

EXHIBIT 4
Total Cost of Ownership

Acquisition	Administrative Costs	
	Control	Operations
Hardware Costs	Centralization: Control of software and network administration from one department.	Installation and Upgrades: Installing updates and new systems.
Software Costs	Standardization: Similar hardware and software configurations throughout the end-user community.	Evaluation: Analyzing the latest technology that is available.
		Power Consumption: Cost of energy per workstation.
		Training: Cost of helping end users understand system features.
		Downtime: Cost of system failures and repairs.
		Fuzz: Personal use of company systems.
		Auditing: Cost of monitoring systems.
		Viruses: Cost of repairing software and data from intrusions.
		Support: Cost of services to address user problems.