

Samples

Coach's Reports



This report supplements the DEi Scorecard report received by the following business. It provides key information as reported in the Business Assessment Survey. eSolutions currently used are included in the DEi score.

Engineers Inc.

Charlotte

- NC

 Industry sector: **Professional & Technical Services**

Organization size: 10 - 19 employees

Current eSolutions Utilization

The following lists the current utilization status along with potential revenue and cost saving impacts for the industry and employment size.

eSolutions	Current use	Pct. Revenue Impact	Pct. Cost Savings
Customer service and support	Not Applicable	5.8%	0.2%
Advertising and promotion	No Plan to use	5.4%	0.2%
Selling goods or services	Not Applicable	4.6%	0.2%
Web site for organization	Currently use	4.2%	0.3%
Electronic document transfer	Currently use	2.8%	0.4%
Research by staff	Currently use	2.6%	0.3%
Social networking	Currently use	2.0%	0.2%
Staff training and skills development	Currently use	1.9%	0.2%
Multimedia content or service creation	No Plan to use	1.4%	0.3%
Deliver services and content	Not Applicable	1.1%	0.4%
Supplier communication and coordination	Currently use	0.0%	0.4%
Teleworking	Plan to use	0.0%	0.3%
Accessing collaborative tools	Currently use	0.0%	0.3%
Access government information	Currently use	0.0%	0.2%
Purchasing goods or services	Currently use	0.0%	0.2%
Banking and financial	Not Applicable	0.0%	0.2%
Government transactions	Currently use	0.0%	0.2%

eSolutions expertise issues

The following indicates issues with expertise and skills related to adopting esolutions.

eSolutions Expertise Issues

Time and effort required to develop expertise
Lack of internal resource with necessary skills
Too much information - not enough time to research
Lack of local external support resources
Affordability of local external support resources
Higher priorities to focus on

Importance

Challenging but manageable
Critical barrier for progress
Critical barrier for progress
Critical barrier for progress
Critical barrier for progress
Challenging but manageable

Your DEi Score:

5.2

Your Industry Sector

Sector DEi

Professional & Technical Services
6.9

Benefits from using broadband

The following indicates the business view of the importance of broadband for achieving various business benefits.

eSolutions Benefits	Importance of broadband
Reach new customers and clients	Somewhat Important
Increase revenues	Not Applicable
Reduce time to market for products or services	Somewhat Important
Lower operating costs	Somewhat Important
Make day-to-day operations easier	Very Important
Use existing resources more effectively	Very Important
Adopt new operational processes	Very Important
Improve service to customers and clients	Somewhat Important
Improve coordination with suppliers	Not Applicable
Improve staff skills	Very Important
Increase teleworking	Very Important
introduce new products or services	Not Applicable
Keep pace with competitors	Somewhat Important
Reduce cost of products and services	Very Important

Barriers to adoption

The following indicates the importance of various potential barriers to adopting esolutions.

eSolutions Barriers	Importance
Products not suited to Internet sales	Not Applicable
Loss of personal contact with clients	Somewhat Important
High cost of development/maintenance	Not Applicable
Lack of internal expertise and knowledge	Somewhat Important
Privacy concerns	Not Important
Security concerns	Very Important
Internal organization resistance	Not Important
Suppliers not ready	Not Applicable
Available Internet is too slow	Not Applicable
Uncertain about benefits	Not Applicable



This report supplements the DEi Scorecard report received by the following business. It provides key information as reported in the Business Assessment Survey. eSolutions currently used are included in the DEi score.

