



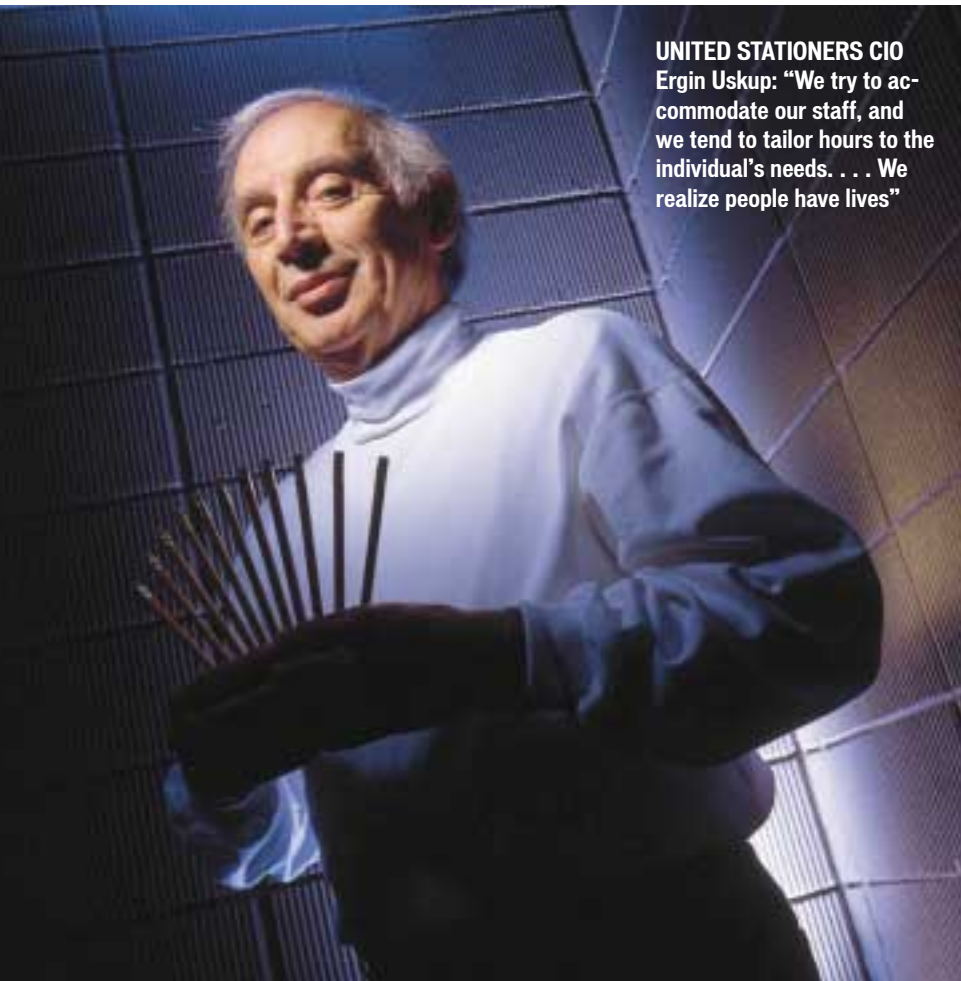
RON GRIFFIN, CIO at The Home Depot: "We try to involve our [employees] in all aspects of the biz, and not just treat them as technonerdz"

100

BEST PLACES TO WORK IN IT

From training to technology to career planning, the top IT employers invest heavily in staff. Though that makes their employees more marketable, the risk is worth it to gain more loyal and satisfied employees. **Page 64**

SONNY WILLIAMS



UNITED STATIONERS CIO
Ergin Uskup: "We try to accommodate our staff, and we tend to tailor hours to the individual's needs. . . . We realize people have lives"

ANDY GOODWIN

THE NEW SUCCESSFUL WORKFORCE

The best IT employers know that the key to finding and keeping talented workers is to listen to their ideas, invest in their careers and be flexible with their jobs.

By Lee Copeland

IF YOU'RE GOING TO style your business for the Internet, you're going to need IT talent. And right now, demand outstrips the supply of good technologists by far, making it tougher than ever to retain staff.

That means information technology managers must focus on cultivating top performers and motivating them into staying onboard rather than chasing after bigger paychecks elsewhere. While there are numerous tactics that companies can deploy to keep their best and brightest — from extending inflated counteroffers to chaining them to their workstations — the most effective

strategy is keeping employees from wanting to jump ship in the first place.

