Communications Software Ratings
Teleprocessing Monitors & Other Communications Packages

■ INTRODUCTION

This software evaluation report presents in detail the results of a nationwide survey of users known to have specific, communications-related, software packages installed. The survey employed a precise sampling of packages known to be installed at ten or more user sites. Data for these samplings was provided from a computer installation database maintained by Computer Intelligence Corp, a sister company of Data Decisions.

Considerable efforts were made by Mailgram announcements, First Class letter questionnaires, and telephone followup calls to obtain completed user interviews. By such exhaustive surveying, 543 user responses on 13 communications software packages were validated as representing active users presently employing the packages surveyed. This constitutes the base from which the statistics were drawn.

All users were asked to rate a specific communications package with respect to questionnaire-stated features, functions, and performance criteria. Some only required a "Yes" or "No" response. Others rated to the selection of a phrase or phrases that best defined the "How," "Why," or other criteria on software performance. The most specific required the user to assign a performance rating based on a scale ranging from "10" to "9" Superior, down to "2" to "1" Inadequate in relation to statements defining overall satisfaction with the package; installation and initial use; vendor service and support; and software operations.

This Communications Software Ratings report is but one segment of an overall Systems Software Ratings survey covering selected systems-related software packages. Readers interested in the results of the full systems software survey, and in the results of a companion Applications Software Ratings survey, should consult **Data Decisions Software**, our reference service that is exclusively devoted to software products.

■ METHODOLOGY

The Communications Software ratings in this report are a portion of an overall Systems Software Ratings survey covering selected systems-rated software packages. The methodology followed for the overall survey will be described in this section.

The "universe" for this survey consisted of those systems packages that were designated by ICP (International Computer Programs), Inc as having grossed $5 million or more in sales since the package's introduction. There were 131 packages, marketed by 75 individual software suppliers, that met this criterion on the list. In addition, because major mainframe/minicomputer hardware manufacturers do not normally make lists of their users available, we went to a database of known sites supplied by Computer Intelligence (CI) Corporation of La Jolla, California, a sister company of DATA DECISIONS. From this database, we selected those major manufacturers' DBMS and TP monitor products with at least 30 sites recorded. There were 11 packaged from 5 manufacturers which qualified for inclusion in the survey.

On June 6, 1983, a Special Delivery letter was sent to the presidents of each of the companies selected from the ICP list requesting their cooperation in the research effort. For each package in the sample, the company marketing the package(s) was asked to supply a list of 125 of their most recent customers who had the package installed and running for at least 6 months as of June 1, 1983. For those packages with fewer than 125 qualified users, the company was asked to supply its complete customer file. Companies were also asked to certify that the list(s) provided actually represented their 125 most recent customers, and further, that they would make no attempt to contact those customers with regard to the survey. A minimum of 2 follow-up telephone calls was made to each company in an effort to gain maximum cooperation and to ensure that each company selected had the opportunity to participate in the research effort. When a vendor failed to provide a site list, we went to the CI database in an attempt to identify qualified sites.

□ The Response

As a result of these combined efforts, 108 packages were selected for inclusion in the 1983 Systems Software User Ratings survey. This total was made up of 97 packages (74%) from the original list of 131, plus 11 packages from manufacturers identified from the CI list. The total list represented offerings from 53 independent suppliers (70% of those from the ICP-identified list) and 6 manufacturers, for an overall count of 59 vendors.

Nineteen vendors elected not to participate in the survey for a variety of reasons. Four vendors provided user lists that were too small for inclusion in the survey (less than 30 names). There were 5 packages from the list that were specifically designed to support the microcomputer marketplace, and therefore did not qualify for our mainframe/minicomputer survey. Seven packages were reported by their vendors as having been removed from the market or having been replaced by a significantly different product that had not yet achieved the $5 million gross sales level. In 5 instances we found that the vendor was no longer in business and that no one could be found that still marketed the product. In addition, some vendors were so eager that they sent us lists for 4 packages that did not even appear on the original ICP list. In all instances of the aforementioned circumstances, the product was removed from the sample.

□ The Mailing

9,961 questionnaires were mailed during the last week of July 1983 to these identified users of the 108 systems software packages.

Questionnaires were addressed to the individual designated as the vendor's primary contact at each location (or to the Data

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Processing Manager at CI-identified sites). To stimulate response, a $1 incentive was included in the mailing.

A total of 5,667 questionnaires was returned (57%); 105 questionnaires were undeliverable by the post office. In order to ensure an adequate response base for each individual package, we conducted telephone interviews among nonrespondents to the mail survey. The questionnaire used in the telephone interview portion of the survey was identical to that used in the mail survey.

A sample for the telephone interviews was selected in such a way as to provide a minimum response rate of 40% and a minimum user base of 15 interviews for each systems package included in the survey. A total of 88 telephone interviews was completed. This brought the number of survey responses to 5,755 for an overall response rate of 58%. Seventy-four interviews were conducted on 2 products which resulted in less than 15 user responses per product. These 2 products were dropped prior to the conclusion of the survey and were not counted in the overall package totals. This resulted in a final count of 106 rated products. The final total of all interviews reported in the survey was 5,681. Included in these responses were 510 (9%) indicating that the specific package studied is not currently in use at the installation. There were 207 respondents (4%) who reported that the package they were being asked to rate was installed in the past, but was no longer installed or being used; 133 (2%) reported that installation of the package being evaluated was being planned, but had not yet been installed; 156 (3%) noted that the package under consideration had neither been installed nor was it being planned for installation; and 14 (0.5%) did not specify what the status of the package was in their installations.

☐ The Questionnaire

The questionnaires were mailed to those individuals identified by the vendor as the key contact at that installation. In most cases, this person is the data processing manager or head of the data processing operation for the company. The addressee for the sites identified from the CI list was "Manager, Data Processing." The questionnaire first qualified the respondent as being a bona fide user of the package in question, asked the recipient to rate facets of performance and support, and then proceeded to explore the factors that were involved in the selection process, and the competitive analyses performed by the user prior to, and after, selection.

There were 15 questions that made up the questionnaire; some of these, in turn, encompassed qualifying questions. The following descriptions summarize the questionnaire:

Question 1 • used to determine that the package was actually installed and operational at the surveyed site.

Question 2 • went directly into rating of Package Performance, Vendor Support, and Product Operation. Users were asked to use a 10-point scale, where 10 and 9 were identified as "superior"; 8, 7 and 6 were designated "very good"; 5, 4, and 3 were "acceptable"; and 2 or 1 were "inadequate."

