

Revenue Recognition Metrics

Annual Days Sales Outstanding		\$ amounts in millions				
Fiscal Year End		2014	2013	2012	2011	2010
Accounts Receivable, Net		\$932	\$979	\$954	\$1,045	\$991
Revenue		\$5,051	\$4,875	\$4,450	\$6,246	\$6,168
Revenue, % Change Year over Year		3.61%	9.55%	-28.75%	1.26%	NM
Days Sales Outstanding (DSO)		67.35	73.30	78.25	61.07	58.64
DSO, % Change Year over Year		-8.12%	-6.33%	28.14%	4.13%	
Accounts Receivable, Net as % of Revenue		18.45%	20.08%	21.44%	16.73%	16.07%
Accounts Receivable, Gross		\$970	\$1,031	\$1,008	\$1,287	\$1,267
Allowance for Doubtful Accounts		\$38	\$52	\$54	\$242	\$276
Allowance for Doubtful Accts as % of Accts Receivable, Gross		4%	5%	5%	19%	22%

Quarterly Days Sales Outstanding		\$ amounts in millions																					
Quarter End Date	3/31/2015	12/31/2014	9/30/2014	6/30/2014	3/31/2014	12/31/2013	9/30/2013	6/30/2013	3/31/2013	12/31/2012	9/30/2012	6/30/2012	3/31/2012	12/31/2011	9/30/2011	6/30/2011	3/31/2011	12/31/2010	9/30/2010	6/30/2010	3/31/2010		
Accounts Receivable, Net	\$992	\$932	\$928	\$990	\$988	\$979	\$957	\$957	\$999	\$954	\$1,338	\$1,102	\$932	\$1,045	\$1,133	\$1,021	\$825	\$991	\$1,123	\$994	\$766		
Revenue	\$1,273	\$1,206	\$1,263	\$1,346	\$1,236	\$1,250	\$1,194	\$1,250	\$1,181	\$1,681	\$1,953	\$1,547	\$1,331	\$1,475	\$1,908	\$1,581	\$1,282	\$1,524	\$1,980	\$1,474	\$1,190		
Revenue, % Change Quarter over Quarter	5.56%	-4.51%	-6.17%	8.90%	-1.12%	4.69%	-4.48%	5.84%	-29.74%	-13.93%	26.24%	16.23%	-9.76%	-22.69%	20.68%	23.32%	-15.88%	-23.03%	34.33%	23.87%			
Revenue, % Change Year over Year	2.99%	-3.52%	5.78%	7.68%	4.66%	-25.64%	-38.86%	-19.20%	-11.27%	13.97%	2.36%	-2.15%	3.82%	-3.22%	-3.64%	7.26%	7.73%						
Days Sales Outstanding (DSO)	71.11	70.52	67.05	67.12	72.94	71.47	73.14	69.86	77.19	51.79	62.52	65.00	63.90	64.65	54.19	58.93	58.72	59.34	51.75	61.53	58.74		
DSO, % Change Quarter over Quarter	0.84%	5.18%	-0.10%	-7.99%	2.06%	-2.28%	4.69%	-9.49%	49.05%	-17.16%	-3.82%	1.73%	-1.16%	19.31%	-8.05%	0.35%	-1.04%	14.65%	-15.89%	4.76%			
DSO, % Change Year over Year	-2.51%	-1.33%	-8.33%	-3.93%	-5.50%	38.00%	16.99%	7.48%	20.80%	-19.90%	15.37%	10.31%	8.81%	8.95%	4.70%	-4.24%	-0.03%						
4-Qtr. Avg. DSO	68.95	69.41	69.64	71.17	71.85	72.91	67.99	65.34	64.12	60.80	64.02	61.93	60.41	59.12	57.79	57.19	57.84	57.84					
4-Qtr. Avg. DSO, % Change Quarter over Quarter	-0.66%	-0.34%	-2.14%	-0.96%	-1.46%	7.24%	4.06%	1.89%	5.47%	-5.02%	3.36%	2.51%	2.19%	2.30%	1.06%	-1.13%	-0.01%						
Accounts Receivable, net as % of Revenue	77.93%	77.28%	73.48%	73.55%	79.94%	78.32%	80.15%	76.56%	84.59%	56.75%	68.51%	71.23%	70.02%	70.85%	59.38%	64.58%	64.35%	65.03%	56.72%	67.44%	64.37%		
Accounts Receivable, Gross	\$1,030	\$970	\$972	\$1,035	\$1,034	\$1,031	\$1,006	\$1,007	\$1,050	\$1,008	\$1,402	\$1,154	\$987	\$1,287	\$1,197	\$1,092	\$904	\$1,068	\$1,198	\$1,064	\$844		
Allowance for Doubtful Accounts	\$38	\$38	\$44	\$45	\$46	\$52	\$49	\$50	\$51	\$54	\$64	\$52	\$55	\$242	\$64	\$71	\$79	\$77	\$75	\$70	\$78		
Allowance for Doubtful Accts as % of Accounts Receivable, Gross	3.69%	3.92%	4.53%	4.35%	4.45%	5.04%	4.87%	4.97%	4.86%	5.36%	4.56%	4.51%	5.57%	18.80%	5.35%	6.50%	8.74%	7.21%	6.26%	6.58%	9.24%		