By all accounts, compensation remains the key to opening the door to a job candidate's commitment. IT professionals know what they're worth and aren't afraid to demand competitive pay.

But keeping the people you recruit from going back out that door involves much more than cold, hard cash. At the companies that qualify as *Computerworld's* Best Places to Work in IT, consensus-building management styles, commitment to professional training and flexible working arrangements help keep IT staff content and turnover low.

Squeaky Wheels Get the Grease

Bill Meadors wants to learn Spanish. In the next few weeks, Meadors, lead systems analyst at TECO Energy Inc., a public gas and electricity utility in Tampa, Fla., will start a beginning Spanish course at a local community college.

Currently, Meadors doesn't need to speak Spanish at TECO. But he says he's looking ahead to possibly working with TECO's Guatemalan subsidiary, or moving into a business development role that would involve working with Hispanic commercial accounts.

"We don't have to have just technology training," says Meadors. "As long as the company can see the benefit for the business, it's OK. Who's to say two to three years from now I won't be in IT, but in some other part of the business?"

Joseph Wiley, TECO Energy's CIO, says offering training that takes into account the company's needs inside IT — and the employee's long-term plans outside IT — involves risk: The trained employees may update their résumés and bolt.

But Wiley says he believes these types of expanded training opportunities create more motivated employees. He says it helps build company loyalty, even if the employee moves to another department later in his career.

"If someone comes to work in an IT function, then decides they want to be in marketing or in the power plant, there is a semiannual process review and those goals get factored into their work objective," explains Wiley. "We try to focus on work and personal objectives."

Meadors, a 17-year TECO veteran, says that allowing workers to pursue a combination of training courses makes a compelling case for staying put.

Like many career-minded IT professionals, Meadors says he wants to strengthen "hard" technology skills, like programming techniques. He says he also wants to develop soft skills, like management techniques or knowledge of business functions.

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100 BEST PLACES TO WORK IN IT

In This Series

THIS ISSUE

Overview: "The New Successful Workforce," by Lee Copeland. The best IT employers know that the key to finding and keeping talented workers is to listen to their ideas, invest in their careers and be flexible with their jobs.
Survey Rankings: "The 100 Best Places to Work in IT." Full ranking and information on the offerings of the top IT employers, with an explanation of the methodology used to conduct *Computerworld's* annual survey.

JUNE 12 ISSUE

Retention: "To Have and to Hold," by Kim S. Nash. From customized jobs to flexible work policies to unlimited earnings potential, Best Places to Work are finding new ways to make themselves too attractive to leave. Plus: The 10 Best Places for Retention.

Training: "Keeping Your Staff Marketable," by Erik Sherman. More than anything, IT professionals value training. The Best Places to Work are willing to take the risk of keeping their staff current on hot skills. Plus: The 10 Best Places for Training.

JUNE 19 ISSUE

Compensation: "Benefit Bonanzas, and Then Some," by Matt Hamblen. When it comes to basic perks, IT workers want them all, plus a fat paycheck. The Best Places to Work use that as a starting point and throw in unique and fun offerings. Plus: The 10 Best Places for Benefits.

Diversity: "Indulging Our Differences," by Kathleen Melymuka. Whether successful diversity is the goal or merely a by-product of a great work environment, the action plan is the same — recognize each employee as a vital asset with unique needs. Plus: The 10 Best Places for Diversity.

JUNE 26 ISSUE

Career Development: "Lands of Opportunity," by Joanie Wexler. Top companies say investments in career development yield big dividends for employer and employee alike. Plus: The 10 Best Places for Career Development.

Hot Projects: "Taking Techies to Their Limits," by Christine Willard. Technologists love technology, so Best Places to Work make sure their staffs have access to hot projects, key skills and critical development work. Plus: The 10 Best Places for Hot Projects.

THE NEW SUCCESSFUL WORKFORCE

Continued from page 64

"It's more than money that makes a place a good place to work," Meadors says. "[TECO] wants someone with broader business experience, not just someone who can write good Cobol or C++ code. A lot of projects require good code writing, but they also require good cost justification, a well-written proposal and some understanding of the business process."