Question 3 • asked the user to pick out the types of support available from the vendor and to rate these support categories on the 10-point scale previously described.

Question 4 • dealt with determining whether the user considered the acquired product of "Excellent Value," "Good Value," or "Poor Value" for the price. A range of criteria was defined to help further delineate the qualification criteria.

Question 5 • asked the user to evaluate product performance in relationship to what was originally promised by the vendor. In other words, how the package measured up to initial expectations. Three choices of response were offered: "Exceeded Promises," "Met Promises," or "Did Not Meet Promises."

Questions 6 & 7 • asked the user to rate (on the 10-point scale) his/her overall satisfaction with the product and the vendor support, respectively.

Questions 8 through 13 • dealt with background-type information, including a 7-part question that delved into the factors which influenced the acquisition of the product. Initially, the user could respond: "Major Influence," "Minor Influence," or "No Influence." Further, the user was queried on the alternate packages, if any, evaluated; the types of vendors approached; whether the original vendor is still the one maintaining the package; and finally, we asked the user to tell us how long the package had been installed.

Question 14 • asked the respondent to identify the computer system being used to house the package.

Question 15 • was a testimonial statement that asked the respondent to indicate whether there was any contact attempted on the part of the vendor to influence the survey response.

From the results of this questionnaire, we were able to compile the statistics relating to the 13 packages evaluated in this survey.

■ GENERAL RESULTS

While the questionnaire was designed to elicit responses concerning package operation, Data Decisions was also interested in obtaining data on why and how a particular package was selected over competitive products. We also attempted to judge overall satisfaction by asking if users were planning to replace the product, and the reasons why. We also asked the users to rate vendor service.

The results of the survey indicate a paradoxical situation. On one hand, we notice that many of the independent TP monitor packages from independent vendors have ceased to achieve any vote of confidence from these respondents, while some of the terminal support products are just starting to attract more attention from other users. It appears that many developers of IBM-compatible communications monitors have decided to leave the market to IBM with its CICS product and retrench into other software product lines.

The following results cover ratings obtained from **543 users** of **13** Teleprocessing Monitors and other communications packages (network control, conversational monitor, job stream control, and terminal support/control packages).

☐ Alternate Packages Evaluated Before Acquisition

The results show that 344 (63%) of total users evaluated alternatives before acquisition • 239 (67%) evaluated on average 1.2 packages each from computer vendors • 271 (76%) evaluated on average 2.6 packages each from independent vendors.

☐ Buying/Acquisition Influences

Users were asked to check-off factors that influenced their decision to acquire the installed package. The following summarizes their responses.

Compatibility With Existing Software

The results show that 317 (58%) of total users cited compatibility with existing software as **major** influence • 104 (19%) cited compatibility as **minor** influence • 87 (16%) cited compatibility as **no influence** on acquisition.

Specific Package Features & Capabilities

The results show that 381 (70%) of total users cited specific package features and capabilities as **major** influence • 106 (19%) cited features and capabilities as **minor** influence • 28 (5%) cited features and capabilities as **no influence** on acquisition.

Overall Vendor Presence or Reputation in Industry

The results show that 229 (42%) of total users cited overall vendor presence or reputation as **major** influence • 205 (38%) cited vendor presence or reputation as **minor** influence • 77 (14%) cited vendor presence or reputation as **no influence** on acquisition.

Experience With Other Packages From Same Vendor

The results show that 131 (24%) of total users cited experience with other vendor packages as **major** influence • 117 (21%) cited experience with other vendor packages as **minor** influence • 255 (47%) cited experience with other vendor packages as **no influence** on acquisition.

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Recommendation From Consultant or 3rd Party

The results show that 69 (13%) of total users cited recommendation from consultant or 3rd party as **major** influence • 99 (18%) cited recommendation from consultant or 3rd party as **minor** influence • 334 (61%) cited recommendation from consultant or 3rd party as **no influence** on acquisition.

Cost/Time to Implement Package Internally

The results show that 190 (35%) of total users cited cost/time to implement package internally as **major** influence • 202 (37%) cited cost/time to implement as **minor** influence • 118 (22%) cited cost/time to implement as **no influence** on acquisition.

Productivity & Ease of Use

The results show that 319 (59%) of total users cited productivity and ease of use as **major** influence • 142 (26%) cited productivity and ease of use as **minor** influence • 44 (8%) cited productivity and ease of use as **no influence** on acquisition.

☐ Period Package in Use at User Location

Average installation period was 54 months or 4.5 years.

☐ Host Computer Systems

Users were asked to cite the mainframe manufacturer and model upon which the package runs. The following summarizes their responses in both unadjusted (as reported) and adjusted (with no responses tallied with model in relation to stated percentile responses within groups).

The results show that 436 (80%) of total users in this group cited installation on **IBM** hosts • 15 (3%) on **NAS/Itel** hosts • 22 (40%) on **Amdahl** hosts • 3 (0.5%) on **Control Data** hosts • 15 (3%) on **Magnuson** hosts • 41 (7%) on **Burroughs** hosts • 5 (0.8%) no response.

☐ Package Support

Users were asked to state who supports the package at their facilities. The following summarizes their responses.

The results show that 481 (89%) of total users have package supported by **same vendor** from which it was acquired • 32 (6%) employ **3rd party** support • 19 (3%) employ **in-house staff** for support.

☐ Package Overall Value

Users were asked to check-off one statement that best defined how they valued the package overall with respect to performance features and capabilities. The following summarizes their responses.

The results show that 254 (47%) of total users cited that package provides **outstanding** features and capabilities • 239 (44%) cited that package provides **good** features and capabilities • 37 (7%) cited that package **lacks** important features and capabilities.

☐ Replacement of Package

Users were asked if they were actively seeking a replacement for the package currently installed, and if so, to check off the reason(s) why they were considering replacement. The following summarizes their responses.

The results show that 161 (30%) of total users are actively seeking replacement of package.

☐ Reasons for Replacement

The results show that 14 (9%) of the 161 users planning to replace the package cited new computer system from different vendor • 35 (22%) cited system/upgrade change incompatibility • 58 (36%) cited package lacks needed features • 7 (4%) cited upgrade/expansion features too expensive • 21 (13%) cited package speed too slow • 17 (11%) cited overall dissatisfaction with package • 4 (2%) cited incompatibility with other software • 6 (4%) cited poor vendor support • 13 (8%) offered no reason.

