VENDOR COST MATRIX



Return on Investment (ROI)

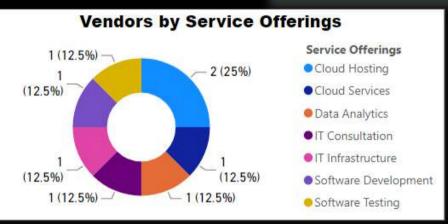
1.37

Cost Savings through Vendor Partnerships

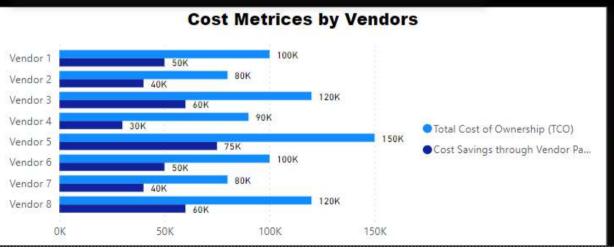
50.63K

Total Cost of Ownership (TCO)

840K









VENDOR SERVICE LEVEL AGREEMENT MATRIX

Average Incident resolution time

3.3

Average Response Time

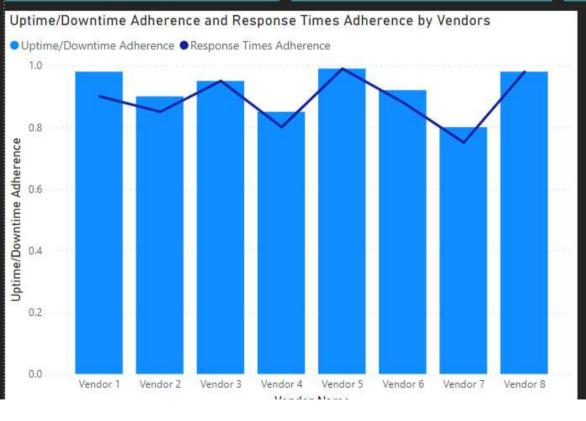
3.44

Average of Uptime/Downtime Adherence

0.92

Response Rate

II





Vendor Incident Management Matrix

Average Incident Volume

46.88

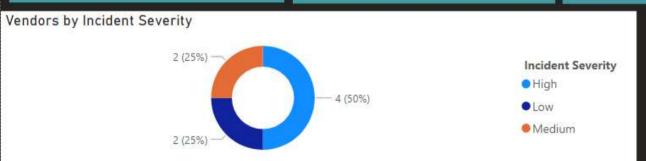
Average of Incident resolution time

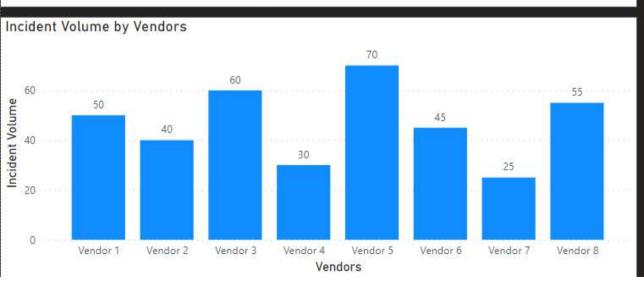