In the past year, and on the company's dime, Meadors finished a course in the Internet programming language HTML. He also takes yoga classes during his lunch hour to reduce stress, he says. In September, he plans to take a programming course on sales and automation prior to starting a project along those lines for TECO.

Consensus Building

Angie Brown, a systems engineer for the past two years at home improvement retailer The Home Depot Inc. in Atlanta, says that in addition to training, assignment choice plays a key role in her job satisfaction. Brown says managers "influence but do not control people" and seek input from employees while developing IT projects.

"We have a lot of bright people, and if they can be engaged in our issues and challenges, we can come up with better solutions," says Ron Griffin, CIO at The Home Depot. "We try to involve our [employees] in all aspects of the biz, and not just treat them as technomancers."

Griffin says that by involving the members of his staff in the decision process, they get more involved in finding the best solution. The growing retail chain, which has more than 950 stores, boasts a dramatically low 3.5% turnover rate. Griffin says that's due to the \$9,000 spent annually on training per employee, and on the consensus-building style that he cultivates from the top down in IT.

Technology managers at Allstate Corp. in Northbrook, Ill., also give IT employees a say in determining which projects they will take on next.

Through an internal "All-of-us-at-Allstate" intranet site, staff members can apply for new assignments as they become available. Each posting includes the duration, scope and skills required for the project. A manager then determines if that employee

has the right skills for the project.

"We encourage our employees to take ownership of their own careers and take a proactive role in determining what they want to do," says Mike Escobar, assistant vice president of enterprise and shared services systems and a 25-year Allstate veteran. "People looking for stability might go to corporate systems, financial and the HR systems area . . . but others can move on every few months to something else."

In addition to letting employees choose work assignments, it's important to offer a full range of assignments as well. Escobar says the company's status as a traditional \$27 billion brick-and-mortar insurance company cum dot-com helps lure Internet-savvy new talent and keep the incumbents on-board.

Last year, Allstate launched a wide-ranging initiative to sell its policies through traditional agents, as well as via direct call centers and over the Web. Officials say the company's IT



We encourage our employees to take ownership of their own careers and take a proactive role in determining what they want to do.

**MIKE ESCOBAR,
ASSISTANT VICE PRESIDENT
OF ENTERPRISE AND SHARED SERVICES
SYSTEMS, ALLSTATE CORP.**

project mix — from back-end legacy system maintenance to e-commerce development — offers a smorgasbord of opportunities to keep a diverse range of staff appetites satiated.

"There is an upper-level commitment to technology," says Escobar. Allstate.com is "our biggest-priority, No. 1 project with a No. 1 focus. It's an allure for people looking at what kind of projects they will do and who want to know that we're working on the newest technology."

Seeking Balance

Accommodating the needs of an employee's family life also creates more job satisfaction, say IT professionals. And it requires flexibility from management.

After five years at United Stationers Inc., Debbie Buchholz was ready for a

change. Buchholz worked as a computer programmer and systems analyst at the Des Plaines, Ill.-based wholesaler of office supplies and equipment. Yet she wanted to start a family and spend less time in the office.

Like the heads of more and more IT departments, United Stationers CIO Ergin Uskup worked out a compromise with Buchholz to keep her on staff: work three days at home and two days in the office.

"We don't have dozens of people working from home in Illinois, but we're not running a sweatshop either," Uskup says. "But we try to accommodate our staff, and we tend to tailor hours to the individual's needs. Most people don't go home at 5 o'clock, but we try to keep a balance and figure out ways to make it work. We realize people have lives."

The Home Depot's Griffin echoes those sentiments. "We say: Be there for the significant life experiences of your family. Balance your work schedule and deal with family issues as you need to," he says.

While Griffin doesn't allow his staff to telecommute, he staggers start times and tries to accommodate family events. For example, he might allow an employee to leave the office early to attend a child's play.

The Home Depot also works with Habitat for Humanity, which builds houses for low-income families. The Home Depot's IT shop has built a house for the nonprofit organization in each of the past nine years. The construction used to take eight weeks to complete. To make it easier for IT volunteers to participate, Griffin now schedules the annual house building during the workweek. "Many of them are already working 60 hours per week, and I'd hate for them to take more time away from their families," he says. "I want people to have balanced lives, and it's a great opportunity to work out of the regular setting with their team and other teams."

In Buchholz's case, flexible scheduling involved more than just philanthropy. It kept her on staff at United Stationers.