■ USER RATINGS HIGHLIGHTS

The following highlights the Overall Satisfaction user ratings for Communication Software Packages. Also included are ratings related to those individual packages within the group that **meet or exceed** the average number of user responses per package per group. Full data and bar graph presentations on all packages conclude this report.

The "Mean" user ratings relate to scale of "10" to "9" **Superior**, "8" to "6" **Very Good**, "5" to "3" **Acceptable**, and "2" to "1" **Inadequate**.

Teleprocessing Monitors • 13 packages sampled • 543 user responses, giving an average of 41.8 responses per package • Mean Overall Satisfaction ratings arranged in numerical order are:

7.9 Mean • Westinghouse Westi
7.6 Mean • Tone Software Tone 3
7.5 Mean • Altergo Shadow II
7.4 Mean • ADR Roscoe
7.3 Mean • Burroughs NDL
6.9 Mean • IBM CICS/VS
6.8 Mean • Group Average
6.8 Mean • Software AG Complete
6.7 Mean • IBM IMS/DL
6.7 Mean • Cincom Environ/1
6.6 Mean • IBM ICCF
6.2 Mean • Polygon Systems Intercomm
5.9 Mean • ADR Datacom/DC

■ HOW TO VIEW THE BAR CHARTS

Whenever one sees a survey report, the initial instinct is to compare results of one item against another, similar item. This, unfortunately, may lead the viewer to form unjustified conclusions. Unless the reader is fully aware of all the ramifications pertaining to surrounding influences, it is very difficult, and frequently unfair, to make such comparisons. In the DATA DECISIONS Communications Software User Ratings Survey we have laid out the bar charts reflecting the user ratings of each package in a way that is more conducive to a straightforward evaluation—that is, to measure a package's ratings against a norm for all packages of a given type, and, finally, against the norm for all packages in the survey.

The bar charts that represent the average ratings for the entire survey are nonblackened bars on shaded backgrounds as are the bars that represent the averages for each of the 6 software categories. The individual package charts consist of 2 sets of connected bars on a clear background for each category being rated. The blackened bar is the representation of the average ratings for that particular package. The corresponding bar attached to it (the nonblackened bar) is a constant repetition of the group average. In this way, the reader is comparing the product's ratings against the group averages, not against any other product. Five categories are depicted in these charts: Overall Product rating, Overall Support Service rating, and individual ratings on Performance, Vendor Support, and Operations. The latter 3 categories are broken down into their component elements.

In each of the 6 categories, the individual packages are arranged in alphabetic order by vendor name, and then by product name where there is more than one package from that vendor. Below the bar charts for each group and product, a summary of some of the more informative statistics pertaining to product value and product replacement considerations can be found. To permit the reader to contact the vendor for more in-depth information on any of the packages represented in the survey, we have placed at the top of the chart column the vendor's name, address, and telephone number. We have also indicated the number of users responding to the survey on that package and the percentage of respondents who rated overall package and vendor support either superior or very good. In those cases where the vendor name has changed in the past 2 or 3 years, either because of corporate name change or through takeover, we have indicated the more popular name in parentheses following the name of the current vendor.

The information presented in this report and the corresponding bar charts is compiled for the use of our subscribers, with the hope that it will provide the reader with some insight into the communications software marketplace. This reference material is

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a good starting point for those interested in finding out what the users of some of the more popular software products think about their acquisitions and the vendors that support these packages.

☐ Overall Satisfaction

After asking the respondent to rate specific elements of the packages residing in his/her installation, the respondent was asked to reflect on those ratings and come up with overall satisfaction ratings on the package and on the vendor's support performance. Using the standard DATA DECISIONS 10-point scale, these respondents gave all the **products** covered in this survey an overall satisfaction rating of **6.8**.

The overall satisfaction rating for **Support Services** was **5.9**. The following charts reflect the individual category breakdowns for both overall satisfaction questions.

☐ Performance

The general category of performance relates to the package's features and capabilities that affect Economy of Resource Utilization and Ease of Use. Also included in this category are Freedom From Program Bugs and Initial Installation Time. The intent of the Economy of Resource Utilization question was to determine if the main/auxiliary storage required was being used efficiently, and if the processing services demanded were considered reasonable. Ease of Use is fairly self-explanatory.

The Program Bugs question provides a clue on how meticulous the vendor is in releasing and maintaining clean code. Packages with excessive bugs indicate that the vendor has not paid careful attention to details, an attitude that might also carry over to support. In addition, such packages can also reduce overall throughput, especially if a bug causes processing interruption.

The time required for Initial Installation is important since this generally involves devoting user manpower and/or processing time to support the vendor during the installation process. Extensive installation procedures can be very costly.

User ratings are based on a 10-point scale, with 10 and 9 being Superior; 8, 7, and 6 being Very Good; 5, 4, and 3 being Acceptable; and 2 and 1 being Inadequate.

Resource Utilization/Efficiency • 113 (21%) of the 543 respondents rated economy/efficiency of hardware resource utilization as Superior; 280 (51%) rated it Very Good; 138 (25%) rated it Acceptable; 8 (1%) rated it Adequate.

Ease of Use • 103 (19%) of the 543 respondents felt that the package's overall ease of use was Superior; 274 (50%) rated it Very Good; 152 (28%) felt it Acceptable; 12 (2%) felt it was hard to use.

Freedom from Program Bugs/Errors • 115 (21%) of the 543 respondents felt that the package's overall freedom from program bugs/errors was Superior; 66 (12%) rated it Very Good; 149 (27%) judged it Acceptable; 23 (4%) felt it was Inadequate.

Installation Time • 87 (16%) of the 543 respondents felt that the overall time required for initial installation was Superior; 63 (12%) rated it Very Good; 184 (34%) judged it Acceptable; 25 (5%) felt it to be too long.

☐ Support

Users were asked to rate vendor's responsiveness to user needs and demands; the effectiveness of training to user personnel; and the quality/utility of documentation furnished. Users were also asked to indicate the type of support rendered (on-site, telephone, online, mail) and their overall satisfaction with the service. A 10-point scale was used in all ratings questions. To aid precision, verbal guidelines as well as numerical values were given; 10 and 9 were identified as Superior; 8, 7, and 6 as Very Good; 5, 4, and 3 as Acceptable; and 2 and 1 as Inadequate.

Responsiveness • 87 (16%) of the total 543 respondents rated vendor responsiveness Superior; 242 (45%) rated it Very Good; 152 (28%) rated it Adequate; 55 (10%) rated it Inadequate.

Training • 39 (7%) of the total 543 respondents rated vendor training Superior; 212 (39%) rated it Very Good; 219 (40%) rated it Acceptable; 41 (7%) rated it Inadequate.