Computer Software Technology

Raleigh - NC

Industry sector: **Professional & Technical Services**

Organization size: 1 - 4 employees

Current eSolutions Utilization

The following lists the current utilization status along with potential revenue and cost saving impacts for the industry and employment size.

eSolutions	Current use	Pct. Revenue Impact	Pct. Cost Savings
Customer service and support	Currently use	16.9%	0.4%
Web site for organization	Not Applicable	6.4%	0.7%
Advertising and promotion	Not Applicable	6.3%	0.6%
Selling goods or services	Not Applicable	4.3%	0.0%
Electronic document transfer	Currently use	3.2%	0.5%
Research by staff	Currently use	2.7%	0.6%
Deliver services and content	Not Applicable	1.4%	1.4%
Social networking	Not Applicable	2.3%	0.4%
Staff training and skills development	Not Applicable	1.9%	0.4%
Multimedia content or service creation	Not Applicable	1.1%	0.7%
Purchasing goods or services	Not Applicable	0.0%	1.4%
Supplier communication and coordination	Currently use	0.0%	1.0%
Banking and financial	Currently use	0.0%	0.6%
Access government information	Currently use	0.0%	0.6%
Government transactions	Currently use	0.0%	0.6%
Accessing collaborative tools	Currently use	0.0%	0.4%
Teleworking	Not Applicable	0.0%	0.4%

eSolutions expertise issues

The following indicates issues with expertise and skills related to adopting esolutions.

eSolutions Expertise Issues	Importance
Time and effort required to develop expertise	Not an issue
Lack of internal resource with necessary skills	Not an issue
Too much information - not enough time to research	Not an issue
Lack of local external support resources	Not an issue
Affordability of local external support resources	Not an issue
Higher priorities to focus on	Not an issue

Your DEi Score: 4.2

Your Industry Sector	Sector DEi
Professional & Technical Services	6.9

Benefits from using broadband

The following indicates the business view of the importance of broadband for achieving various business benefits.

eSolutions Benefits	Importance of broadband
Reach new customers and clients	Not Applicable
Increase revenues	Very Important
Reduce time to market for products or services	Not Applicable
Lower operating costs	Not Applicable
Make day-to-day operations easier	Very Important
Use existing resources more effectively	Not Applicable
Adopt new operational processes	Not Applicable
Improve service to customers and clients	Very Important
Improve coordination with suppliers	Not Important
Improve staff skills	Not Applicable
Increase teleworking	Not Applicable
introduce new products or services	Not Applicable
Keep pace with competitors	Not Applicable
Reduce cost of products and services	Not Applicable

Barriers to adoption

The following indicates the importance of various potential barriers to adopting esolutions.

eSolutions Barriers	Importance
Products not suited to Internet sales	Not Applicable
Loss of personal contact with clients	Not Important
High cost of development/maintenance	Very Important
Lack of internal expertise and knowledge	Not Important
Privacy concerns	Very Important
Security concerns	Very Important
Internal organization resistance	Not Applicable
Suppliers not ready	Not Important
Available Internet is too slow	Very Important
Uncertain about benefits	Not Applicable



This report supplements the DEi Scorecard report received by the following business. It provides key information as reported in the Business Assessment Survey. eSolutions currently used are included in the DEi score.

ACME Inc

Gastonia

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NC

 Industry sector: **Professional & Technical Services**

Organization size: 20 - 49 employees

Current eSolutions Utilization

The following lists the current utilization status along with potential revenue and cost saving impacts for the industry and employment size.

eSolutions	Current use	Pct. Revenue Impact	Pct. Cost Savings
Customer service and support	Not Applicable	12.4%	0.3%
Advertising and promotion	Not Applicable	9.8%	0.7%
Web site for organization	Currently use	9.1%	0.7%
Selling goods or services	Not Applicable	3.7%	0.0%
Deliver services and content	Not Applicable	1.4%	0.4%
Staff training and skills development	Not Applicable	1.4%	0.2%
Social networking	Currently use	1.2%	0.3%
Research by staff	Currently use	1.0%	0.4%
Multimedia content or service creation	Not Applicable	0.7%	0.5%
Electronic document transfer	Currently use	1.0%	0.2%
Government transactions	Not Applicable	0.0%	0.7%
Supplier communication and coordination	Not Applicable	0.0%	0.6%
Purchasing goods or services	Currently use	0.0%	0.5%
Banking and financial	Currently use	0.0%	0.4%
Accessing collaborative tools	Not Applicable	0.0%	0.4%
Access government information	Currently use	0.0%	0.4%
Teleworking	Not Applicable	0.0%	0.2%

eSolutions expertise issues

The following indicates issues with expertise and skills related to adopting esolutions.