"Otherwise, I would not have stayed," acknowledges Buchholz, now an MIS project manager at United Stationers and a mother of two. After managing a yearlong mainframe migration project, she received the promotion from programmer four years ago.

"I had to earn that," Buchholz says proudly. "I still had to prove that I could manage a project and a team and still work from home. It's been really nice to have this flextime, because I don't think I could work five days in the office. My kids have not been in day care; they're with me, and that's important to me." w

100 BEST PLACES TO WORK IN IT



From the Editor

Of all the special projects we work on each year at *Computerworld*, the Best Places to Work in IT feature continues to draw the widest interest. Calls come into our editorial offices all year long asking when our next survey will be conducted and how companies can get nominated as one of the Best Places.

And no wonder. Recruiting and retention have become the most important — and time-consuming — issues that IT managers face.

In this issue, and continuing in the June 12, 19 and 26 issues of *Computerworld*, you will read about the 100 companies that excel at finding and keeping IT talent. They are true "employers of choice" — boasting low turnover and high staff loyalty.

As the stories of these companies illustrate, there is no secret to retaining IT workers. They have found the keys to be simple:

- Treat workers with respect.
- Listen to ideas.
- Be flexible with workers' job responsibilities, hours and working conditions.
- Provide them with training and education to stay current in the field.
- Give them access to interesting work and technologies.
- Allow workers to take charge of their own careers.
- Make the office a fun place.

As you will see from the companies profiled in this series, when a company can meet these terms, it simply becomes too attractive to leave.

David Weldon
Senior editor/Careers
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100 BEST PLACES TO WORK IN IT

Methodology *Computerworld's 7th Annual 100 Best Places to Work in IT Study*

FOR THE SEVENTH YEAR IN A ROW, *Computerworld* conducted its annual survey to identify the 100 best places to work for IT professionals. From Jan. 21 through March 8, *Computerworld* invited CIOs, vice presidents and IT directors at U.S.-based companies that had revenue of \$500 million or

more last year and a minimum IT staff of 15 employees to participate in the survey. Respondents submitted information about their IT organizations online at www.computerworld.com.

Computerworld's 46-question online survey asked about the organizations' benefits, training and development, average

salary increases, percentage of staff promoted, turnover rates and the percentage of women and minority employees in IT management positions. In addition, information was collected on each organization's hot projects, mentoring programs and a variety of benefits, ranging from elder care and child care to flextime and stock options.

The final ranking was based on the results of the 46-question survey and wasn't limited to the data presented below. All quantitative data was scored separately and given equal weight in determining the final ranking. Rankings were based on the status of and information from the companies at that time. w