Documentation • 51 (9%) of the total 543 respondents rated vendor documentation Superior; 210 (39%) rated it Very Good; 219 (40%) rated it Acceptable; 53 (10%) rated it Inadequate.

Support Services • this category of support is not included in the bar chart because of insufficient space • 68 (12%) of the total 543 respondents rated **on-site** service Superior; 147 (27%) rated it Very Good; 83 (15%) rated it Adequate; 23 (4%) rated it Inadequate • 86 (16%) of the total 543 respondents rated **telephone hot-line** service Superior; 234 (43%) rated it Very Good; 142 (26%) rated it Acceptable; 45 (8%) rated it Inadequate • 10 (2%) of the 543 respondents rated the **online** service Superior; 26 (5%) rated it Very Good; 24 (4%) rated it Acceptable; 18 (3%) rated it Inadequate • 31 (6%) of the 543 respondents rated **mail** support Superior; 112 (21%) rated it Very Good; 133 (25%) rated it Acceptable; 44 (8%) rated it Inadequate; 227 (41%) have not used any vendor services at all.

☐ Operations

Operations relates to how the package functions in the overall data communication operations scheme. Specifically, we wanted the users to rate the package on how well it adjusts to **expanded** processing demands; the extensiveness of the backup/recovery procedures; and the sophistication of the security facilities (e.g., passwords, terminal identification, encryption, etc). A 10-point scale was used in all ratings questions, with 10 and 9 identified as Superior; 8, 7, and 6 as Very Good; 5, 4, and 3 as Acceptable; and 2 and 1 as Inadequate.

Expandability • users were asked to rate the package's ability to handle expanding processing volume. The same guidelines and 10-point scoring rules were used • of the 543 respondents, 65 (12%) rated expandability Superior; 270 (50%) rated it Very Good; 127 (23%) rated it Acceptable; and 26 (5%) rated it Inadequate.

Backup/Recovery Procedures • users were asked to rate the backup/recovery facilities offered and procedures employed by the package, based on the same 10-point scoring rules • of the 543 respondents, 49 (9%) rated the procedure Superior; 194 (36%) rated it Very Good; 114 (21%) rated it Acceptable; 27 (5%) rated it Inadequate.

Security Provisions • users were asked to rate the package's facilities for safeguarding access to host/applications/terminals • among the facilities rated were passwords, terminal identification, and encryption • of the 543 respondents, 49 (9%) rated **security** Superior; 185 (34%) rated it Very Good; 177 (33%) rated it Acceptable; 49 (9%) rated it Inadequate.

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Ratings Values

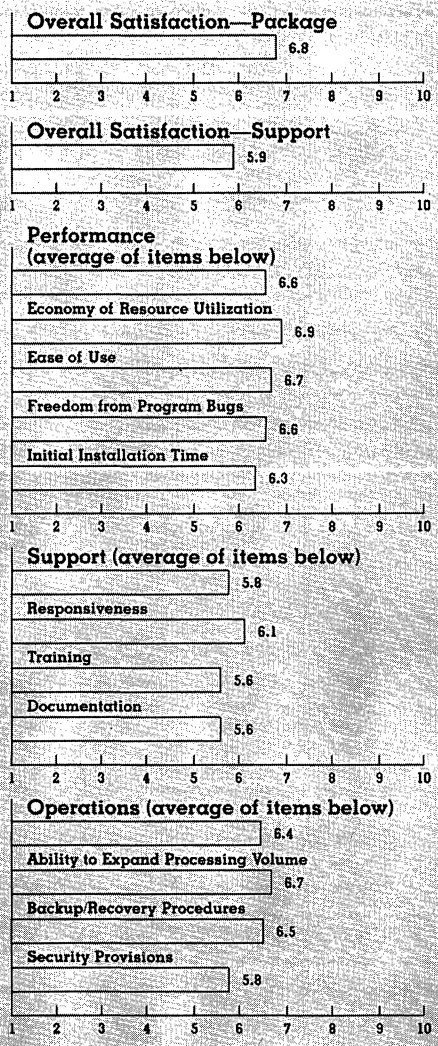
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

Communications Software ● average for 13 packages.

543 user responses ● 73% rated packages superior or very good on overall satisfaction ● 59% rated vendors superior or very good ● 54-month average install period.

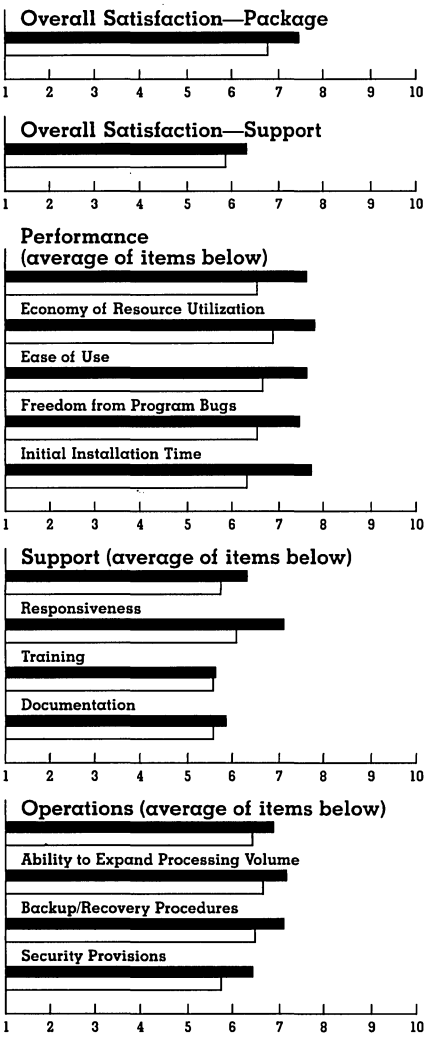


Alternatives ● 63% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	47%
Rate package a good value	44%
Rate package a poor value	7%
Replacement	
Considering replacing package	30%
Due to:	
System upgrade/change	9%
Need for features not available on package	11%
Expense of upgrading present package's features	1%
Slow execution speed	4%
Unsatisfactory performance	3%

Altergo SHADOW II ● Altergo Products, Inc; 400 West Cummings Park, Suite 6900, Woburn, MA 01801 ● 617-938-8811.

52 user responses ● 83% rated package superior or very good on overall satisfaction ● 69% rated vendor superior or very good ● 49-month average install period.