eSolutions Expertise Issues	Importance
Time and effort required to develop expertise	Not an issue
Lack of internal resource with necessary skills	Not an issue
Too much information - not enough time to research	Not an issue
Lack of local external support resources	Not an issue
Affordability of local external support resources	Not an issue
Higher priorities to focus on	Not an issue

Your DEi Score: 3.2

Your Industry Sector

Sector DEi

Professional & Technical Services
6.9

Benefits from using broadband

The following indicates the business view of the importance of broadband for achieving various business benefits.

eSolutions Benefits	Importance of broadband
Reach new customers and clients	Very Important
Increase revenues	Not Applicable
Reduce time to market for products or services	Not Applicable
Lower operating costs	Not Applicable
Make day-to-day operations easier	Very Important
Use existing resources more effectively	Very Important
Adopt new operational processes	Very Important
Improve service to customers and clients	Very Important
Improve coordination with suppliers	Very Important
Improve staff skills	Not Applicable
Increase teleworking	Not Applicable
introduce new products or services	Not Applicable
Keep pace with competitors	Not Applicable
Reduce cost of products and services	Not Applicable

Barriers to adoption

The following indicates the importance of various potential barriers to adopting esolutions.

eSolutions Barriers	Importance
Products not suited to Internet sales	Not Applicable
Loss of personal contact with clients	Not Applicable
High cost of development/maintenance	Not Applicable
Lack of internal expertise and knowledge	Not Applicable
Privacy concerns	Not Applicable
Security concerns	Very Important
Internal organization resistance	Not Applicable
Suppliers not ready	Not Applicable
Available Internet is too slow	Somewhat Important
Uncertain about benefits	Not Applicable



This report supplements the DEi Scorecard report received by the following business. It provides key information as reported in the Business Assessment Survey. eSolutions currently used are included in the DEi score.

ABC Co

Omaha

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NE

 Industry sector: **Wholesale Trade**

Organization size: 5 - 9 employees

Current eSolutions Utilization

The following lists the current utilization status along with potential revenue and cost saving impacts for the industry and employment size.

eSolutions	Current use	Pct. Revenue Impact	Pct. Cost Savings
Customer service and support	Plan to use	11.2%	0.0%
Advertising and promotion	Currently use	9.2%	0.3%
Selling goods or services	Plan to use	8.2%	0.4%
Web site for organization	Currently use	3.2%	0.3%
Electronic document transfer	Currently use	1.8%	0.5%
Social networking	No Plan to use	1.6%	0.0%
Research by staff	Currently use	0.8%	0.0%
Deliver services and content	Plan to use	0.5%	0.1%
Staff training and skills development	Plan to use	0.5%	0.0%
Government transactions	Currently use	0.0%	0.4%
Banking and financial	No Plan to use	0.0%	0.3%
Multimedia content or service creation	No Plan to use	0.2%	0.0%
Purchasing goods or services	Currently use	0.0%	0.2%
Supplier communication and coordination	Plan to use	0.0%	0.1%
Accessing collaborative tools	No Plan to use	0.0%	0.0%
Access government information	Plan to use	0.0%	0.0%
Teleworking	No Plan to use	0.0%	0.0%

eSolutions expertise issues

The following indicates issues with expertise and skills related to adopting esolutions.

eSolutions Expertise Issues

Time and effort required to develop expertise
Lack of internal resource with necessary skills
Too much information - not enough time to research
Lack of local external support resources
Affordability of local external support resources
Higher priorities to focus on

Importance

Critical barrier for progress
Critical barrier for progress
Critical barrier for progress
Challenging but manageable
Critical barrier for progress
Challenging but manageable

