



Integration Vendors in Higher Education 2018

Profiles of Frequently-Referenced Integration Tools and
Their Vendors to Guide Your Team's Evaluations

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Five Steps for Effective Integration Tool Deployment

When making the decision to bring in new enterprise-wide integration tooling, selecting best-fit technology is key to ensuring developers take up the tool and campus is able to realize the return on your investment.

In a number of conversations during our research, EAB has encountered institutions who licensed expensive iPaaS solutions or campus-wide integration suites only to discover their developers didn't like them, or their users wouldn't fund the extra cost of connectors (with no funding left in IT to foot the bill).

As with every campus technology selection, business needs should sit at the heart of your integration tool analysis. A thorough understanding of the campus technology ecosystem and the associated integration needs should be central in the evaluation process. Then, when deploying your chosen solution, begin with low-hanging fruit to increase developer confidence and evaluate performance before approaching larger, more transformative projects.

Needs Assessment Critical to Right-Sizing Selections

- 
- 1 Understand the campus application portfolio**
Map out the entire campus IT ecosystem – on-premise and in the cloud – including builds and solutions owned outside central IT wherever possible. Also include any planned and future builds according to the institution's technology strategy.
 - 2 Identify integration needs and build the campus business case for integration investments**
Map out which applications need to access which data elements, and which applications need to communicate or interface with each other. Develop a business case incorporating the current costs of integration and the projected savings, efficiency gains, and risk mitigation.
 - 3 Develop an enterprise integration and integration governance strategy for campus**
Determining your institution's approach should take into account scenario planning (cloud-to-on-prem, cloud-to-cloud, on-prem only), security and access requirements, current architecture and staff capability realities, and institutional funding capacity.
 - 4 Analyze and select the right integration tooling suite for your IT organization**
Evaluate vendors' products against multiple parameters (including technology platforms, comprehensiveness of offerings, vendor risk, available pricing models, industry knowledge) and choose one based on your integration needs and maturity. Using the profiles in this document will give you a good overview of the marketplace, but it is not exhaustive.
 - 5 Deploy your chosen solution and evaluate progress**
Where possible, deploy your solution in a low-risk environment first, tackling smaller projects to build developer competency. During each build iteration, evaluate project successes and roadblocks and refine your processes.

A Multifaceted Marketplace, Limited Shared Language

Just as the integration problem presents uniquely on every campus, the integration solution that's right for any given institution and its IT organization will vary. The institution's needs, capacity, finances, and skillset will all impact the choice of tooling. But determining what's right for the institution is not simple; the integration tool marketplace is evolving rapidly, and its pace of change has left little room for the development of a shared language of service. As vendors differentiate their products with quirky branding and distinct add-on product lines, the conversation for IT organizations looking to bring in new tools gets evermore complicated.

To help you make sense of the landscape, the following pages pull together some key facts and findings about integration vendors encountered in EAB research conversations. While not recommendations or endorsements, these profiles provide an overview of the vendors and their products, as well as intelligence regarding their users within higher education.

Vendors' Integration Offerings Not Easily Comparable



While Cloud Integration Technologies are Readily Deconstructed into Proliferating Categories...

Integration Platform as a Service (iPaaS)

A centralized console to manage, govern, and integrate cloud-based applications, typically used for customer-facing apps.

Big Data Integration Platforms

Facilitates and analyzes big data integrations across cloud applications, used for large, warehousing-style integration.

Cloud Migration Tools

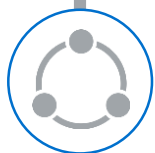
Assist with systems upgrades and updates by relocating files through the cloud; includes encryption, documentation, and backup capability.

Enterprise Service Bus

Provides architecture for application interaction, including processes, protocols, and rules to manage data between service-oriented apps.

Extract, Transform, and Load (ETL) Tools

Used to transfer data between databases, or for external use. Often used to create visual workflows for transfer data, and to cleanse data.



...Most Established Vendors Have Offerings that Span the Various Distinct Integration Categories and Capabilities.

Defining Our Scope

While there are now over 40 industry-wide vendors for iPaaS products alone, this list is cultivated not to be exhaustive for any one type of tooling, but rather to highlight the vendors and products that recurred in conversations with EAB IT Forum Members during our 2017 research into Enterprise Integration. It therefore highlights some big name brands in integration tooling, but also some smaller and higher-education-specific vendors that may not appear in broader searches for integration technologies and platforms.



Vendor in Brief

Boomi was an iPaaS pioneer acquired by Dell in 2010, and the platform now supports over 5,500 large and midsize organizations worldwide. The Boomi suite offers various cloud-based tools in different editions to manage the full integration lifecycle and has consistently featured as a leader in Gartner's iPaaS Magic Quadrant.