Rank	Company name	Primary business	IT headquarters location	Web address	IT turnover	% of staff employed five years or more	% of IT staff promoted	% of staff in cross-functional teams	% of female IT managers	% of minority IT managers	Average days of training	Average cost of training
1	The Home Depot Inc.	Retail	Atlanta	www.homedepot.com	3%	98%	26%-30%	100%	36%-40%	11%-15%	17	\$9,000
2	Cabot Corp.	Specialty chemicals manufacturing	Boston	www.cabot-corp.com	10%	80%	11%-15%	80%	21%-25%	16%-20%	10	\$8,000
3	Federal Express Corp.	Business services	Collierville, Tenn.	www.fedex.com	7%	64%	26%-30%	90%	31%-35%	21%-25%	10	\$3,000
4	Harrah's Entertainment Inc.	Entertainment	Memphis	www.harrah.com	8%	60%	26%-30%	85%	41%-45%	11%-15%	14	\$6,000
5	Texas Instruments Inc.	Manufacturing	Dallas	www.ti.com	3%	85%	21%-25%	60%	21%-25%	Less than 5%	10	\$3,000
6	United Stationers Inc.	Retail	Des Plaines, Ill.	www.unitedstationers.com	5%	100%	16%-20%	60%	16%-20%	6%-10%	8	\$3,500
7	Fifth Third Bancorp	Banking	Cincinnati	www.53.com	8%	60%	11%-15%	70%	21%-25%	6%-10%	45	\$7,875
8	Avon Products Inc.	Retail	Rye, N.Y.	www.avon.com	8%	44%	21%-25%	70%	26%-30%	21%-25%	12	\$10,000
9	PricewaterhouseCoopers	Professional services/consulting	New York	www.pwcglobal.com	18%	15%	31%-35%	100%	11%-15%	6%-10%	19	\$7,500
10	State Street Corp.	Banking	Quincy, Mass.	www.statestreet.com	10%	52%	26%-30%	85%	31%-35%	6%-10%	14	\$5,000
11	The MONY Group Inc.	Insurance	New York	www.mony.com	8%	60%	21%-25%	100%	41%-45%	11%-15%	9	\$2,000
12	Charles Schwab Co.	Financial services	San Francisco	www.schwab.com	10%	31%	16%-20%	57%	31%-35%	21%-25%	10	\$5,000
13	The Reader's Digest Association Inc.	Publishing	Pleasantville, N.Y.	www.readersdigest.com	16%	56%	31%-35%	80%	46%-50%	31%-35%	4	\$2,500
14	State Farm Insurance	Insurance	Bloomington, Ill.	www.statefarm.com	4%	71%	21%-25%	80%	31%-35%	6%-10%	8	\$4,400
15	TECO Energy Inc.	Energy/utilities	Tampa, Fla.	www.tecoenergy.com	6%	71%	16%-20%	65%	46%-50%	21%-25%	11	\$2,500
16	Allstate Insurance Co.	Insurance	Northbrook, Ill.	www.allstate.com	6%	59%	11%-15%	50%	36%-40%	21%-25%	13	\$3,200
17	GATX Rail	Transportation	Chicago	www.gatxrail.com	9%	46%	11%-15%	70%	46%-50%	6%-10%	10	\$4,000
18	Lockheed Martin Corp.	Defense/aerospace	Philadelphia	www.lmco.com	17%	60%	21%-25%	100%	16%-20%	11%-15%	4	\$2,050
19	CDW Computer Centers Inc.	Computer dealer/reseller	Vernon Hills, Ill.	www.cdw.com	9%	30%	21%-25%	90%	21%-25%	Less than 5%	18	\$20,000
20	FleetBoston Financial Corp.	Financial services	Boston	www.fleetbankbostonmerger.com	10%	62%	21%-25%	70%	36%-40%	Less than 5%	7	\$9,200
21	Litton PRC	Information technology	McLean, Va.	www.prc.com	10%	80%	21%-25%	60%	51%-55%	6%-10%	4	\$2,200
