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ngin	Future users of the CRM software (employees of customer and sales representatives)	CEO of brillianCRM "Thomas Zimmermann"; IT manager "Avinash (Avi) Gupta" and the assistant from India "Rajesh Ananat"	Customer's CEO; Customer's CIO; Customer's CFO Customer's Project Manager "Jessica (Jessie) Oaks"
	Competitive companies	IT specialists; Consultants;	Sponsors of the customer
LUW	Customer's customer	Customer's sales director "Billy- Ray Stylus"; Governmental organization	Person in charge of data security
5	Low	11.10	High

Influence on Project