Participants provided comments on a variety of criteria. The information below depicts performance on nine core areas: willingness to recommend to colleagues, enhanced productivity, smoothness of implementation, data accuracy, ease of installation, quality of sales staff, ease of use, value, and quality of technical support.

WOULD RECOMMEND I would recommend this product to my colleagues.

Strongly Agree	57%
Agree	38%
Indifferent	5%
Disagree	0%
Strongly Disagree	0%
NA	0%

MEAN SCORE = **4.52**

DATA ACCURACY The product provides accurate data.

Strongly Agree	48%
Agree	38%
Indifferent	5%
Disagree	0%
Strongly Disagree	0%
NA	9%

MEAN SCORE = **4.47**

EASE OF USE The product is easy to use.

Strongly Agree	43%
Agree	43%
Indifferent	5%
Disagree	0%
Strongly Disagree	0%
NA	9%

MEAN SCORE = **4.42**

ENHANCED PRODUCTIVITY The product has resulted in enhanced productivity.

Strongly Agree	41%
Agree	41%
Indifferent	18%
Disagree	0%
Strongly Disagree	0%
NA	0%

MEAN SCORE = **4.24**

EASE OF INSTALLATION The product's updates are easy to install or incorporate.

Strongly Agree	29%
Agree	47%
Indifferent	12%
Disagree	12%
Strongly Disagree	0%
NA	0%

MEAN SCORE = **3.94**

VALUE The product delivers good value for the cost.

Strongly Agree	43%
Agree	43%
Indifferent	6%
Disagree	4%
Strongly Disagree	0%
NA	4%

MEAN SCORE = **4.30**

SMOOTH IMPLEMENTATION Implementation of the product went smoothly.

Strongly Agree	35%
Agree	41%
Indifferent	6%
Disagree	6%
Strongly Disagree	0%
NA	12%

MEAN SCORE = **4.20**

SALES STAFF The sales representative(s) delivered good service.

Strongly Agree	53%
Agree	41%
Indifferent	0%
Disagree	0%
Strongly Disagree	0%
NA	6%

MEAN SCORE = **4.56**

TECHNICAL SUPPORT The technical support staff deliver good service.

Strongly Agree	71%
Agree	29%
Indifferent	0%
Disagree	0%
Strongly Disagree	0%
NA	0%

MEAN SCORE = **4.71**