22	Nationwide Insurance Cos.	Insurance	Columbus, Ohio	www.nationwide.com	8%	52%	16%-20%	90%	41%-45%	16%-20%	10	\$1,970
23	Capital One Financial Corp.	Financial services	Falls Church, Va.	www.capitalone.com	4%	11%	31%-35%	85%	21%-25%	11%-15%	20	\$6,500
24	Harley-Davidson Inc.	Automotive and transportation equipment	Milwaukee	www.harley-davidson.com	6%	34%	16%-20%	80%	26%-30%	6%-10%	20	\$4,000
25	Harleysville Group Inc.	Insurance	Harleysville, Pa.	www.harleysvillegroup.com	5%	85%	Less than 5%	40%	36%-40%	Less than 5%	8	\$2,500
26	Minnesota Life Insurance Co.	Insurance	St. Paul, Minn.	www.minnesotamutual.com	9%	50%	31%-35%	70%	51%-55%	Less than 5%	18	\$2,368
27	Staples Inc.	Retail	Framingham, Mass.	www.staples.com	12%	20%	26%-30%	80%	31%-35%	6%-10%	10	\$3,000
28	The Tandy Corp.	Retail	Fort Worth, Texas	www.tandy.com	14%	45%	21%-25%	30%	31%-35%	11%-15%	5	\$1,540
29	Arrow Electronics Inc.	Retail	Melville, N.Y.	www.arrow.com	8%	23%	11%-15%	85%	61%-65%	6%-10%	6	\$5,000
30	Autodesk Inc.	Computer services, software	San Rafael, Calif.	www.autodesk.com	12%	20%	6%-10%	80%	31%-35%	26%-30%	10	\$2,000
31	Royal Caribbean Cruises Ltd.	Travel and entertainment	Miami	www.rccl.com	17%	40%	11%-15%	75%	31%-35%	51%-55%	5	\$2,400
32	Cisco Systems Inc.	Computer manufacturing	San Jose	www.cisco.com	7%	7%	31%-35%	80%	16%-20%	26%-30%	10	\$10,000
33	Computer Associates International Inc.	Computer services	Islandia, N.Y.	www.ca.com	8%	33%	11%-15%	30%	16%-20%	21%-25%	21	\$24,000
34	Lands' End Inc.	Retail	Dodgeville, Wis.	www.landsend.com	5%	51%	26%-30%	80%	21%-25%	Less than 5%	10	\$3,500
35	AFLAC Inc.	Insurance	Columbus, Ga.	www.aflac.com	12%	46%	26%-30%	50%	26%-30%	16%-20%	5	\$1,100
36	Analog Devices Inc.	Electronics and technology manufacturing	Norwood, Mass.	www.analog.com	14%	55%	21%-25%	70%	21%-25%	6%-10%	5	\$5,000
37	Corning Inc.	Telecommunications	Corning, N.Y.	www.corning.com	3%	54%	16%-20%	60%	26%-30%	11%-15%	10	\$6,000
38	NCR Corp.	Computer manufacturing	Dayton, Ohio	www.ncr.com	8%	64%	11%-15%	50%	21%-25%	6%-10%	9	\$4,500
39	Sears, Roebuck and Co.	Retail	Hoffman Estates, Ill.	www.sears.com	11%	40%	26%-30%	40%	41%-45%	16%-20%	10	\$1,600
40	The Prudential Insurance Company of America	Insurance	Roseland, N.J.	www.prudential.com	9%	63%	11%-15%	76%	36%-40%	11%-15%	8	\$3,800
41	Home Shopping Network Inc.	Retail	St. Petersburg, Fla.	www.hsn.com	15%	50%	16%-20%	70%	31%-35%	Less than 5%	5	\$4,500
42	Fannie Mae	Financial services	Washington	www.fanniemae.com	12%	42%	11%-15%	59%	41%-45%	26%-30%	11	\$2,700
43	Florida Power & Light Co.	Energy/utilities	Juno Beach, Fla.	www.fplgroup.com	6%	59%	21%-25%	52%	31%-35%	31%-35%	7	\$3,750
44	Intel Corp.	Computer manufacturing	Santa Clara, Calif.	www.intel.com	6%	32%	21%-25%	75%	26%-30%	16%-20%	4	\$1,096