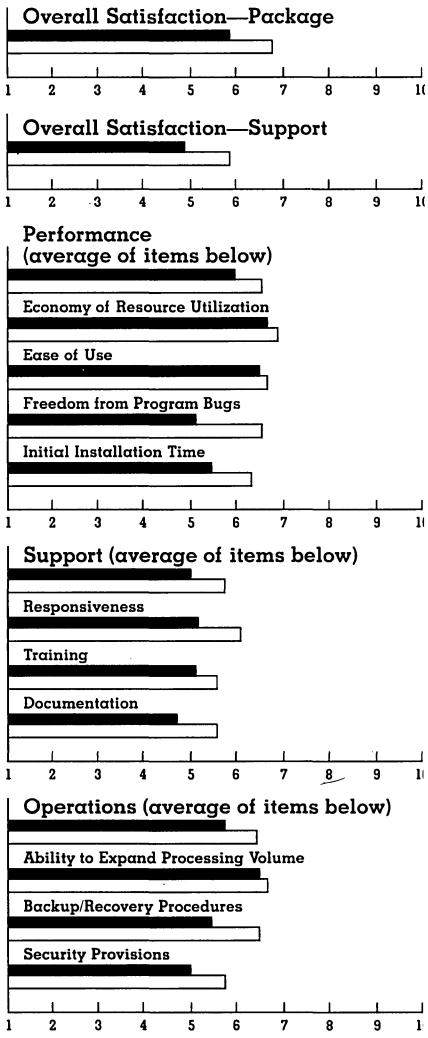


Alternatives ● 92% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	63%
Rate package a good value	31%
Rate package a poor value	6%
Replacement	
Considering replacing package	44%
Due to:	
System upgrade/change	8%
Need for features not available on package	25%
Expense of upgrading present package's features	4%
Slow execution speed	2%
Unsatisfactory performance	6%

Applied Data Research ADR/DATACOM/DC ● Applied Data Research, Inc; Route 206 & Orchard Road, CN 8, Princeton, NJ 08540 ● 201-874-9100.

51 user responses ● 57% rated package superior or very good on overall satisfaction ● 37% rated vendor superior or very good ● 50-month average install period.



Alternatives ● 75% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	37%
Rate package a good value	57%
Rate package a poor value	4%
Replacement	
Considering replacing package	24%
Due to:	
System upgrade/change	4%
Need for features not available on package	16%
Expense of upgrading present package's features	4%
Slow execution speed	4%
Unsatisfactory performance	10%

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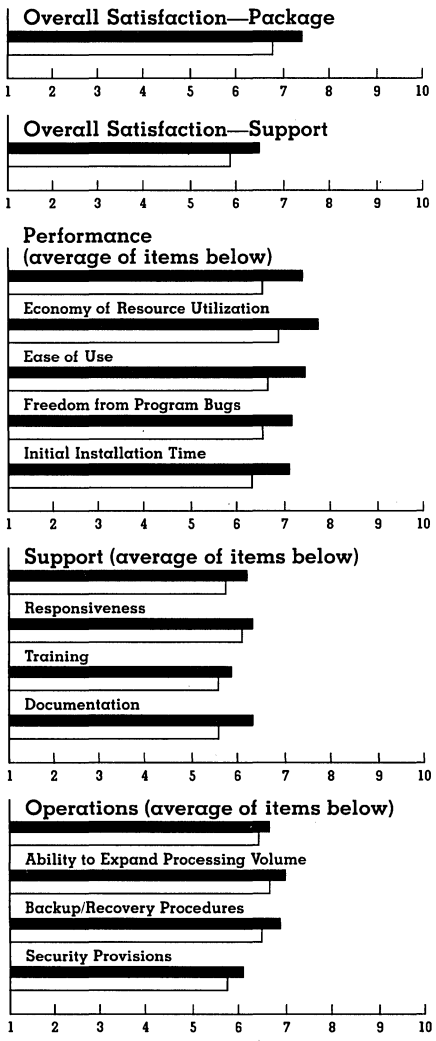
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

Applied Data Research ADR/ROSCOE • Applied Data Research, Inc; Route 206 & Orchard Road, CN 8, Princeton, NJ 08540 • 201-874-9100.

51 user responses • 86% rated package superior or very good on overall satisfaction • 71% rated vendor superior or very good • 25-month average install period.

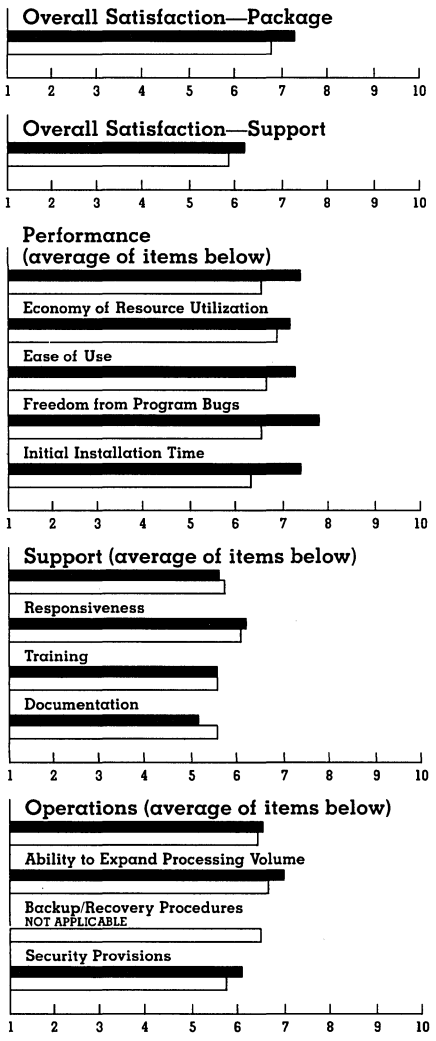


Alternatives • 71% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	39%
Rate package a good value	55%
Rate package a poor value	2%
Replacement	
Considering replacing package	4%
Due to:	
System upgrade/change	0%
Need for features not available on package	4%
Expense of upgrading present package's features	0%
Slow execution speed	0%
Unsatisfactory performance	0%

Burroughs NDL • Burroughs Corporation; Burroughs Place, Detroit, MI 48232 • 313-972-9127.

48 user responses • 81% rated package superior or very good on overall satisfaction • 69% rated vendor superior or very good • 61-month average install period.