3.3

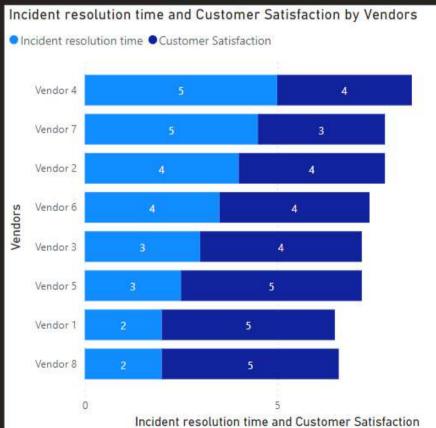
Average of Customer Satisfaction

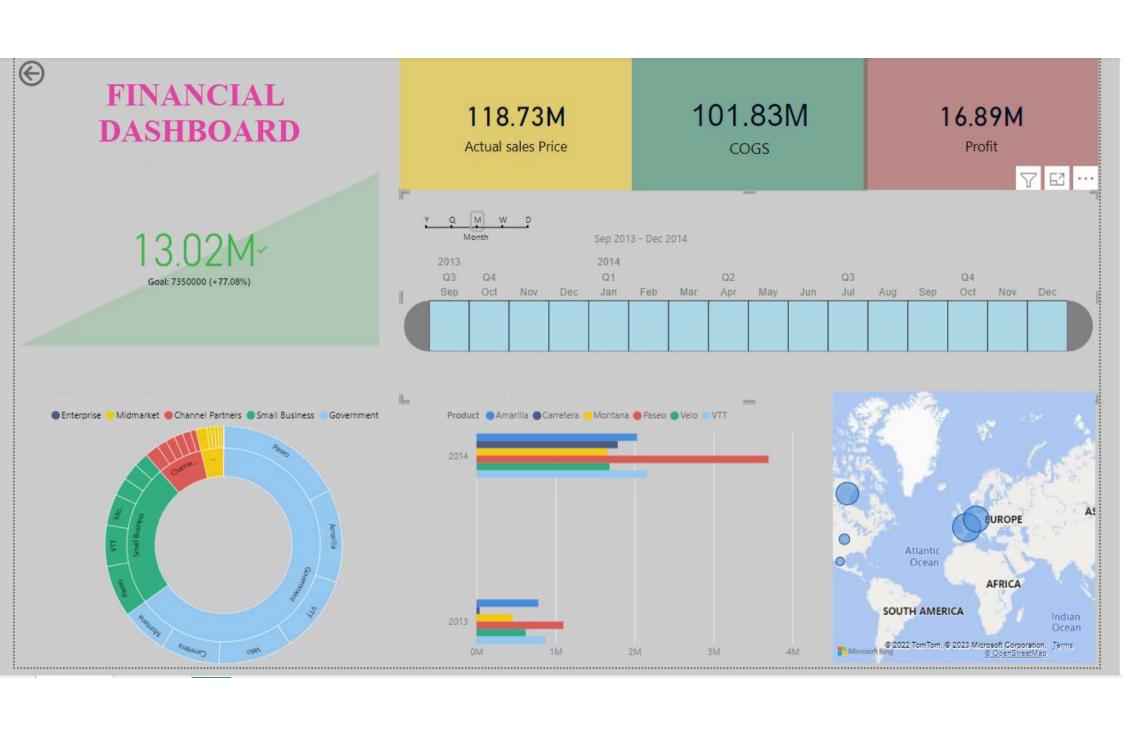
4.06







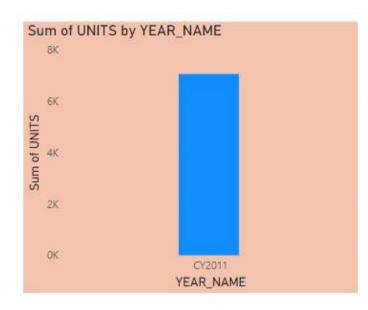














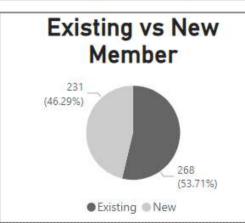


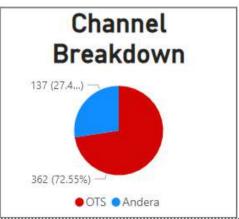






Digital Accoun	nt Opens b	y States
STATES	# Accounts	Balance
California	83	1.53M
Florida	90	1.56M
New Jersey	75	1.44M
New York	78	2.22M
Other states	88	2.32M
Washington DC	85	1.69M





Types	# Accounts	Balance
Savings	82	2.19M
Certificates	85	2.17M
IRA Money Market	86	1.76M
Checking	81	1.57M
Active Checking	82	1.56M
Money Market	83	1.51M