Further Data

- » **Price Point:** Unknown; different licensing levels available, but considered expensive
- » **Higher Education Clients:** Cornell University, Flinders University (Australia), Green River Community College, University of Rochester; Boomi technology is also embedded in some higher education technologies, including Hobsons Radius CRM.

Key Product Facts

- Boomi provides drag-and-drop integration (no code) through a browser-based interface, with any-to-any integration across cloud and on-premise solutions
- Lauds proven connectivity to 1,000+ endpoints, including 200+ applications
- Delivers various integration and data management capabilities through the centralized platform:
 - Integration: Boomi AtomSphere scales to meet high-volume needs in real-time mobile, batch (ETL) and EDI environments
 - API management: Centrally create, publish and manage APIs and web services, extending access across different applications
 - Master Data Management: MDM provides a centralized hub among applications to ensure data is synchronized, accurate and up-to-date.
 - EDI management: Easily exchange and process data from your business partners through networks and systems of any size.



Cornell has enacted 'cloudification' – what we're calling our journey to the cloud. Cornell had a lot of legacy, on premise applications that were difficult and expensive to maintain. Boomi helped us modernize both our strategy and our move to cloud-based, best-of-breed applications with much more streamlined and simple upgrade paths. Today, Boomi provides the ability to simplify our integration processes and we no longer have to worry about unmanageable, outdated code."

John Parker, Software Developer IV
Cornell University

Source: EAB interviews and analysis; "Cornell University Reduces Cost and Complexity with Dell Boomi in Journey to the Cloud", PR Newswire (2017).

Ellucian Ethos



<https://www.ellucian.com/Software/Ellucian-Ethos-Platform/>

Vendor in Brief

Ellucian's Ethos Platform launched in 2016 as the vendor's cloud-enabled, mobile-first, integrated software portfolio for higher education. The Platform includes workflow and integration management as well as a patent-pending data model, which together orchestrate real-time data movement and analytics for client institutions.

Further Data

- » **Price Point:** Unknown.
- » **Higher Education Clients:** 340 institutions currently using Ethos; 40 partner technologies with Ethos connectivity.

Key Product Facts

- Ellucian's Ethos Platform is built to integrate higher education workflows, data, and applications throughout the student lifecycle
- The Ethos platform incorporates three distinct capabilities:
 - Ellucian Ethos Data Model: culls data from a wide variety of applications (Ellucian and third party) into a standard intermediary model – Ellucian's data model patent is pending
 - Ellucian Ethos Integration: manages data flows between systems, applications and users
 - Ellucian Ethos Data Lake: consolidates accurate, real-time data for analytics
- The platform hosts only Ellucian and Ellucian-selected partner integrations, building connectivity between particular applications and the Ethos Data Model
- Deployment offered in cloud, on-premises, or hybrid models



So, does this mean every application currently in Miami's Banner ecosystem will play nicely in the new Ethos world? Unfortunately, not at this time. Integration Hub is a fairly new feature in the Ethos world and other software providers are early in their adoption. Each tool will be analyzed to see which can be brought under the Ethos umbrella. It will certainly be a question each time Miami looks at new software tools or processes in the future: is it compatible with Banner 9/Ethos? The ease of integration may just be the differentiator needed to decide which tool to use.

Cathy McVey, Sr. Director, IT Communications
Miami University

Source: EAB interviews and analysis; Cathy McVey, "Get to Know Ethos", Miami University, Ohio Website, August 2017.

Vendor in Brief

The iData Hub product offers systems integration as a service, using their enterprise service bus platform to build abstraction between data sources and target systems with standard web services and batch schedules. Their Cookbook product can be licensed at a higher fee to include packaged integrations on top of data dictionary and audit tools.

Further Data

- » **Price Point:** c. \$24,000 – packaged integration services billed as direct staff provision (iterative or hourly) or project-based (fixed rate and hourly consultations/training services) plus connector licensing costs on top of underlying Cookbook product subscriptions (\$9,000)
- » **Higher Education Clients:** iData has 500+ institutional clients, and is partnering with 30+ vendors, including Perceptive software, Hobsons, eVisions, Ellucian, Runner Technologies, Entrinsik, Parchment, RMS, FrontRush, EAB, ACI, TargetX, Noodle, Jenzebar, Regent, Campus Management and Oracle.