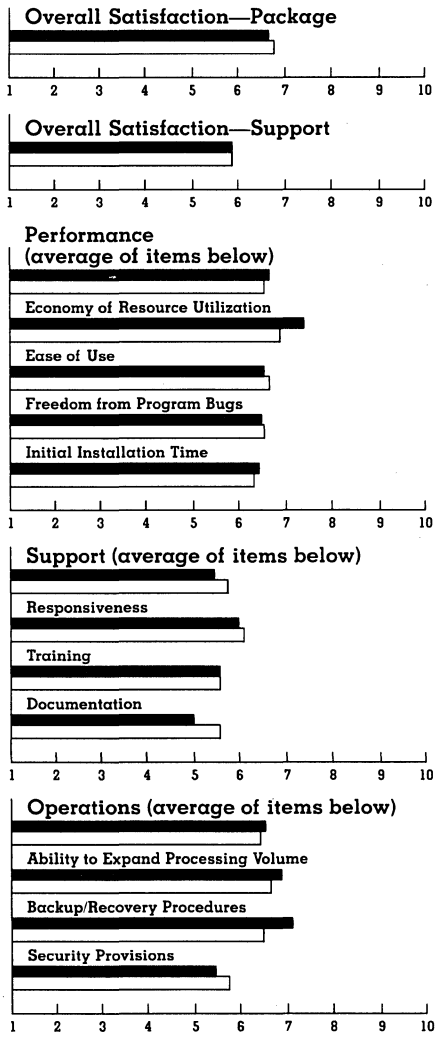


Alternatives • 19% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	69%
Rate package a good value	27%
Rate package a poor value	2%
Replacement	
Considering replacing package	10%
Due to:	
System upgrade/change	10%
Need for features not available on package	0%
Expense of upgrading present package's features	0%
Slow execution speed	0%
Unsatisfactory performance	0%

Cincom ENVIRON/1 • Cincom Systems, Inc; 2300 Montana Avenue, Cincinnati, OH 45211 • 513-662-2300.

54 user responses • 74% rated package superior or very good on overall satisfaction • 54% rated vendor superior or very good • 68-month average install period.



Alternatives • 70% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	30%
Rate package a good value	55%
Rate package a poor value	13%
Replacement	
Considering replacing package	43%
Due to:	
System upgrade/change	15%
Need for features not available on package	24%
Expense of upgrading present package's features	7%
Slow execution speed	2%
Unsatisfactory performance	4%

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Ratings Values

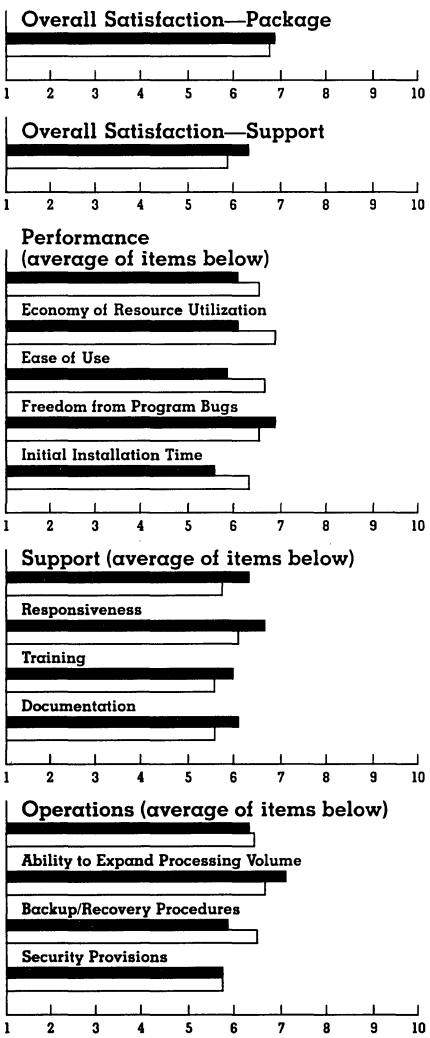
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

IBM CICS/VS • IBM Corporation, Information Systems/National Accounts Division; 1133 Westchester Avenue, White Plains, NY 10604 • 914-696-1900.

35 user responses • 83% rated package superior or very good on overall satisfaction • 68% rated vendor superior or very good • 59-month average install period.

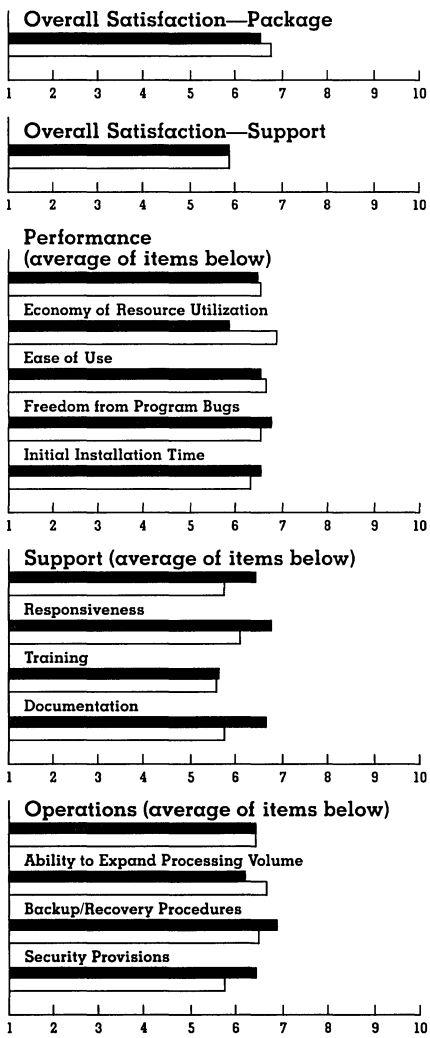


Alternatives • 23% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	26%
Rate package a good value	68%
Rate package a poor value	3%
Replacement	
Considering replacing package	3%
Due to:	
System upgrade/change	0%
Need for features not available on package	0%
Expense of upgrading present package's features	0%
Slow execution speed	0%
Unsatisfactory performance	0%

IBM ICCF • IBM Corporation, Information Systems/National Accounts Division; 1133 Westchester Avenue, White Plains, NY 10604 • 914-696-1900.

31 user responses • 68% rated package superior or very good on overall satisfaction • 52% rated vendor superior or very good • 33-month average install period.

