

Table of Contents

About This Report	1
How the Tables are Organized.....	1
Index of Positions Reported.....	2
Interpreting the Numbers.....	3
Definitions.....	4
Disclaimer	4
Executive Summary	5
The Economy	6
Company Profile	9
Recruiting and Retention	14
Salespeople and Sales Practices	17
Healthcare.....	19
Retirement.....	21
Other Employee Benefits.....	24
Vacation, Sick and Other Leave	25
Employee Compensation.....	26
Executive Compensation	27
Operations	33
General & Administrative	46
Sales & Marketing.....	54
Appendix.....	60
Survey Methodology and Demographics.....	61