

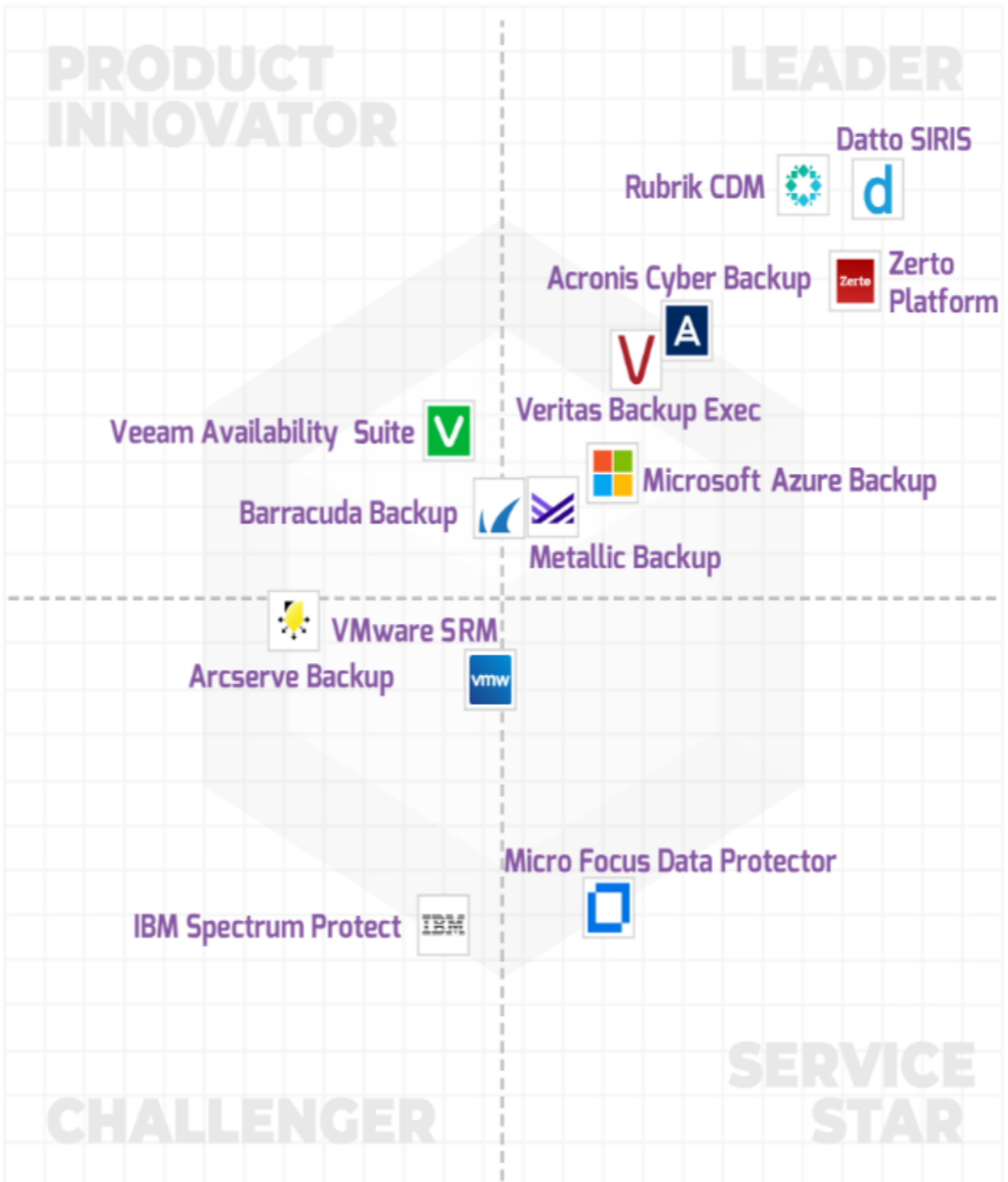


9.2

PRODUCT INNOVATOR

LEADER

PRODUCT FEATURES AND SATISFACTION



CHALLENGER

SERVICE STAR

7.3

6.9

VENDOR EXPERIENCE AND CAPABILITIES

9.4