Your DEi Score:

2.9

Your Industry Sector

Sector DEi

Wholesale Trade
6.8

Benefits from using broadband

The following indicates the business view of the importance of broadband for achieving various business benefits.

eSolutions Benefits	Importance of broadband
Reach new customers and clients	Somewhat Important
Increase revenues	Very Important
Reduce time to market for products or services	Somewhat Important
Lower operating costs	Somewhat Important
Make day-to-day operations easier	Somewhat Important
Use existing resources more effectively	Somewhat Important
Adopt new operational processes	Somewhat Important
Improve service to customers and clients	Somewhat Important
Improve coordination with suppliers	Somewhat Important
Improve staff skills	Somewhat Important
Increase teleworking	Not Important
introduce new products or services	Not Important
Keep pace with competitors	Somewhat Important
Reduce cost of products and services	Somewhat Important

Barriers to adoption

The following indicates the importance of various potential barriers to adopting esolutions.

eSolutions Barriers	Importance
Products not suited to Internet sales	Not Applicable
Loss of personal contact with clients	Somewhat Important
High cost of development/maintenance	Somewhat Important
Lack of internal expertise and knowledge	Somewhat Important
Privacy concerns	Somewhat Important
Security concerns	Somewhat Important
Internal organization resistance	Not Applicable
Suppliers not ready	Somewhat Important
Available Internet is too slow	Not Important
Uncertain about benefits	Not Important



This report supplements the DEi Scorecard report received by the following business. It provides key information as reported in the Business Assessment Survey. eSolutions currently used are included in the DEi score.

Retail Co.

Omaha

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NE

Industry sector: **Retail Trade**

Organization size: 20 - 49 employees

Your DEi Score:

6.6

Your Industry Sector

Sector DEi

Retail Trade

6.6

Current eSolutions Utilization

The following lists the current utilization status along with potential revenue and cost saving impacts for the industry and employment size.

eSolutions	Current use	Pct. Revenue Impact	Pct. Cost Savings
Customer service and support	Currently use	7.7%	0.2%
Advertising and promotion	Currently use	6.4%	0.1%
Selling goods or services	Plan to use	6.0%	0.2%
Web site for organization	Currently use	2.2%	0.5%
Supplier communication and coordination	Currently use	0.0%	1.6%
Electronic document transfer	Currently use	1.0%	0.2%
Research by staff	Currently use	0.9%	0.3%
Purchasing goods or services	Plan to use	0.0%	1.2%
Staff training and skills development	Currently use	0.6%	0.4%
Deliver services and content	Not Applicable	0.4%	0.4%
Social networking	Currently use	0.7%	0.0%
Multimedia content or service creation	Currently use	0.2%	0.2%
Government transactions	Not Applicable	0.0%	0.5%
Accessing collaborative tools	Currently use	0.0%	0.3%
Access government information	Currently use	0.0%	0.3%
Banking and financial	Not Applicable	0.0%	0.3%
Teleworking	No Plan to use	0.0%	0.2%

eSolutions expertise issues

The following indicates issues with expertise and skills related to adopting esolutions.

eSolutions Expertise Issues

Time and effort required to develop expertise
Lack of internal resource with necessary skills
Too much information - not enough time to research
Lack of local external support resources
Affordability of local external support resources
Higher priorities to focus on

Importance

Challenging but manageable
Challenging but manageable
Challenging but manageable
Not an issue
Challenging but manageable
Not an issue

Benefits from using broadband

The following indicates the business view of the importance of broadband for achieving various business benefits.

eSolutions Benefits

Reach new customers and clients
Increase revenues
Reduce time to market for products or services
Lower operating costs
Make day-to-day operations easier
Use existing resources more effectively
Adopt new operational processes
Improve service to customers and clients
Improve coordination with suppliers
Improve staff skills
Increase teleworking
introduce new products or services
Keep pace with competitors
Reduce cost of products and services

