

EXHIBIT 4
Features Most Important Within Each Major Category

Functionality/Capability	Mean	Rank
Flexibility (customization)	3.857	1
Real-time processing	5.211	2
User friendliness	5.564	3
Security	5.667	4
Ability to upgrade	5.737	5
Transaction complexity	6.426	6
Multibusiness unit	6.526	7
Transaction volume	6.825	8
Report-writing functions	6.912	9
Multicompany	7.298	10
Web access	9.632	11
International	10.368	12
Graphics	11.105	13
Other (please specify)	13.842	14
Cost		
Purchase price	1.754	1
Annual operating cost	2.193	2
Installation cost	2.702	3
Training cost	3.368	4
Compatibility		
With operating system	1.579	1
With hardware	2.140	2
With other software	2.281	3
Vendor Stability/Viability		
Reputation	1.298	1
Company's financial health	1.702	2
Other (please specify)	3.000	3
Vendor Support		
Technical vendor support	2.421	1
User manuals	3.228	2
Technical documentation	3.246	3
Training	3.246	3
Online help	3.982	5
Warranties	5.018	6
Other (please specify)	6.860	7

Respondents were asked to rank each item in each category, from most important (1) to least important (depending upon number of items).