Key Product Facts

- The iData Hub is an integration middleware layer between higher education ERP systems and third-party data consumers and providers, featuring both standardized web services and batch file integrations. It is an enterprise service bus (ESB) model that uses standard connectors and integration patterns to implement hub-and-spoke architecture for client institutions.
- The iData Hub is typically installed on-premises for an institution, but it is possible to implement as a hosted service in an Amazon environment.
- “Hubbits” are iData’s packaged system integration solutions that are deployed as a set of standardized, configurable, and extendable connectors built on top of the iData integration platform. For campuses building their own integrations, connectors are licensed annually and include support and maintenance from iData.
- As a managed service, iData’s integration consultants use the hub to develop custom integrations for colleges as well as packaged integration solutions with vendor partners.
- iData Hub works in partnership with iData Cookbook to manage campus metadata and integration flows across the institution.



Georgetown’s CIO has a lot of respect for iData as he feels they have been very honest and have delivered a very good product on this and prior engagements”*

Carrie Gillotte, SIS Project Director
Georgetown University

* There are no reviews of iData Hub available online; this quotation was representative of the vendor’s working relationship with campuses.

Vendor in Brief

Informatica is a recognized and successful leader in integration technologies, with over 7,000 clients worldwide. Informatica PowerCenter is an advanced ETL and data integration tool, while Informatica Cloud provides iPaaS capabilities – and both can be used in conjunction with Informatica’s other data tools.

Further Data

- » **Price Point:** Unknown; PowerCenter costs licensed per CPU core, plus costs for connectors.
- » **Higher Education Clients:** 6 clients using various Informatica integration products listed on website: Illinois State University [PowerCenter], Michigan State University [PowerCenter], Northern Arizona University [Cloud], Rochester Institute of Technology [PowerCenter Advanced + add ons], George Washington University [PowerCenter, Cloud], Tsinghua University (China) [unknown products].

Key Product Facts

- Informatica PowerCenter is a metadata-driven data integration platform to help clients supplant hand-coded integration for structured and unstructured data in analytics, data warehousing, and application integration. It is available as Standard (ETL, prototyping, profiling and batch), Advanced (adds real-time), and Premium (adds real-time and advanced transformation).
- Informatica Cloud products include Informatica Cloud Data Integration, Cloud Application Integration, API Management, Cloud B2B Gateway, Cloud Integration Hub, Master Data Management Cloud, Data Quality and Governance Cloud, and Data Security Cloud. All cloud-based offerings are compatible and integrated with on-premises counterparts.
- Informatica has a strong relationship with AWS; customers can license, deploy, scale, and upgrade Informatica Cloud data solutions on AWS Marketplace using self-service models.
- Informatica’s offerings mix internally-developed products and those brought on board through acquisition, creating some complications for user experience, and the technical sophistication of some products may overwhelm less technical users.



Informatica Cloud Data Integration makes it easy for us to bring our PeopleSoft data into Salesforce so we can be more strategic in meeting the expectations of 21st Century students. Because of Informatica, we get the data in much faster, which helps us gain more value from our cloud CRM initiative.”

April Cook, Project Manager
Northern Arizona University

Source: EAB interviews and analysis; Informatica customer value stories.

Vendor in Brief

Jitterbit's Harmony platform was released in 2014. Harmony provides full multitenant support for integration across cloud, inter-enterprise and on-premises environments as well as API development and management capabilities. It is primarily used by smaller and midsize organizations, or as a project-level tool, and has 1,000+ clients worldwide.

Further Data

- » **Price Point:** Unknown; connections licensed at Standard, Professional and Enterprise levels on annual contracts, with extra fees for add-on services. Enterprise License Agreements also available separately. Noted as "attractively priced and delivering good value."
- » **Higher Education Clients:** 9 referenced on website and in marketing collateral: Allegheny College, Arizona State University, Barton Community College, Marian University, St. Norbert College, Taylor University, UCLA, University of Miami, University of Texas.

Key Product Facts

- Jitterbit's Harmony iPaaS is available under a 30-day free trial for clients interested in reviewing the platform and understanding the capabilities. The freemium version of Harmony has over 40,000 users.
- Harmony's graphical interface provides integration capabilities through connectivity templates, data mapping and transformation tools, a visual workflow designer, and integration lifecycle management in the virtual environment.
- Harmony's "Smart Agents" – their integration engines – can be deployed in the cloud, on-premises, or in a hybrid model according to client needs.
- Alongside the Harmony platform, which provides deployment and management capabilities for connectors licensed through Jitterbit, API platform add-ons allow for custom API creation, monitoring and alerts, logging and debugging, API analytics and rate-limiting.
- Support responses for Harmony are tiered by licensing level, from 48-hr at standard down to 6-hr for Enterprise level memberships (with an emergency hotline available to these members 24hrs/day).



