

**EXHIBIT 5**  
Top Five Areas

**Top Five Areas of Satisfaction**

Feature	Rank
Flexibility (customization)	1
Real-time processing	2
Purchase price	3
Annual operating cost	4
Multibusiness unit functionality	5

**Top Five Areas for Improvement**

Feature	Rank
Report writing functions	1
Flexibility (customization)	2
Annual operating cost	3 (tie)
Users' manuals	3 (tie)
Compatibility with other software	5

**Top Five Features Rated Most Important  
In Decision to Change Software**

Feature	Rank
Flexibility (customization)	1
Transaction volume	2
Compatibility with other software	3 (tie)
Report writing functions	3 (tie)
Purchase price	5

**Top Five Reasons Companies  
Do Not Change Software**

Reasons for Not Changing	Rank
Cost necessary to change	1
Disruption/hassle to business	2
Satisfaction with software package	3
Effort necessary to convert data	4
Better products not available	5