



Self-Service and Customer Interaction Management Solutions

North America Market Opportunities and Requirements

Volume 3: Health Care Services

Auto ID & Transaction Automation Practice

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(Number of Organizations)

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(Number of the Organizations)

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(Millions of Dollars)

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(Millions of Dollars)

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(Millions of Dollars)

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(Average Level of Importance)

(1=extremely unimportant, 5=extremely important)

9 Total Health Care-Based SS/CIM Respondents Segmented by SS/CIM System Selection Criteria

(Average Level of Importance and Satisfaction Rating)

(1=extremely unimportant/unsatisfied, 5=extremely important/satisfied)

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10a Total Health Care-Based SS/CIM Respondents Segmented by Criteria Satisfaction Level Change Since Deployment

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(Average Level of Importance and Satisfaction Rating)

(Average Level of Importance and Satisfaction Rating)

(1=extremely unimportant/unsatisfied, 5=extremely important/satisfied)

12 Total Health Care-Based SS/CIM Respondents Segmented by Ability to Achieve Objective Since Deployment

(Average Level of Importance Rating)

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19 Total SS/CIM Channel Respondents Segmented by POS Receipt Printer Manufacturers Currently Supported/Offered

20 For the suppliers whose Mobile Computing Devices your organization resells in support of SS/CIM applications, which manufacturer performs best under each criteria.

21 For the suppliers whose Handheld Bar Code Scanners your organization resells in support of SS/CIM applications, which manufacturer performs best under each criteria.

22 For the suppliers whose Stationary Bar Code Scanners your organization resells in support of SS/CIM applications, which manufacturer performs best under each criteria.

23 For the suppliers whose Self-Service Kiosks your organization resells in support of SS/CIM applications, which manufacturer performs best under each criteria.

24 For the suppliers whose POS Terminals your organization resells in support of SS/CIM applications, which manufacturer performs best under each criteria.

25 For the suppliers whose Self-Checkout Solutions your organization resells in support of SS/CIM applications, which manufacturer performs best under each criteria.

26 For the suppliers whose Payment Terminals your organization resells in support of SS/CIM applications, which manufacturer performs best under each criteria.

27 For the suppliers whose POS Receipt Printers your organization resells in support of SS/CIM applications, which manufacturer performs best under each criteria.

28 Total SS/CIM Channel Respondents Segmented by Cited Client Primary Adoption Drivers

(Average Level of Importance)

(1 = extremely unimportant, 5 = extremely important)

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(Average Level of Importance and Satisfaction Rating)

(1 = extremely unimportant/unsatisfied, 5 = extremely important/satisfied)

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