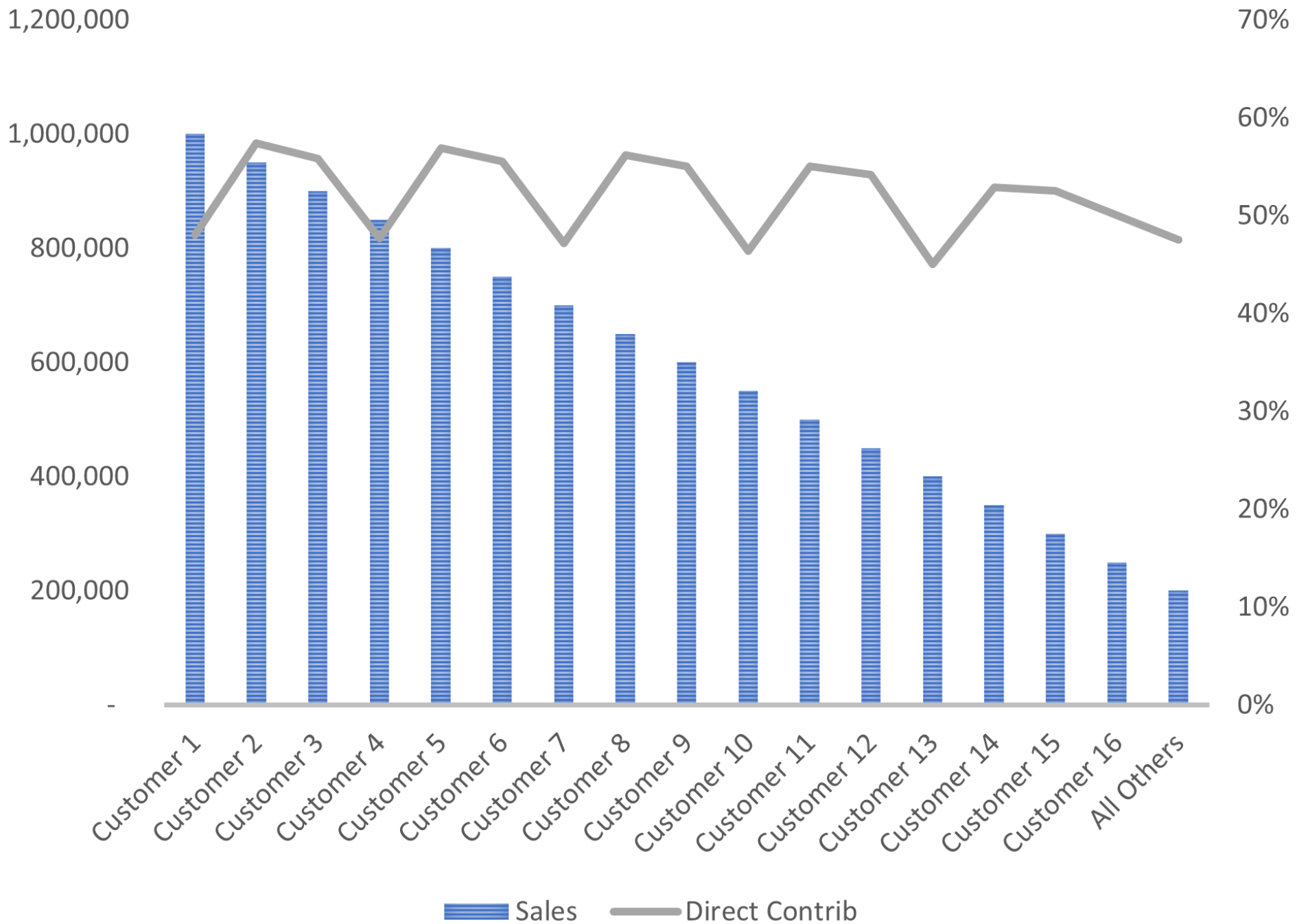


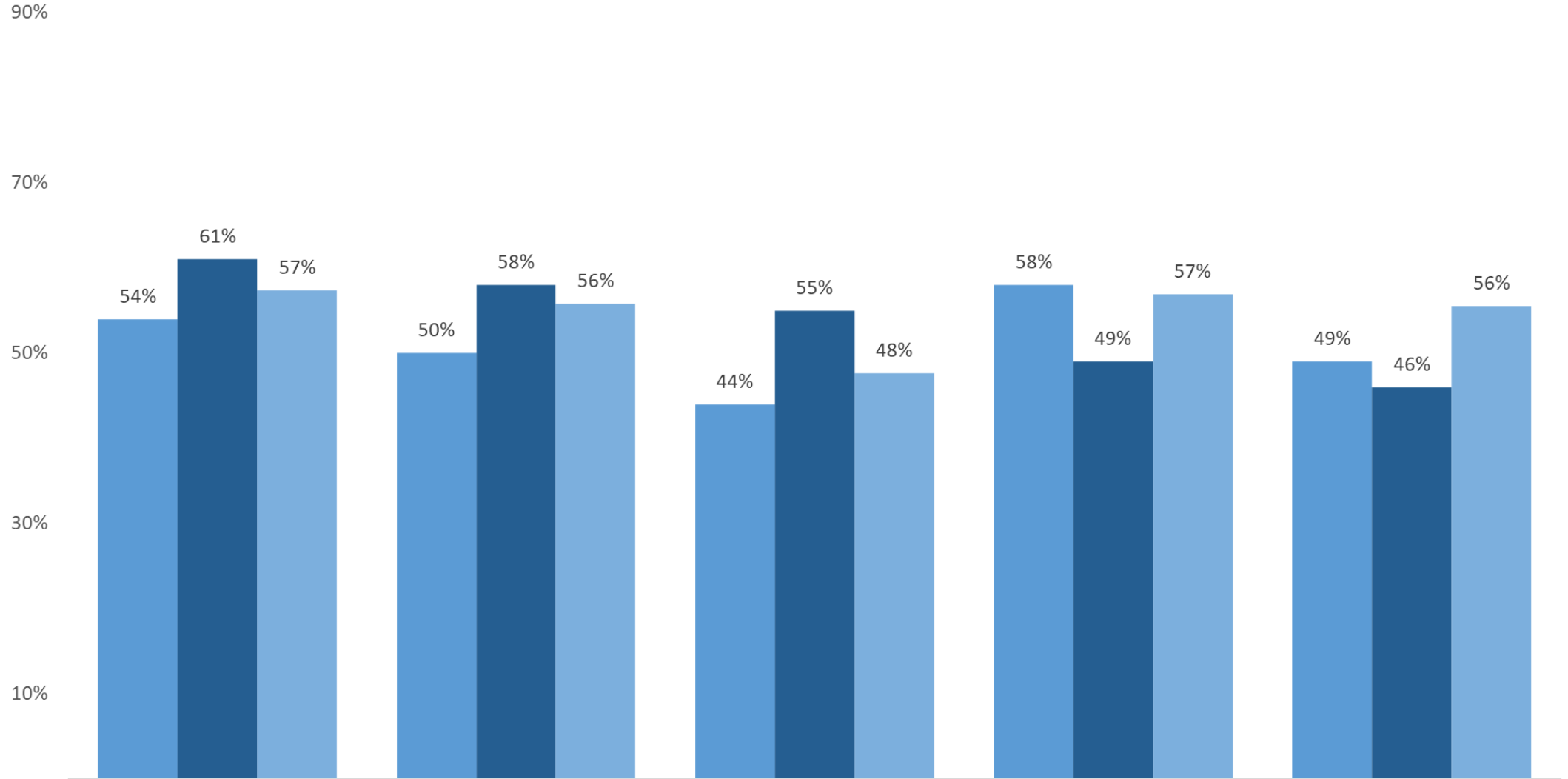
Customer Profitability Analysis - Example Data shown

	<u>Account</u>							
	<u>Operations</u>		<u>Manageme</u>			<u>Direct</u>	<u>Direct</u>	<u>Direct</u>
	<u>Sales</u>	<u>Labor</u>	<u>Hosting</u>	<u>nt</u>	<u>Maintenance</u>	<u>Expense Total</u>	<u>Contrib</u>	<u>Contrib</u>
Customer 1	1,000,000	250,000	20,000	150,000	100,000	520,000	480,000	48%
Customer 2	950,000	190,000	25,000	95,000	95,000	405,000	545,000	57%
Customer 3	900,000	180,000	15,000	112,500	90,000	397,500	502,500	56%
Customer 4	850,000	212,500	20,000	127,500	85,000	445,000	405,000	48%
Customer 5	800,000	160,000	25,000	80,000	80,000	345,000	455,000	57%
Customer 6	750,000	150,000	15,000	93,750	75,000	333,750	416,250	56%
Customer 7	700,000	175,000	20,000	105,000	70,000	370,000	330,000	47%
Customer 8	650,000	130,000	25,000	65,000	65,000	285,000	365,000	56%
Customer 9	600,000	120,000	15,000	75,000	60,000	270,000	330,000	55%
Customer 10	550,000	137,500	20,000	82,500	55,000	295,000	255,000	46%
Customer 11	500,000	100,000	25,000	50,000	50,000	225,000	275,000	55%
Customer 12	450,000	90,000	15,000	56,250	45,000	206,250	243,750	54%
Customer 13	400,000	100,000	20,000	60,000	40,000	220,000	180,000	45%
Customer 14	350,000	70,000	25,000	35,000	35,000	165,000	185,000	53%
Customer 15	300,000	60,000	15,000	37,500	30,000	142,500	157,500	53%
Customer 16	250,000	50,000	25,000	25,000	25,000	125,000	125,000	50%
All Others	200,000	40,000	25,000	20,000	20,000	105,000	95,000	48%
Grand Total	10,200,000	2,215,000	365,000	1,270,000	1,020,000	4,870,000	5,330,000	52%

CUSTOMER PROFITABILITY



Largest 5 customers Profitability Q1, Q2, & Q3



	Customer 1	Customer 2	Customer 3	Customer 4	Customer 5
Q1	54%	50%	44%	58%	49%
Q2	61%	58%	55%	49%	46%
Q3	57%	56%	48%	57%	56%