

Performance Summary

Sample Company

Service Type: ALL
July 1, 2003 -- July 31, 2003

	Total	Bruce Durn	Bryant Bryant	Rob Roy	Shawn Kemp
Revenue					
Expected Revenue Goal	\$66,176.00	\$16,544.00	\$16,544.00	\$16,544.00	\$16,544.00
Revenue Goal From Opportunity	\$54,941.44	\$11,702.06	\$15,799.52	\$14,436.52	\$13,003.34
Total Revenue	\$52,352.82	\$12,087.82	\$12,329.11	\$14,895.68	\$13,040.21
Percent Of Revenue Goal From Opportunity	95.29%	103.30%	78.03%	103.18%	100.28%
Average Revenue Per Day	\$638.45	\$575.61	\$616.46	\$709.32	\$652.01
Average Revenue Per Hour	\$72.29	\$65.99	\$67.67	\$77.05	\$78.79
Expected Revenue Per Billable Hour	\$130.29	\$130.29	\$130.29	\$130.29	\$130.29
Actual Revenue Per Billable Hour	\$107.49	\$130.83	\$80.56	\$100.12	\$123.50
Billable Index	83	100	62	77	95
Performance Indicator - Overall Hours	27	32	22	26	27
Performance Indicator - Billable Hours	17	15	18	19	16
Labor Credits					
Maintenance Call Labor Credit Dollars	\$6,609.00	\$2,007.00	\$2,121.00	\$897.00	\$1,584.00
Enhanced Call Labor Credit Dollars	\$1,226.25	\$258.75	\$180.00	\$438.75	\$348.75
Blended Labor Performance					
Total Contribution	\$60,188.07	\$14,353.57	\$14,630.11	\$16,231.43	\$14,972.96
Percent Of Revenue Goal From Opportunity	109.55%	122.66%	92.60%	112.43%	115.15%
Average Contribution Per Day	\$734.00	\$683.50	\$731.51	\$772.93	\$748.65
Average Contribution Per Hour	\$83.11	\$78.36	\$80.30	\$83.96	\$90.47
Performance Indicator - Overall Blended Hours	23	27	19	24	23
Billed To Non-Productive Time	12.0 : 1	8.5 : 1	10.4 : 1	20.3 : 1	11.6 : 1
ProfitSmart Activities					
Sales Leads	13	2	2	5	4
Maintenance Agreements Sold	48	10	12	11	15
Maintenance Agreements Renewed	22	0	2	3	17
Net Maintenance Customer Gain	9	-1	2	5	3