Importance of broadband

Very Important
Very Important
Very Important
Very Important
Very Important
Very Important
Very Important
Very Important
Somewhat Important
Very Important
Not Applicable
Very Important
Very Important
Not Applicable

Barriers to adoption

The following indicates the importance of various potential barriers to adopting esolutions.

eSolutions Barriers

Products not suited to Internet sales
Loss of personal contact with clients
High cost of development/maintenance
Lack of internal expertise and knowledge
Privacy concerns
Security concerns
Internal organization resistance
Suppliers not ready
Available Internet is too slow
Uncertain about benefits

Importance

Somewhat Important
Very Important
Somewhat Important
Somewhat Important
Not Important
Not Sure
Somewhat Important
Not Important
Not Important
Not Important



This report supplements the DEi Scorecard report received by the following business. It provides key information as reported in the Business Assessment Survey. eSolutions currently used are included in the DEi score.

Insurance Inc

St. Paul

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NE

 Industry sector: **Finance & Insurance**

Organization size: 5 - 9 employees

Current eSolutions Utilization

The following lists the current utilization status along with potential revenue and cost saving impacts for the industry and employment size.

eSolutions	Current use	Pct. Revenue Impact	Pct. Cost Savings
Selling goods or services	Plan to use	8.4%	0.5%
Web site for organization	Currently use	7.8%	0.7%
Customer service and support	Currently use	6.7%	0.6%
Advertising and promotion	Currently use	6.6%	0.6%
Research by staff	Currently use	4.5%	0.6%
Electronic document transfer	Plan to use	3.7%	0.5%
Deliver services and content	No Plan to use	2.9%	0.6%
Staff training and skills development	Currently use	2.7%	0.6%
Multimedia content or service creation	Plan to use	1.6%	0.7%
Social networking	Plan to use	1.4%	0.6%
Supplier communication and coordination	No Plan to use	0.0%	1.2%
Purchasing goods or services	Plan to use	0.0%	1.2%
Government transactions	No Plan to use	0.0%	0.7%
Teleworking	No Plan to use	0.0%	0.6%
Accessing collaborative tools	Plan to use	0.0%	0.6%
Access government information	Currently use	0.0%	0.5%
Banking and financial	Currently use	0.0%	0.4%

eSolutions expertise issues

The following indicates issues with expertise and skills related to adopting esolutions.

eSolutions Expertise Issues	Importance
Time and effort required to develop expertise	Not an issue
Lack of internal resource with necessary skills	Not an issue
Too much information - not enough time to research	Not an issue
Lack of local external support resources	Not an issue
Affordability of local external support resources	Not an issue
Higher priorities to focus on	Not an issue

Your DEi Score: 3.9

Your Industry Sector

Sector DEi

Finance & Insurance
7.0

Benefits from using broadband

The following indicates the business view of the importance of broadband for achieving various business benefits.

eSolutions Benefits	Importance of broadband
Reach new customers and clients	Very Important
Increase revenues	Very Important
Reduce time to market for products or services	Very Important
Lower operating costs	Very Important
Make day-to-day operations easier	Very Important
Use existing resources more effectively	Very Important
Adopt new operational processes	Very Important
Improve service to customers and clients	Not Applicable
Improve coordination with suppliers	Not Applicable
Improve staff skills	Somewhat Important
Increase teleworking	Not Important
introduce new products or services	Somewhat Important
Keep pace with competitors	Somewhat Important
Reduce cost of products and services	Not Important

Barriers to adoption

The following indicates the importance of various potential barriers to adopting esolutions.

eSolutions Barriers	Importance
Products not suited to Internet sales	Very Important
Loss of personal contact with clients	Very Important
High cost of development/maintenance	Somewhat Important
Lack of internal expertise and knowledge	Somewhat Important
Privacy concerns	Not Important
Security concerns	Somewhat Important
Internal organization resistance	Not Important
Suppliers not ready	Not Important
Available Internet is too slow	Not Important
Uncertain about benefits	Somewhat Important