Stephen Scott & Associates, Inc.

Customer Needs Analysis Survey

Name

Company

Title ( ) Phone

Email

Please select the solution areas that you think your organization could benefit from:

(Check all that apply)

Information Capture

☐ **Automate the way we process paper forms**
Current or expected volume of forms per day ☐ Unknown ☐ <100 ☐ 101-500 ☐ 501-1,000 ☐ 1,001 - 5,000 ☐ 5,001 - 10,000 ☐ 10,001 - 20,000 ☐ >20,001

☐ **Implement document capture to convert paper documents into online information**
Current or expected volume of documents per day ☐ Unknown ☐ <100 ☐ 101-500 ☐ 501-1,000 ☐ 1,001 - 5,000 ☐ 5,001 - 10,000 ☐ 10,001 - 20,000 ☐ >20,000

eForms

☐ **Add data validation and processing to our current** ☐ **HTML** ☐ **Adobe PDF eForms**

☐ **Put corporate forms online using** ☐ **HTML** ☐ **Adobe PDF** ☐ **Other**

☐ **Implement an eForm and workflow solution for:** ☐ All company forms ☐ HR forms ☐ Engineering forms ☐ Other

What Current/Future Database Products do you use?

☐ Access ☐ Paradox
☐ dBase ☐ SQL Server
☐ Excel ☐ Oracle
☐ FoxPro ☐ Other

What Current/Future Knowledge/Document Management Products do you use?

☐ Lotus Notes/Domino ☐ Documentum ☐ Other
☐ Microsoft Outlook/Exchange ☐ IMR Alchemy
☐ FileNET Panagon ☐ OTG
☐ Open Text Livelink ☐ Hyland

Personalized Interactions

☐ **Implement collateral self-service for our web site, "Information Please" page**

☐ **Use AudienceOne for building personalized marketing kits for our customers**

☐ **Our Organization Uses:** ☐ Goldmine ☐ ACT! ☐ Siebel ☐ Oracle CRM ☐ Other

What Business Application do you need a solution for?

☐ Accounting
☐ Customer Service
☐ Education
☐ Employment/Personnel
☐ Facilities Management/Support
☐ General Office Automation
☐ Manufacturing/Product Management
☐ Marketing
☐ Mortgage
☐ Order Processing/Shipping
☐ Patient Records
☐ Records Archival/Management
☐ Regulatory Compliance
☐ Sales & Order Entry
☐ Service Bureau
☐ Digital Signatures
☐ Web Site Management
☐ Other

What is your timeframe for implementation?

☐ Immediate ☐ 3-6 months ☐ >1 year
☐ 1-3 months ☐ 6 month - 1 year ☐ Unknown

What is your company size?

☐ 1-100 ☐ 1,001 - 10,000
☐ 101-1,000 ☐ >10,000

If you did not submit this form from our web site, www.stephenscott.com/forms/NeedsAnalysis.pdf please print, fax, mail, or email the completed form to:

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Submit Reset