

Opening

The 2018 Edition of the ALETI+ Census of the Information Technology and Communications Sector has the following objectives:

- updating information on the ICT Sector to obtain a detailed picture of the Sector, a necessary item for the formulation and monitoring of development strategies, including but not limited to public policies, as has been done anually since 2014;
- generate business opportunities and cooperation among participating companies, including business opportunities and research, development and innovation projects;

Since 2017, the initiative includes, in addition to the 19 member countries of ALETI, the possibility of participation for ICT companies located in any country.

Thanks in advance for completing the following questionnaire - the estimated total time is twenty minutes.

On behalf of all participating IT associations around the world,

THANK YOU SO MUCH!

Note: Codes displayed in brackets ([and]) should be ignored. These codes are only used to facilitate the processing of information simultaneously with questionnaires completed in other languages.

		at you authorize, at the end of the Census iness opportunities, this same link will be
sent out to those interested in	products or services of your con	npany): [3001]
fin which country is your compa	any located? [3002]	
Afghanistan [af]	Guernsey [gg]	Palau [pw]
Albania [al]	Guinea [gn]	Palestina [ps]
Algeria [dz]	Guyana [gy]	Papua New Guinea [pg]
American Samoa [as]	Haiti [ht]	Philippines [ph]
Andorra [ad]	Hong Kong [hk]	Pitcairn [pn]
Anguilla [ai]	Hungary [hu]	Poland [pl]
Antigua and Barbuda [ag]	Celand [is]	Puerto Rico [pr]
Armenia [am]	India [in]	Qatar [qa]
Aruba [aw]	Indonesia [id]	Réunion [re]
Australia [au]	Iran[ir]	Romania [ro]
Austria [at]	Iraq [iq]	Russia [ru]