The one thing that Jitterbit has that no other vendor has is Jitterbit University. There's actually a place to go to learn about the product, practice with the product and gain expertise. It really sets Jitterbit apart."

Charles Perkins, Dean of Institutional Effectiveness
Barton Community College

Source: EAB interviews and analysis.

Vendor in Brief

MuleSoft's Anypoint Platform is a leading solution for API-led connectivity that creates an application network of apps, data, and devices, both on-premises and in the cloud for 1,000+ enterprises. This hybrid integration platform includes iPaaS, ESB, and a unified solution for API management, design and publishing.

Further Data

- » **Price Point:** Unknown; different licensing levels available by quote, but considered expensive
- » **Higher Education Clients:** 7 listed on website; others discovered through search: Arizona State University, University of British Columbia, Deakin University (Australia), MIT, University of Pennsylvania, University of Southampton (UK), University of South Florida, University of Witwatersrand (South Africa).

Key Product Facts

- MuleSoft's Anypoint Platform enables their clients to build and manage API-driven microservice application networks to support their business services
- Developers use the Anypoint suite to build, edit, test, and debug integrations using the web-based graphical interface in a drag and drop environment
- MuleSoft Exchange provides prebuilt connectors between known applications (including ERP systems (e.g. Workday), CRM (e.g. Salesforce), and communications apps (e.g. Slack)) as well as hundreds of customizable integration templates
- Offers on-premise, cloud, or hybrid integration deployment options, both in real-time and in bulk on schedule
- Integration management occurs in one interface, with a complete overview of integration health and data movements across the enterprise



MuleSoft allows us to very quickly scale ideas that faculty have. We see building APIs in Anypoint as building an ecosystem of Lego pieces that can be built into any idea. They're a part of any platform we build now – internal or external. Our developers can create things more rapidly, and work together – we're probably 2 or 3 times faster than when we had to build everything point-to-point, and people are coming to us with ideas for the platform."

Sidney Fernandez, CIO
University of South Florida

Source: EAB interviews and analysis; University of South Florida Case Study, MuleSoft.com.



Vendor in Brief

N2N's flagship product, Illuminate, functions as an enterprise cloud integration gateway. Customers can create, manage, and monetize APIs, as well as build bridges between two APIs securely within N2N's gateway without need for programming or additional supporting infrastructure.

Further Data

- » **Price Point:** \$500/month per connection with add-on services
- » **Higher Education Clients:** 60 designated in press release, 30 named on website, including University of North Georgia, University of San Francisco, College of William and Mary, Southwestern Michigan University, Brandman University, Portland State, Oral Roberts University, Colorado School of Mines, Xavier University of Louisiana, Roosevelt University, University of the District of Columbia, Northeastern University

Key Product Facts

- N2N sells directly to schools, offering pre-built connectors (over 120) to SIS, LMS, and SSO applications, along with the ability to customize integrations for other applications.
- Provides data in, and can read data from, a number of different formats; outputs can be xml, JSON, or csv.
- Publicly available API library hosts information about how to pull information from their model.
- Generally ad-hoc processes—information is pulled from source systems in real-time, abstracted to business definitions within the iPaaS layer, and sent to target systems.
- On-premise connections require a small docker application to be placed on a virtual box on premises to drive the connection.



From ORU's perspective there was ultimately only one vendor that could leverage the best of all APIs and scripts and organize them to meet our long-term needs: N2N's cloud-based service, Illuminate. [...] In our experience, N2N becomes the tail of the enterprise dog and works in alignment with the major systems. Due to the company's expertise and investment in an integration-as-a-service technology API library, they have met our enterprise needs going forward. We also benefited from a top-level enterprise strategist on campus who focused 50 percent of their time on integration across the enterprise."

Michael Matthews, CIO
Oral Roberts University

Source: EAB interviews and analysis; "Integrating Data and Systems to Support Next-Generation Enterprise IT", Educause (2017).

Vendor in Brief

Oracle's iPaaS offerings are twofold: Oracle Integration Cloud Service (ICS) is targeted towards ad-hoc integrators, while Oracle SOA Cloud Service targets specialized integrators with a broad array of services. Both suites offer a broad range of other integration and data management offerings (including API management, file transfer, and IoT integration services) to create robust capabilities.

Further Data

- » **Price Point:** Unknown; ICS considered competitively priced, but broader needs raise costs
- » **Higher Education Clients:** Oracle's ERP and student solutions are pervasive in higher education worldwide, but their ICS and SOA integration solutions were highlighted in use at only 3 Australian institutions online: Griffith University, University of Melbourne, University of Western Australia.