Continued from page 69

Rank	Company name	Primary business	IT headquarters location	Web address	IT turnover	% of staff employed five years or more	% of IT staff promoted	% of staff in cross-functional teams	% of female IT managers	% of minority IT managers	Average days of training	Average cost of training
45	International Truck and Engine Corp.	Automotive and transportation equipment	Oakbrook Terrace, Ill.	www.navistar.com	3%	78%	21%-25%	55%	11%-15%	Less than 5%	6	\$6,000
46	Silicon Graphics Inc.	Computer manufacturing	Mountain View, Calif.	www.sgi.com	13%	45%	16%-20%	100%	16%-20%	31%-35%	10	\$4,000
47	Sprint Corp.	Telecommunications	Overland Park, Kan.	www.sprint.com	7%	35%	26%-30%	35%	21%-25%	16%-20%	10	\$5,000
48	The Earthgrains Co.	Food industry	St. Louis	www.earthgrains.com	1%	90%	26%-30%	100%	21%-25%	6%-10%	10	\$5,000
49	Avnet Inc.	Electronics and technology manufacturing	Chandler, Ariz.	www.avnet.com	7%	40%	11%-15%	90%	11%-15%	11%-15%	12	\$5,000
50	UNICOR	Electronics and technology manufacturing	Washington	www.unicor.gov	1%	71%	6%-10%	80%	36%-40%	6%-10%	8	\$2,500
51	Hewlett-Packard Co.	Computer manufacturing	Palo Alto, Calif.	www.hp.com	15%	80%	6%-10%	40%	31%-35%	21%-25%	8	\$6,000
52	Household International Inc.	Financial services	Prospect Heights, Ill.	www.household.com	11%	56%	21%-25%	70%	36%-40%	11%-15%	12	\$1,400
53	Merck & Co.	Pharmaceuticals	Whitehouse Station, N.J.	www.merck.com	5%	50%	11%-15%	60%	26%-30%	6%-10%	3	\$2,000
54	SAS Institute Inc.	Business services	Cary, N.C.	www.sas.com	3%	50%	26%-30%	40%	31%-35%	6%-10%	6	\$2,000
55	American Management Systems Inc.	Professional services/consulting	Fairfax, Va.	www.amsinc.com	19%	34%	26%-30%	20%	36%-40%	16%-20%	10	\$5,100
56	Freddie Mac	Financial services	McLean, Va.	www.freddiemac.com	12%	52%	21%-25%	47%	41%-45%	11%-15%	7	\$1,549
57	Best Buy Co.	Retail	Eden Prairie, Minn.	www.bestbuy.com	7%	17%	11%-15%	80%	26%-30%	Less than 5%	10	\$3,000
58	Cigna Corp.	Insurance	Philadelphia	www.cigna.com	7%	63%	26%-30%	50%	26%-30%	6%-10%	8	\$4,500
59	Comerica Inc.	Financial services	Auburn Hills, Mich.	www.comerica.com	6%	70%	16%-20%	70%	11%-15%	Less than 5%	4	\$1,300
60	J. B. Hunt Transport Services Inc.	Business services	Lowell, Ark.	www.jbhunt.com	11%	40%	21%-25%	15%	31%-35%	Less than 5%	12	\$4,545
61	Merrill Lynch & Co.	Financial services	New York	www.ml.com	13%	40%	6%-10%	60%	21%-25%	21%-25%	6	\$1,437
62	Metropolitan Life Insurance Co.	Insurance	New York	www.metlife.com	13%	52%	6%-10%	65%	31%-35%	11%-15%	12	\$2,500
63	Tosco Corp.	Energy/utilities	Phoenix	www.tosco.com	4%	40%	16%-20%	50%	26%-30%	11%-15%	10	\$6,000
64	General Mills Inc.	Food industry	Minneapolis	www.generalmills.com	4%	60%	31%-35%	60%	36%-40%	Less than 5%	7	\$2,600
65	Hewitt Associates LLC	Professional services/consulting	Lincolnshire, Ill.	www.hewitt.com	9%	35%	26%-30%	60%	31%-35%	Less than 5%	6	\$3,000
66	J. C. Penney Co.	Retail	Dallas	www.jcpenney.com	6%	67%	21%-25%	35%	26%-30%	16%-20%	4	\$1,350
67	Equifax Inc.	Business services	Atlanta	www.equifax.com	15%	35%	16%-20%	50%	41%-45%	16%-20%	5	\$2,000
68	Mellon Financial Corp.	Financial services	Pittsburgh	www.mellon.com	12%	53%	16%-20%	40%	31%-35%	6%-10%	8	\$1,550
69	Electronic Data Systems Corp.	IT services provider	Plano, Texas	www.eds.com	17%	50%	NA	10%	26%-30%	11%-15%	10	\$3,150
70	Georgia-Pacific Corp.	Manufacturing (process)	Atlanta	www.gp.com	7%	45%	21%-25%	20%	31%-35%	16%-20%	10	\$600
71	UnitedHealth Group Corp.	Health/medical services	Minnetonka, Minn.	www.unitedhealthgroup.com	14%	44%	11%-15%	75%	31%-35%	Less than 5%	5	\$750