Azerbajaje [az] Restand [e] Revanda [rv] Boltumus [tot] Bernet [ft] Seint Hebrus [ft] Baltran [tbt] Italy [e] Seint Kots and Nevel [en] Baltran [tbt] Samt [en] Seint Hebrus [ft] Baltran [tbt] Samt Lecha [en] Baltran [tbt] Seint Hebrus [ft] Seint Hebrus [ft] Baltran [tbt] Seint Hebrus [ft] Seint Hebrus [ft] Baltran [tbt] Seint Hebrus [ft] Seint Hebrus [ft] Seint Hebrus [ft] Baltran [tbt] Seint Hebrus [ft] Seint Hebr						
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Bangladeah [bd] Jamaica [im] Saint Lucia [bd]		Bahamas [bs]	\bigcirc	Israel [il]		Saint Helena [sh]
Barbados [bo] Japon [ip] Saint Pierre and Miquebn [im]		Bahrain [bh]	\bigcirc	Italy [it]	\bigcirc	Saint Kitts and Nevis [kn]
Belanus [by] Jersey [je] Saint Vincent and The Grenadines [vc]		Bangladesh [bd]	\bigcirc	Jamaica [jm]	\bigcirc	Saint Lucia [lc]
Belgium [be] Jordan [bo] Samoa [ws]		Barbados [bb]	\bigcirc	Japan [jp]	\bigcirc	Saint Pierre and Miquelon [pm]
Beluce [bc] Kazakstan [kc] San Manino [sm]		Belarus [by]	\bigcirc	Jersey [je]		Saint Vincent and The Grenadines [vc]
Benin [b]		Belgium [be]	\bigcirc	Jordan [jo]	\bigcirc	Samoa [ws]
Bermuda [bm] Kiribati [ki] Saudi Arabia [sta] Bhutan [bi] Kuwait [kw] Senegal [sn] Bosania and Herzegovina [ba] Kyrgyzstan [kig] Serbia [re] Botswana [nw] Laos [la] Seychelles [sc] Botswana [nw] Latvia [lw] Sierra Leone [al] Bulgaria [bg] Lebanon [lu] Singapore [stg] Burnati Darussalam [bn] Latvia [lw] Sierra Leone [al] Bulgaria [bg] Lebanon [lu] Singapore [stg] Burnati [bi] Liberia [r] Siovenia [si] Cambodia [leh] Libya [ly] Somalia [so] Cameroon [cm] Liechtenstein [li] South Africa [za] Canada [ca] Lithuania [li] South Korea [lr] Central African Republic [cf] Luxembourg [lu] Sri Lanka [lk] Chad [td] Macau [mo] Sudan [scd] China [cn] Macedonia [mk] Suriname [sr] Comoros [km] Madagascar [mg] Sovaziland [sc2] Congo [cg] Malsavi [mv] Seeden [se] Congo [cg] Malsavi [mv] Seeden [se] Congo [to] Malsavi [mv] Svitzerland [ch] Cita D'Ivoire [ci] Makel [mi] Talwan [tv] Coreatia [hr] Moal [mi] Talwan [tv] Coreatia [hr] Moal [mi] Talwan [tv] Coreatia [hr] Mauritius [mu] Togo [tg] Dominica [cm] Mayotte [y] Tokelou [k] Egypt [eg] Micronesia [fm] Tonga [tg] Estenia [ee] Mondoliva [md] Tursein [tr] Estenia [ee] Mondoliva [md] Tursein [tr] Estenia [ee] Mondolio [mn] Tursein [tr] Estenia [ee] Mondolio [mn] Tursein [tr] Finlend [fi] Morocco [ma] Tursein [tr]		Belize [bz]	\bigcirc	Kazakstan [kz]	\bigcirc	San Marino [sm]
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Canada [ca] Lithuania [it] South Korea [kr] Central African Republic [cf] Luxembourg [lu] Sri Lanka [lk] Chad [td] Macau [mo] Sudan [sd] China [cn] Macedonia [mk] Suriname [sr] Comoros [km] Madagascar [mg] Swaziland [sz] Congo [cg] Malawi [mw] Sweden [se] Congo, The Democratic Republic [cd] Malaysia [my] Switzerland [ch] Côte D'Ivoire [ci] Malkines [mv] Syria [sy] Croatia [hr] Malf [ml] Taiwan [tw] Cyprus [cy] Malta [mt] Tajkistan [tj] Czech Republic [cz] Martinique [mq] Tanzania [tz] Denmark [dk] Mauritian [mr] Thailand [th] Djibout [dj] Mauritius [mu] Togo [tg] Dominica [dm] Mayotte [yr] Tokelau [tk] Egypt [eg] Micronesia [fm] Tonga [to] Eritrea [er] Moklova [md] Trinidad and Tobago [tt] Estonia [ee] Monaco [mc] Turisia [tn] Ethiopia [et] Monosco [ma] Tuvalu [tv]		Cambodia [kh]	\bigcirc	Libya [ly]		Somalia [so]
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France [fr] Myanmar[mm] Uganda [ug]		Fiji [fj]	\bigcirc	Montserrat [ms]	\bigcirc	Turkmenistan [tm]
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French Polynesia [pf]	\bigcirc	Nauru [nr]		United Arab Emirates [ae]	
French Southern Territories [tf]		Nepal [np]		United Kingdom [uk]	
Gabon [ga]		Netherlands [nl]		United States [us]	
Gambia [gm]		Netherlands Antilles [an]		Uzbekistan [uz]	
Georgia [ge]		New Caledonia [nc]		Vanuatu [vu]	
Germany [de]		New Zealand [nz]	\bigcirc	Vatican [va]	
Ghana [gh]		Niger [ne]	\bigcirc	Viet Nam [vn]	
Gibraltar [gi]		Nigeria [ng]	\bigcirc	Wallis and Futuna [wf]	
Greece [gr]		Niue [nu]		Western Sahara [eh]	
Greenland [gl]	\bigcirc	North Korea [kp]	\bigcirc	Yemen [ye]	
Grenada [gd]		Norway [no]		Zambia [zm]	
Guadeloupe [gp]		Oman [om]		Zimbabwe [zw]	
Guam [gu]		Pakistan [pk]			



ALETI+ ITC Sector Census - 2018 Edition - English Bangladesh * In which of the country's division are the headquarters of your company located? [5011] Barisal [A] Rajshahi [E] Chittagong [B] Rangpur [F] Dhaka [C] Sylhet [G] Khu**l**na [D] Your company is a member of: [5013] BCS [BCS] Trade Associations from other Sectors [Other Sector] Other ITC Sector's associations [Other ITC]



Products and Services Offered

From this point onwards, all questions are common to all participating companies (from all countries).