Quarterly Days Unearned Revenue		\$ amounts in millions																				
Quarter End Date		3/31/2015	12/31/2014	9/30/2014	6/30/2014	3/31/2014	12/31/2013	9/30/2013	6/30/2013	3/31/2013	12/31/2012	9/30/2012	6/30/2012	3/31/2012	12/31/2011	9/30/2011	6/30/2011	3/31/2011	12/31/2010	9/30/2010	6/30/2010	3/31/2010
Unearned Revenue		\$1,356	\$1,323	\$1,266	\$1,322	\$1,310	\$1,309	\$1,240	\$1,284	\$1,279	\$1,229	\$1,377	\$1,323	\$1,306	\$1,303	\$1,245	\$1,246	\$1,224	\$1,206	\$1,126	\$1,144	\$1,117
Revenue		\$1,273	\$1,206	\$1,263	\$1,346	\$1,236	\$1,250	\$1,194	\$1,250	\$1,181	\$1,681	\$1,953	\$1,547	\$1,331	\$1,475	\$1,908	\$1,581	\$1,282	\$1,524	\$1,980	\$1,474	\$1,190
Days Unearned Revenue (DUR)		97.20	100.10	91.47	89.62	96.71	95.56	94.77	93.73	98.82	66.71	64.34	78.04	89.54	80.61	59.54	71.91	87.12	72.21	51.89	70.82	85.65
DUR, % Change Quarter over Quarter		-2.90%	9.44%	2.06%	-7.33%	1.21%	0.84%	1.10%	-5.15%	48.13%	3.69%	-17.56%	-12.84%	11.07%	35.38%	-17.20%	-17.45%	20.65%	39.15%	-26.73%	-17.32%	
DUR, % Change Year over Year		0.50%	4.76%	-3.48%	-4.38%	-2.13%	43.23%	47.29%	20.11%	10.37%	-17.24%	8.05%	8.51%	2.77%	11.63%	14.74%	1.54%	1.72%				
4-Qtr. Avg. DUR		94.60	94.48	93.34	94.16	95.19	95.72	88.51	80.90	76.98	74.66	78.13	76.93	75.40	74.80	72.70	70.78	70.51	70.14			
4-Qtr. Avg. DUR, % Change Quarter over Quarter		0.13%	1.22%	-0.88%	-1.08%	-0.55%	8.15%	9.40%	5.10%	3.11%	-4.45%	1.56%	2.03%	0.81%	2.89%	2.70%	0.39%	0.52%				
Unearned Revenue as % of Revenue		106.52%	109.70%	100.24%	98.22%	105.99%	104.72%	103.85%	102.72%	108.30%	73.11%	70.51%	85.52%	98.12%	88.34%	65.25%	78.81%	95.48%	79.13%	56.87%	77.61%	93.87%
4-Qtr. Avg. Unearned Revenue as % of Revenue		103.67%	103.54%	102.29%	103.19%	104.32%	104.90%	97.00%	88.66%	84.36%	81.82%	85.62%	84.31%	82.63%	81.97%	79.67%	77.57%	77.27%	76.87%			
DSO minus DUR		-26.09	-29.58	-24.42	-22.51	-23.77	-24.09	-21.63	-23.87	-21.63	-14.93	-1.82	-13.04	-25.64	-15.96	-5.36	-12.99	-28.40	-12.87	-0.14	-9.29	-26.91

