

<p>Reference Company</p> <p>Reference Company Background</p> <p>Reference Contact</p> <p>Telephone</p> <p>Call date(s)</p> <p>Modules installed and when</p> <p>Implementor</p> <p>Operating system</p> <p> client</p> <p> server</p> <p>Hardware configuration</p> <p>Database</p> <p># of users</p> <p>Why software chosen</p> <p>Has software met your needs</p> <p>Any areas not met</p>	
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Software ease of use ok

Flexibility / Ability to modify ok

Any modifications

On-time and on budget

Performance/Response time

Any Problems

Implementation process ok

- **How long did it take**
- **Conversion ok (automated)**
- **Impact on staff - time**
- **Project Management skill-set required**

Support ok

Overall satisfaction

Do it again

Any recommendations

Things to avoid

Potential Savings to justify cost

Any other comments

Site Visit possible