

RIM Software Client Questionnaire

RIM Software: _____ Date: _____
Company Name: _____
Contact Name: _____ Phone #: _____
Address: _____

Company Information

Industry Type: _____ # Employees: _____
Sites: _____
Site Visit : Yes No Date: _____

Software Selection

How many applications reviewed: _____
What made you pick this software: _____
What were you using prior to the software: _____

Software Installation

When was software installed: _____
How did the installation go: _____
Who conducted the training: _____
Was the training adequate: _____
Was there data migration: Yes No
Who did the migration: _____
How did the migration go: _____

How is the software used?

Manage: Active Inactive Electronic E-Mail

What other products are integrated with the software: _____

What Department Administrates the software: _____

Number of Users: _____ Data Entry _____ Searching

Number of Sites: _____

Comments: _____

Satisfaction

How satisfied are you with the software: Very Moderately Not

How satisfied are the users: Very Moderately Not