Quarterly Profit Margins		\$ amounts in millions																				
Quarter End Date		3/31/2015	12/31/2014	9/30/2014	6/30/2014	3/31/2014	12/31/2013	9/30/2013	6/30/2013	3/31/2013	12/31/2012	9/30/2012	6/30/2012	3/31/2012	12/31/2011	9/30/2011	6/30/2011	3/31/2011	12/31/2010	9/30/2010	6/30/2010	3/31/2010
Revenue		\$1,273	\$1,206	\$1,263	\$1,346	\$1,236	\$1,250	\$1,194	\$1,250	\$1,181	\$1,681	\$1,953	\$1,547	\$1,331	\$1,475	\$1,908	\$1,581	\$1,282	\$1,524	\$1,980	\$1,474	\$1,190
Cost of Sales		\$406	\$397	\$399	\$420	\$411	\$420	\$393	\$397	\$374	\$555	\$680	\$574	\$529	\$566	\$711	\$607	\$516	\$588	\$721	\$561	\$476
Gross Profit		\$867	\$809	\$864	\$926	\$825	\$830	\$801	\$853	\$807	\$1,126	\$1,273	\$973	\$802	\$909	\$1,197	\$974	\$766	\$936	\$1,259	\$913	\$714
Gross Margin		68.11%	67.08%	68.41%	68.80%	66.75%	66.40%	67.09%	68.24%	68.33%	67.00%	65.18%	62.90%	60.26%	61.63%	62.74%	61.61%	59.75%	61.42%	63.59%	61.94%	60.00%
Gross Margin, % Change Quarter over Quarter		1.53%	-1.94%	-0.56%	3.07%	0.52%	-1.02%	-1.69%	-0.13%	1.99%	2.79%	3.63%	4.38%	-2.23%	-1.77%	1.83%	3.11%	-2.71%	-3.41%	2.66%	3.23%	
Gross Margin, % Change Year over Year		2.04%	1.03%	1.97%	0.82%	-2.32%	-0.90%	2.92%	8.50%	13.40%	8.72%	3.90%	2.09%	0.85%	0.34%	-1.34%	-0.54%	-0.42%				
Operating Profit		\$501	(\$1,169)	\$366	\$486	\$430	\$257	\$407	\$463	\$278	(\$128)	\$528	\$365	\$221	\$242	\$607	\$359	\$214	\$284	\$621	\$326	\$190
Operating Margin		39.36%	-96.93%	28.98%	36.11%	34.79%	20.56%	34.09%	37.04%	23.54%	-7.61%	27.04%	23.59%	16.60%	16.41%	31.81%	22.71%	16.69%	18.64%	31.36%	22.12%	15.97%
Operating Margin, % Change Quarter over Quarter		-140.60%	-434.49%	-19.74%	3.79%	69.21%	-39.68%	-7.97%	57.35%	-409.14%	-128.17%	14.59%	42.10%	1.20%	-48.43%	40.10%	36.03%	-10.42%	-40.58%	41.81%	38.52%	
Operating Margin, % Change Year over Year		13.13%	-571.46%	-14.99%	-2.52%	47.79%	-370.01%	26.08%	56.99%	41.77%	-146.41%	-15.02%	3.91%	-0.53%	-11.96%	1.43%	2.67%	4.55%				

Price to Revenue Ratios and DSO		\$ amounts in millions																				
Quarter End Date		3/31/2015	12/31/2014	9/30/2014	6/30/2014	3/31/2014	12/31/2013	9/30/2013	6/30/2013	3/31/2013	12/31/2012	9/30/2012	6/30/2012	3/31/2012	12/31/2011	9/30/2011	6/30/2011	3/31/2011	12/31/2010	9/30/2010	6/30/2010	3/31/2010
Stock Price		\$103.40	\$88.98	\$84.45	\$83.03	\$76.30	\$78.20	\$65.59	\$53.19	\$52.08	\$54.67	\$54.59	\$45.00	\$48.47	\$44.97	\$41.00	\$41.91	\$39.40	\$36.41	\$33.06	\$28.14	\$35.65
Revenue		\$1,273.00	\$1,206.00	\$1,263.00	\$1,346.00	\$1,236.00	\$1,250.00	\$1,194.00	\$1,250.00	\$1,181.00	\$1,681.00	\$1,953.00	\$1,547.00	\$1,331.00	\$1,475.00	\$1,908.00	\$1,581.00	\$1,282.00	\$1,524.00	\$1,980.00	\$1,474.00	\$1,190.00
Stock Price as % of Revenue		8.12%	7.38%	6.69%	6.17%	6.17%	6.26%	5.49%	4.26%	4.41%	3.25%	2.80%	2.91%	2.64%	3.05%	2.15%	2.65%	3.07%	2.39%	1.67%	1.91%	3.00%
DSO		71.11	70.52	67.05	67.12	72.94	71.47	73.14	69.86	77.19	51.79	62.52	65.00	63.90	64.65	54.19	58.93	58.72	59.34	51.75	61.53	58.74
Number of Employees			17,000.00				17,000.00				21,687.00				22,700.00				21,000.00			
Revenue per Employee			\$70,941.18				\$73,529.41				\$77,511.87				\$64,977.97				\$72,571.43			