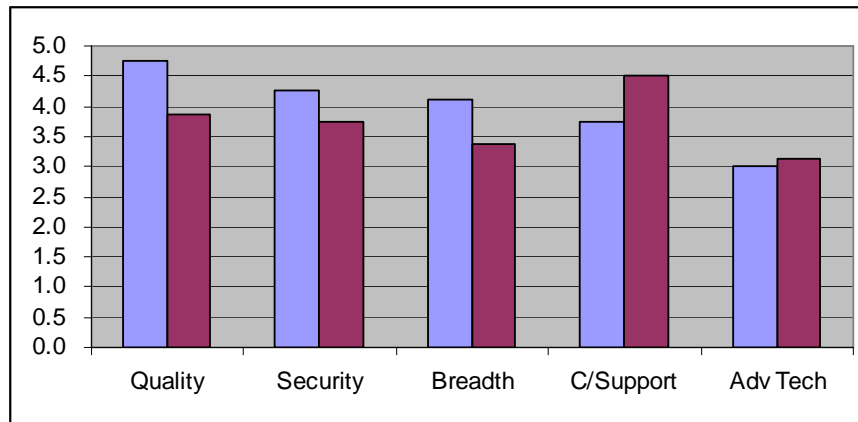


ERP System's Most Important Characteristics (p1 of 2)