Hence, the progress indicator will show your real progress from now on (until this point, you have been skipping questions that are specific to countries other than yours).

* On the following list, please mark all activities which i	
your company expects during the current year: [3061	.]
Industry: Application Software Products [IndstrAppISW]	Services: Internet Access Provider [ServicISP]
Industry: Games [IndstrGames]	Services: IT Security Services/Forensic IT [ServicSecure]
Industry: Local Hardware Production [IndstrHardwr]	Services: ITC equipment rental [ServicRental]
Industry: Software as a Service (Saas) [IndstrSaaS]	Services: locally developed software deployment/installation [ServicImplLc]
Industry: Tools, Middleware and Operating Systems [IndstrTlmwos]	Services: mailing and market information [ServicMktInf]
Retail: Consumptibles (paper, ink, media, etc) [RetailCnsmp	t] Services: other (ITC related) [ServicOthers]
Retail: Imported Hardware [RetailImptHW]	Services: physical equipment installation/cabling [ServicCblEqp]
Retail: Imported Software [RetailImptSW]	
Retail: Locally Produced 3rd party Hardware [RetailLocIHW]	Services: providing data processing capacity, traditional or cloud computing [ServicColctn]
Retail: Locally Produced 3rd party Software [RetailLocISW]	Services: providing technical professionals to clients [ServicBodShp]
Services: Business Consulting (processes, projects, knowledge, etc) [ServicConBiz]	Services: Sites/digital contents/video production/development [ServicDigCon]
Services: Call-Center [ServicClCntr]	
Services: Custom Software Development [ServicSWODmd]	
Services: Data Communication [ServicComDat]	Services: Software technical support/helpdesk [ServicSWSprt]
Services: desktop publishing [ServicDtpPbl]	Services: Software Testing/Quality Assurance [ServicSWTest]
Services: education/classroom training (on ITC subjects) [ServicOPTrng]	Services: Technical Consulting in Hardware and Infrastructure [ServicConHWI]
Services: education/distance training (on ITC subjects)	Services: Technical Consulting in Software [ServicConTSW]
[ServicODTrng] Services: full outsourcing of clients' ITC areas [ServicFulOut	Services: Voice Communication [ServicComVox]
	Services: web hosting [ServicWebHst]
Services: Hardware technical support and maintainance [ServicHWSprt]	Wholesale: Consumptibles (paper, ink, media, etc) [WhsaleCnsmpt]
Services: high volume printing and plotting [ServicPrntng]	Wholesale: Imported Hardware [WhsaleImptHW]
Services: Images & Document Management [ServicDocMgt]	
Services: Images Communication [ServicComImg]	
Services: imported software deployment/installation	Wholesale: Locally Produced 3rd party Hardware [WhsaleLocIHW]
[ServicImplFn]	Wholesale: Locally Produced 3rd party Software [WhsaleLocISW]