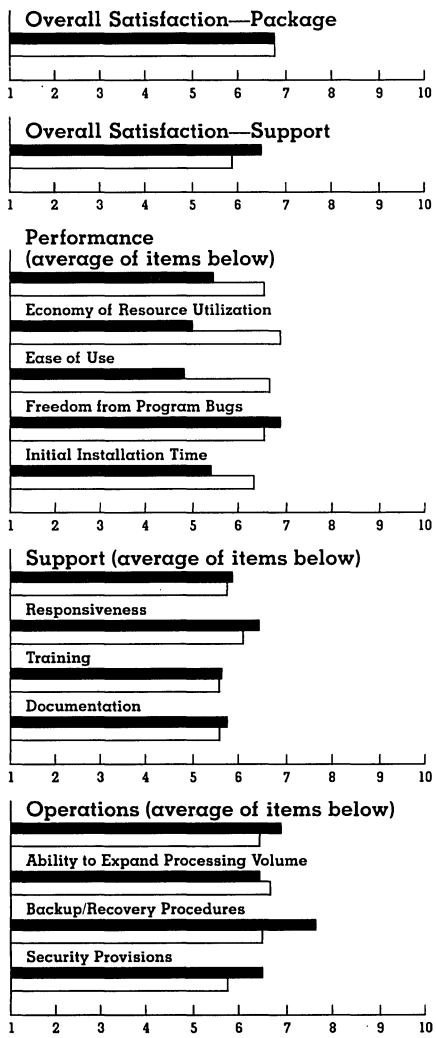


Alternatives • 26% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	52%
Rate package a good value	39%
Rate package a poor value	6%
Replacement	
Considering replacing package	23%
Due to:	
System upgrade/change	16%
Need for features not available on package	6%
Expense of upgrading present package's features	0%
Slow execution speed	3%
Unsatisfactory performance	0%

IBM IMS/DC • IBM Corporation, Information Systems/National Accounts Division; 1133 Westchester Avenue, White Plains, NY 10604 • 914-696-1900.

24 user responses • 83% rated package superior or very good on overall satisfaction • 79% rated vendor superior or very good • 65-month average install period.



Alternatives • 46% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	25%
Rate package a good value	58%
Rate package a poor value	17%
Replacement	
Considering replacing package	4%
Due to:	
System upgrade/change	0%
Need for features not available on package	0%
Expense of upgrading present package's features	0%
Slow execution speed	4%
Unsatisfactory performance	0%

Communications Software Ratings
Teleprocessing Monitors & Other Communications Packages

Ratings Values

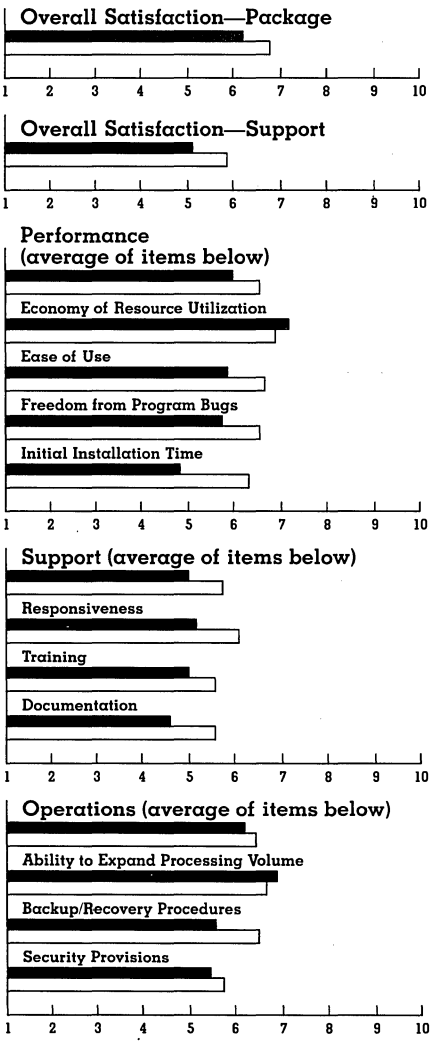
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

Polygon Systems (SDA) INTERCOMM • Polygon Software Corp; 363 Seventh Avenue, New York, NY 10001 • 212-563-5858.

31 user responses • 65% rated package superior or very good on overall satisfaction • 45% rated vendor superior or very good • 84-month average install period.

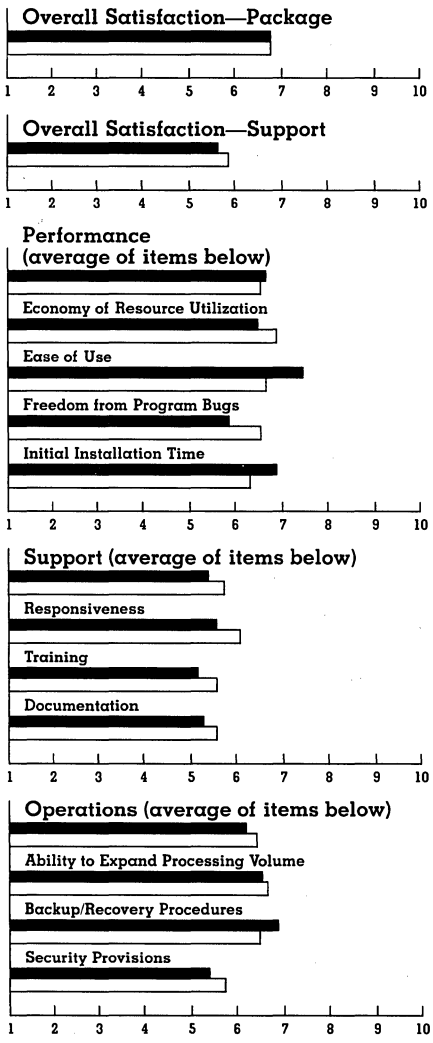


Alternatives • 81% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	35%
Rate package a good value	55%
Rate package a poor value	3%
Replacement	
Considering replacing package	71%
Due to:	
System upgrade/change	16%
Need for features not available on package	26%
Expense of upgrading present package's features	3%
Slow execution speed	3%
Unsatisfactory performance	13%

Software AG COM-PLETE • Software AG of North America, Inc; International Center, 11800 Sunrise Valley Drive, Suite 1517, Reston, VA 22091 • 703-860-5050.

48 user responses • 71% rated package superior or very good on overall satisfaction • 54% rated vendor superior or very good • 36-month average install period.