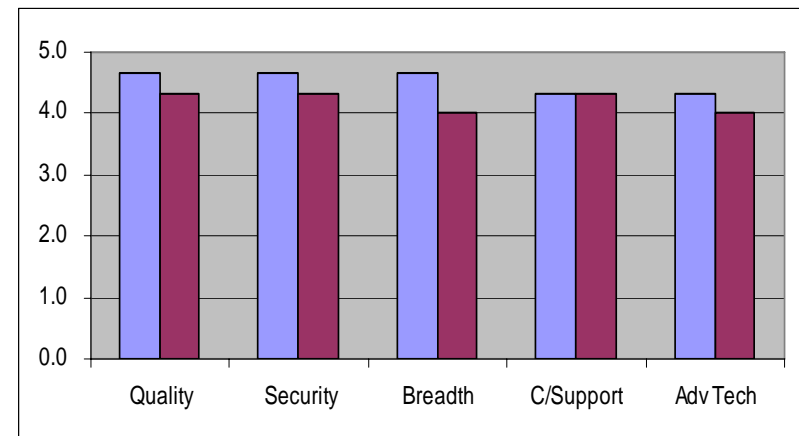
■ Characteristic Importance

■ ESI Rating

IT



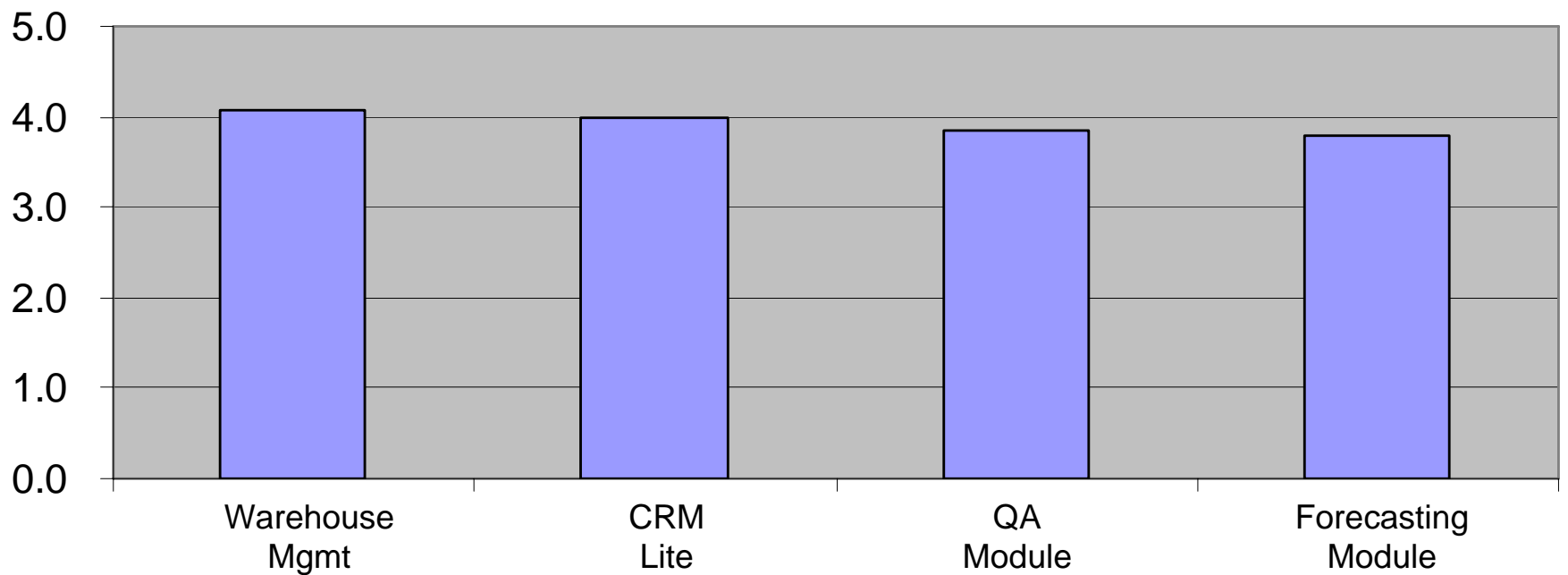
Customer Support





Mfg/OPS Top Rated Features/Module Request

Mfg / Ops Ratings > 3.5

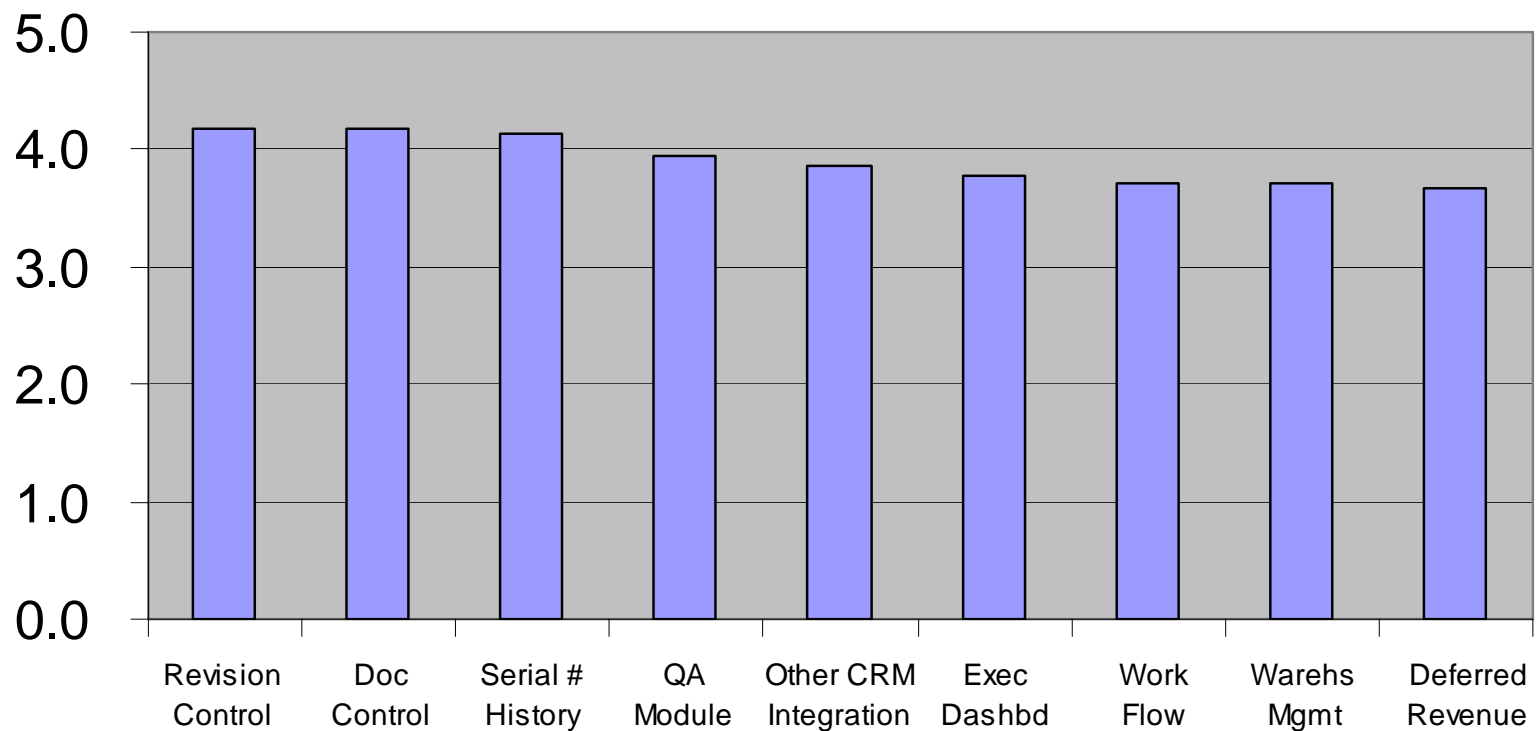


Population Size = 16



Finance Top Rated Features/Module Request

Finance Ratings > 3.5

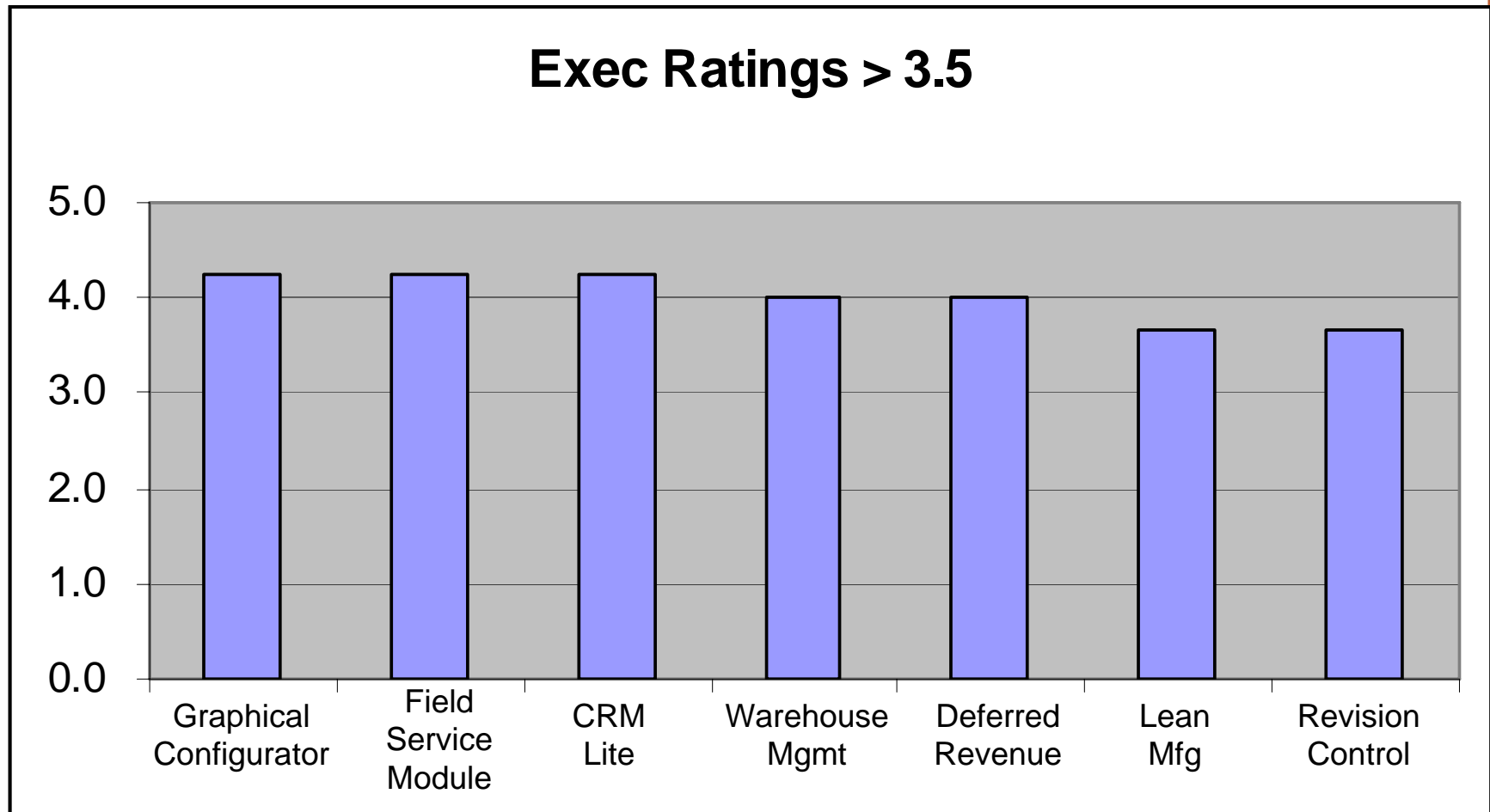


Population Size = 19



Execs Top Rated Features/Module Request

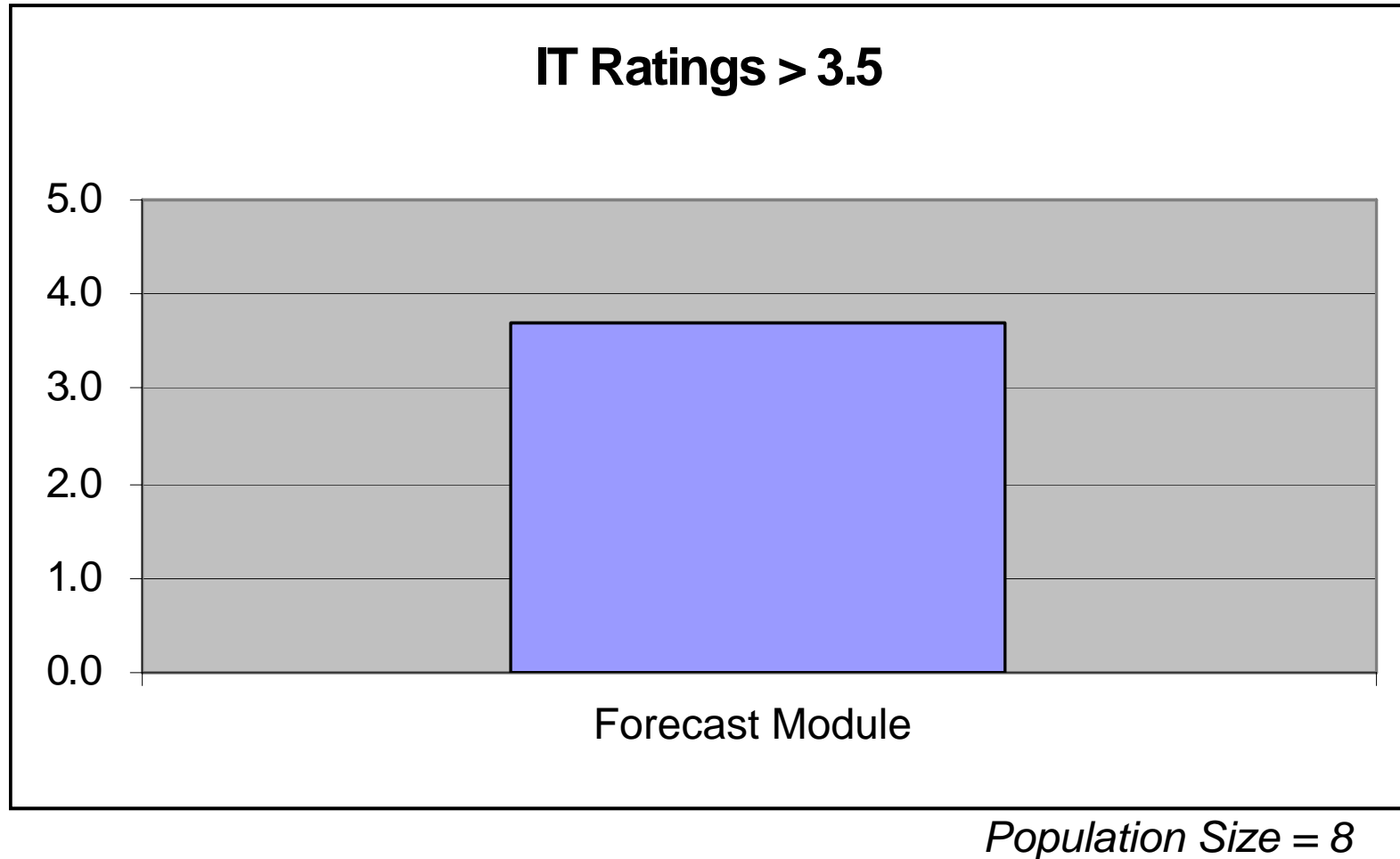
