

CHART 8: How much did your organization invest in new technology in 2012?

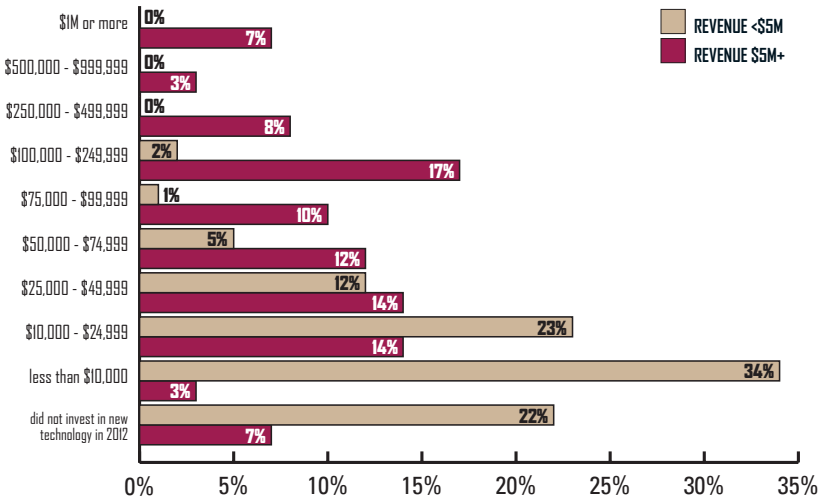


CHART 9: In what one area was your organization's largest technological investment in 2012?

