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**Business Process Assessment**

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## **ABOUT THE COMPANY**

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## **ABOUT THE PRINCIPAL AUTHORS**

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**Susan Eustis**, President, co-founder of WinterGreen Research, has done research in communications and computer markets and applications. She holds several patents in microcomputing and parallel processing. She is the author of recent studies of the Regional Bell Operating Companies' marketing strategies, Internet equipment, a study of Internet Equipment, Worldwide Telecommunications Equipment, Top Ten Telecommunications, Digital Loop Carrier, Web Hosting, and Application Integration markets. Ms Eustis has a new computer design and a new mathematics. Ms. Eustis is a graduate of Barnard College.

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