Exec Ratings > 3.5



Population Size = 4



IT Top Rated Features/Module Request





Detailed Feature/Module Ratings by Function

Function	Modules / Features									
	Warehs		Revision	QA	Doc	Serial #	Deferred		Exec	Capacity
	<u>Mgmt</u>	<u>Fcsting</u>	<u>Control</u>	<u>Module</u>	<u>Control</u>	<u>History</u>	<u>Revenue</u>	<u>Wk Flow</u>	<u>Dashbd</u>	<u>Planning</u>
Finance	3.7	4.1	4.2	3.9	4.2	4.1	3.7	3.7	3.8	3.5
Mfg/Ops	4.1	3.8	3.2	3.8	3.3	3.1	2.3	3.3	2.5	3.2
Exec	4.0	3.0	3.7	3.3	3.3	3.3	4.0	3.0	3.5	3.0
IT	3.3	3.7	3.0	3.1	2.4	3.0	2.9	3.3	2.9	3.0
C/S	5.0	4.5	5.0	5.0	5.0	2.5	5.0	2.0	4.0	4.0
Mktg	5.0	2.0	5.0	3.0	5.0	3.0	NA	1.0	1.0	2.0
Consultant	<u>0.0</u>	<u>2.0</u>	<u>4.0</u>	<u>4.0</u>	<u>NA</u>	<u>0.0</u>	<u>2.0</u>	<u>4.0</u>	<u>1.0</u>	<u>2.0</u>
Total	3.8	3.8	3.7	3.7	3.6	3.4	3.3	3.3	3.2	3.2

Function	CRM	Other	Line Item	Replace	Lean	Field	Elec	Graph		
	<u>Lite</u>	<u>CRM</u>	<u>Ship To</u>	<u>Crystal</u>	<u>Mfg</u>	<u>Service</u>	<u>Sign</u>	<u>Config</u>	<u>.Net</u>	<u>SFDC</u>
Finance	3.3	3.9	3.5	3.3	3.4	2.7	2.6	2.7	3.3	2.7
Mfg/Ops	4.0	2.2	3.1	3.1	2.8	2.6	2.7	2.4	2.0	3.1
Exec	4.3	3.3	3.5	2.5	3.7	4.3	2.0	4.3	2.3	2.0
IT	1.7	3.3	2.0	2.4	2.4	1.9	2.3	2.3	2.4	2.0
C/S	4.0	4.0	1.5	4.5	4.0	4.0	5.0	NA	NA	5.0
Mktg	1.0	1.0	5.0	1.0	1.0	1.0	5.0	1.0	4.0	1.0
Consultant	<u>2.0</u>	<u>3.0</u>	<u>NA</u>	<u>4.0</u>	<u>3.0</u>	<u>4.0</u>	<u>4.0</u>	<u>0.0</u>	<u>5.0</u>	<u>3.0</u>
Total	3.2	3.2	3.1	3.0	3.0	2.7	2.7	2.7	2.7	2.6

Note: Customer Support, Marketing, and Consultants population size very small