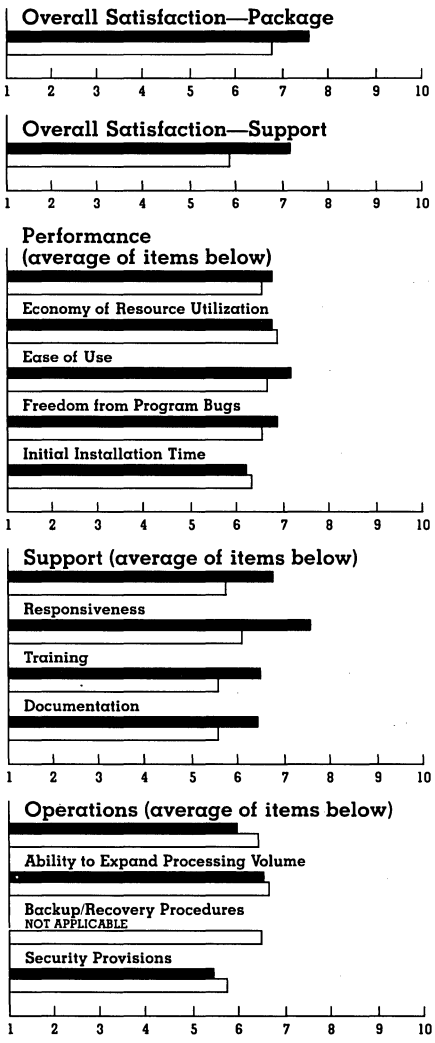


Alternatives • 83% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	40%
Rate package a good value	48%
Rate package a poor value	10%
Replacement	
Considering replacing package	15%
Due to:	
System upgrade/change	4%
Need for features not available on package	8%
Expense of upgrading present package's features	0%
Slow execution speed	2%
Unsatisfactory performance	4%

Tone Software TONE 3/4 • Tone Software Corporation; 1735 South Brookhurst, Anaheim, CA 92804 • 714-991-9460.

19 user responses • 84% rated package superior or very good on overall satisfaction • 74% rated vendor superior or very good • 38-month average install period.



Alternatives • 63% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	74%
Rate package a good value	26%
Rate package a poor value	0%
Replacement	
Considering replacing package	37%
Due to:	
System upgrade/change	32%
Need for features not available on package	5%
Expense of upgrading present package's features	0%
Slow execution speed	5%
Unsatisfactory performance	0%

Communications Software Ratings
Teleprocessing Monitors & Other Communications Packages

Ratings Values

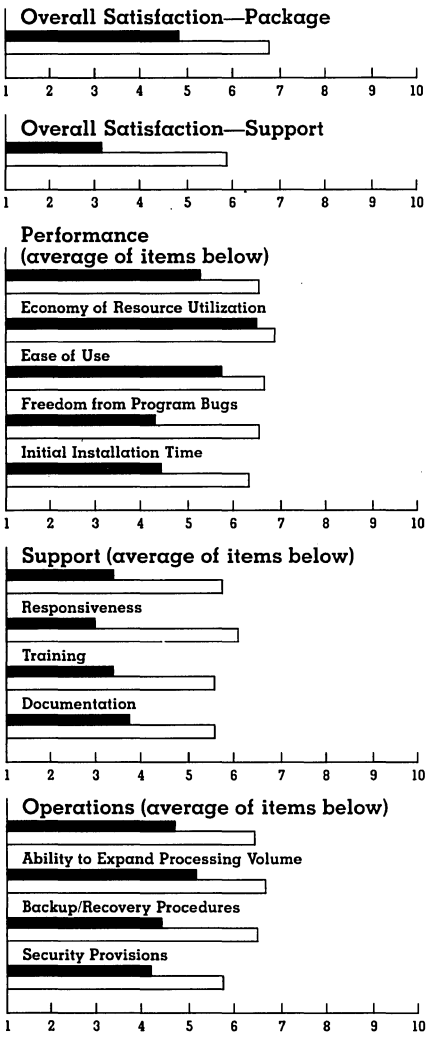
10-9: Superior
8-6: Very Good
5-3: Acceptable
2-1: Inadequate

Legend

Specific Product Rating
Group Average Rating

TSI TASK/MASTER • TSI International; 187 Danbury Road, Wilton, CT 06987 • 203-853-2884.

23 user responses • 30% rated package superior or very good on overall satisfaction • 13% rated vendor superior or very good • 74-month average install period.

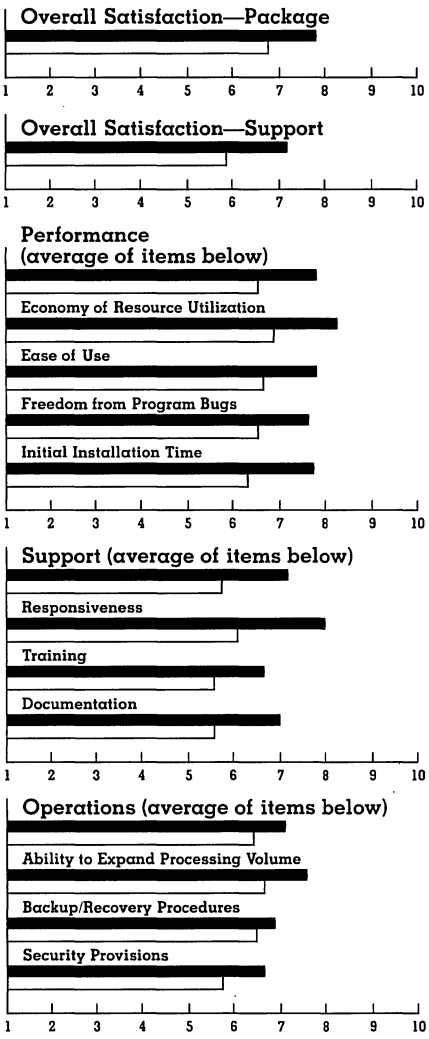


Alternatives • 96% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	30%
Rate package a good value	44%
Rate package a poor value	22%
Replacement	
Considering replacing package	83%
Due to:	
System upgrade/change	4%
Need for features not available on package	31%
Expense of upgrading present package's features	9%
Slow execution speed	0%
Unsatisfactory performance	35%

Westinghouse WESTI • Westinghouse Electric Corp; 777 Penn Center, 7th Floor, Pittsburgh, PA 15235 • 412-825-7000.

76 user responses • 88% rated package superior or very good on overall satisfaction • 83% rated vendor superior or very good • 59-month average install period.



Alternatives • 80% of users evaluated alternative packages before making their acquisition.

Value	
Rate package an excellent value	88%
Rate package a good value	9%
Rate package a poor value	0%
Replacement	
Considering replacing package	26%
Due to:	
System upgrade/change	12%
Need for features not available on package	14%
Expense of upgrading present package's features	0%
Slow execution speed	3%
Unsatisfactory performance	0%