Key Product Facts

- Oracle's suite of xPaaS offerings include a robust set of tools for all kinds of integration needs, and the interoperability between platforms is considered impressive—but assembling the right portfolio of packages to meet needs can be complex and costly. For campuses already using a number of Oracle tools, their integration offerings may be easier to adopt.
- Oracle Integration Cloud Service provides prebuilt integrations for a broad portfolio of SaaS products, hosts a lively community of integrators which incorporates crowd-sourced guidance into the build process, and provides a simple graphical interface for users. Developers can move integration projects between on-premises and cloud-based deployment as needed.
- Oracle SOA Cloud Service provides developers with the ability to rapidly provision integrations in environments for Oracle SOA Suite, Oracle Service Bus, and Oracle API Manager—but leveraging these environments may rely on broader service adoption from Oracle's suite of products.



We considered other vendors but Oracle Integration Cloud Service just fits well with our existing Oracle Service Cloud. We are also familiar with Oracle, making it easier for users to adopt the new platform instead of starting from scratch."

Julie Millias, Solutions Lead
University of Western Australia

Vendor in Brief

SnapLogic's Enterprise Integration Cloud is a simple but powerful iPaaS solution recognized by Gartner as an industry-leader in the iPaaS marketplace. The drag-and-drop user interface provides a code-free experience for developers and promotes integration software usage among less technical users.

Further Data

- » **Price Point:** c. \$136,000 through additional resource charge models
- » **Higher Education Clients:** 6 featured on website: Boston University, Emerson College, High Point University, Ithaca College, Kaplan University, and Vassar College. Other known institutions: Davidson College, Harvard University, Smith College, Tufts University, Wake Forest University.

Key Product Facts

- SnapLogic is known in the space for its intuitive user-interface that simplifies integration pipelines into configurable, visual components called "snaps"
- Offers 160 prebuild data connectors ("snaps") to users, and takes inputs from other customers' maps and makes them available to other clients (a multi-tenant metadata repository)
- Services delivered through various tools:
 - Designer: An HTML5-based user interface for specifying and building integration workflows, called pipelines
 - Manager: An interface to control and monitor the performance of SnapLogic orchestrations and administers the lifecycle of data and process flows
 - Dashboards: Provides visibility into the health of integrations, including performance, reliability, and utilization



After evaluating many options in the market, we chose SnapLogic because it was built for the cloud, supports hybrid cloud application and data integration, gives us the ability to scale by building and managing integration more quickly, and offers a user interface that is easy to use."

Elizabeth Hayes, Deputy CIO
Vassar College



Vendor in Brief

Talend's suite of data and cloud integration products includes solutions for data integration and quality management, real-time big data analysis, cloud integration, application integration, and master data management. Talend is known for their commitment to open source development and as a vendor primarily lauded for their big data integration and data quality solutions.

Further Data

- » **Price Point:** Open Studio is a no-cost tool; \$1,000-\$4,500 / month for Talend Integration Cloud, depending on the edition selected licensed (SaaS, Hybrid, Elastic). This is supplemented with core-based runtime pricing for ESB and MDM components.
- » **Higher Education Clients:** Colby College, Newcastle University (UK).

Key Product Facts

- Talend's products span open source (free) offerings in the Open Studio and commercial offerings for data integration and management.
- Talend's Open Studio includes Data Integration (for ETL), Big Data (for ETL large data sets), Data Preparation (for desktop data discovery and cleansing), and Data Quality (for assessing the accuracy and integrity of data). Open Studio functionality is only useable as a single developer and does not allow portability between users from the same organization.
- Talend's commercial products include a whole suite of data management tools, which can be licensed as Data Fabric – a single iPaaS that provides capabilities in batch, streaming, real-time and cloud. The platform does not yet appear to offer API management capabilities.
- Talend's products provide a unified platform for integration, big data, self-service, machine learning, and governance that can be deployed on-premises, in the cloud, or in a hybrid environment.
- Talend prides itself on its simple, predictable pricing model based on developers not data sources, which may make it a particularly attractive offering for smaller institutions.



We started with Talend's open source offerings because we didn't have the funding to pay for tools – we needed to do things cheaply. Now, we're using the Enterprise version under a named user structure, which gives our developers extra functionality for versioning and sharing jobs, instead of the developer-bubble you get in the Open Studio. But that free functionality was enough for us to be able to prove the value."

Integration Services Manager
International University

Source: EAB interviews and analysis.

Project Director

Scott Winslow

Contributing Consultants

Danielle Yardy, PhD

Shaun Devlin

Henry Inman

General Manager

Brian Contos

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