72	Wisconsin Energy Corp.	Energy/utilities	Milwaukee	www.wisenergy.com	7%	60%	Less than 5%	60%	26%-30%	6%-10%	8	\$3,245
73	John Hancock Financial Services Inc.	Insurance	Boston	www.jhancock.com	10%	44%	16%-20%	40%	36%-40%	6%-10%	6	\$1,700
74	KPMG Consulting LLC	Professional services/consulting	McLean, Va.	www.kpmgconsulting.com	21%	23%	11%-15%	40%	26%-30%	11%-15%	4	\$3,000
75	Sonoco Products Co.	Manufacturing (discrete; noncomputer industry)	Hartsville, S.C.	www.sonoco.com	11%	55%	6%-10%	90%	6%-10%	Less than 5%	12	\$3,800
76	DPR Construction Inc.	Construction	Redwood City, Calif.	www.dprinc.com	10%	10%	6%-10%	33%	Less than 5%	Less than 5%	10	\$2,000
77	Hadco Corp.	Electronics and technology manufacturing	Salem, N.H.	www.hadco.com	10%	60%	21%-25%	75%	21%-25%	6%-10%	7	\$5,000
78	Roadway Express Inc.	Business services	Akron, Ohio	www.roadway.com	5%	58%	16%-20%	95%	11%-15%	Less than 5%	3	\$1,260
79	Wal-Mart Stores Inc.	Retail	Bentonville, Ark.	www.wal-mart.com	6%	44%	21%-25%	50%	Less than 5%	Less than 5%	25	\$4,500
80	Axiom Corp.	Business services	Little Rock, Ark.	www.axiom.com	14%	40%	21%-25%	100%	11%-15%	Less than 5%	4	\$4,500
81	The Cincinnati Insurance Cos.	Financial services	Fairfield, Ohio	www.cinfin.com	8%	56%	16%-20%	51%	31%-35%	6%-10%	18	\$3,000
82	The Principal Financial Group	Financial services	Des Moines, Iowa	www.principal.com	8%	59%	Less than 5%	86%	41%-45%	Less than 5%	10	\$4,000
83	Towers Perrin	Business services	Philadelphia	www.towers.com	5%	20%	11%-15%	80%	21%-25%	11%-15%	10	\$5,000
84	Battelle Memorial Institute	Research services	Columbus, Ohio	www.battelle.org	7%	60%	16%-20%	50%	11%-15%	6%-10%	5	\$2,000
85	Brinker International Inc.	Food industry	Dallas	www.brinker.com	14%	48%	11%-15%	40%	26%-30%	Less than 5%	5	\$2,000
86	Edison International	Energy/utilities	Rosemead, Ca.	www.edison.com	6%	42%	6%-10%	30%	21%-25%	26%-30%	5	\$1,200
87	Scientific-Atlanta Inc.	Telecommunications	Norcross, Ga.	www.sciaatl.com	11%	56%	11%-15%	55%	26%-30%	21%-25%	10	\$2,008
88	Bose Corp.	Consumer products	Framingham, Mass.	www.bose.com	16%	25%	16%-20%	75%	36%-40%	Less than 5%	10	\$2,500
89	Burlington Coat Factory Warehouse Corp.	Retail	Burlington, N.J.	www.coat.com	7%	52%	6%-10%	80%	16%-20%	6%-10%	8	\$3,500
90	Columbia Information Systems Inc.	Health/medical services	Nashville	www.columbia-hca.com	17%	34%	11%-15%	51%	36%-40%	6%-10%	5	\$1,550
91	Sigma-Aldrich Corp.	Specialty chemicals manufacturing	St. Louis	www.sigma-aldrich.com	8%	40%	6%-10%	80%	21%-25%	Less than 5%	10	\$2,000
92	Ace Hardware Corp.	Retail	Oak Brook, Ill.	www.acehardware.com	1%	37%	16%-20%	45%	21%-25%	Less than 5%	8	\$1,445
93	Deere & Co.	Equipment manufacturing	Moline, Ill.	www.deere.com	4%	70%	11%-15%	20%	16%-20%	Less than 5%	15	\$7,100
94	PG&E Corp.	Energy/utilities	San Francisco	www.pgecorp.com	10%	70%	6%-10%	10%	21%-25%	21%-25%	14	\$1,000
95	Genuity Inc.	Telecommunications	Burlington, Mass.	www.genuity.com	20%	30%	31%-35%	40%	16%-20%	6%-10%	10	\$6,000
96	T. Rowe Price Associates Inc.	Financial services	Baltimore	www.troweprice.com	12%	27%	6%-10%	63%	21%-25%	Less than 5%	4	\$2,452
97	American Family Insurance Group	Insurance	Madison, Wis.	www.amfam.com	6%	48%	11%-15%	70%	46%-50%	Less than 5%	6	\$3,778
98	BellSouth Corp.	Telecommunications	Atlanta	www.bellsouth.com	11%	70%	6%-10%	70%	26%-30%	11%-15%	4	\$1,150
99	Unisys Corp.	Computer services	Blue Bell, Pa.	www.unisys.com	5%	60%	6%-10%	50%	11%-15%	6%-10%	10	\$1,500
100	W. L. Gore & Associates Inc.	Textile manufacturing	Newark, Del.	www.wlgore.com	14%	50%	46%-50%	70%	Less than 5%	Less than 5%	5	\$3,000

Notes: Chart information provided by Computerworld research staff.