	adustry: Application Software Products [IndstrAppISW] adustry: Games [IndstrGames] adustry: Local Hardware Production [IndstrHardwr] adustry: Software as a Service (Saas) [IndstrSaaS] adustry: Tools, Middleware and Operating Systems adustrTImwos]	Services: Internet Access Provider [ServicISP] Services: IT Security Services/Forensic IT [ServicSecure]
	ndustry: Local Hardware Production [IndstrHardwr] Industry: Software as a Service (Saas) [IndstrSaaS] Industry: Tools, Middleware and Operating Systems IndstrTImwos]	Services: IT Security Services/Forensic IT [ServicSecure]
In In [Ir	idustry: Software as a Service (Saas) [IndstrSaaS] idustry: Tools, Middleware and Operating Systems indstrTlmwos]	
In [lr	dustry: Tools, Middleware and Operating Systems	Services: ITC equipment rental [ServicRental]
[Ir	ndstrTlmwos]	Services: locally developed software deployment/installatingservicImplLc]
	otail: Cancumptibles (paper inly modia etc) [BetailCnempt]	Services: mailing and market information [ServicMktInf]
R	etail: Consumptibles (paper, ink, media, etc) [RetailCnsmpt]	Services: other (ITC related) [ServicOthers]
	etail: Imported Hardware [RetailImptHW]	Services: physical equipment installation/cabling
Re	etail: Imported Software [RetailImptSW]	[ServicCblEqp] Services: providing data processing capacity, traditional or
R	etail: Locally Produced 3rd party Hardware [RetailLocIHW]	cloud computing [ServicColctn]
R	etail: Locally Produced 3rd party Software [RetailLoclSW]	Services: providing technical professionals to clients [ServicBodShp]
	ervices: Business Consulting (processes, projects, nowledge, etc) [ServicConBiz]	Services: Sites/digital contents/video production/developm [ServicDigCon]
Se	ervices: Call-Center [ServicClCntr]	Services: Software Engineering Consulting [ServicConSE
_	ervices: Custom Software Development [ServicSWODmd] ervices: Data Communication [ServicComDat]	Services: Software technical support/helpdesk [ServicSWSprt]
	ervices: desktop publishing [ServicDtpPbl]	Services: Software Testing/Quality Assurance [ServicSWT
 Se	ervices: education/classroom training (on ITC subjects) ServicOPTrng]	Services: Technical Consulting in Hardware and Infrastructure [ServicConHWI]
Se	ervices: education/distance training (on ITC subjects) ServicODTrng]	Services: Technical Consulting in Software [ServicConTS)
	ervices: full outsourcing of clients' ITC areas [ServicFulOut]	Services: Voice Communication [ServicComVox]
	ervices: Hardware technical support and maintainance	Services: web hosting [ServicWebHst]
[S	ServicHWSprt]	Wholesale: Consumptibles (paper, ink, media, etc) [WhsaleCnsmpt]
Se	ervices: high volume printing and plotting [ServicPrntng]	Wholesale: Imported Hardware [WhsaleImptHW]
Se	ervices: Images & Document Management [ServicDocMgt]	Wholesale: Imported Software [WhsaleImptSW]
	ervices: Images Communication [ServicComImg] ervices: imported software deployment/installation	Wholesale: Locally Produced 3rd party Hardware [WhsaleLocIHW]
	ServicImplFn]	Wholesale: Locally Produced 3rd party Software [WhsaleLocISW]



Technologies in Use

Which of these technological environments suppor obtains at least FIVE percent of its total sales fores	
Devices with sensors embedded in autonomous devices [Embedded]	Back-end servers for single-client use (physical or virtual) [SingleServer]
Devices with sensors connected to the Internet [IoT]	Back-end servers shared by multiple clients [MultiTenant]
Mobile devices (smartphones, tablets, wearables) [Mobile	
Notebooks and PCs [PCs]	[CloudPlatfrm]
Considering these same technological environmen	• •
Devices with sensors embedded in autonomous devices [Embedded]	Back-end servers for single-client use (physical or virtual) [SingleServer]
Devices with sensors connected to the Internet [IoT]	Back-end servers shared by multiple clients [MultiTenant]
Mobile devices (smartphones, tablets, wearables) [Mobile	Other environments, available through the cloud [CloudPlatform]
Notebooks and PCs [PCs]	No environment accounts for a third or more of the comparevenue [None]

Mark the global companies' who	ose products/services integrate v	vith products and services from your
company (leave blank, if none):	[3066]	
Adobe [Adobe]	E-Set [Eset]	OpenStack [OpenStack]
Alcatel [Alcatel]	ESRI [ESRI]	OpenText [OpenText]
Alfresco [Alfresco]	Facebook [Facebook]	Oracle [Oracle]
Amazon [Amazon]	FIREBIRD [FIREBIRD]	Outsystems [Outsystems]
AOC [AOC]	Fortinet [Fortinet]	Parallels [Parallels]
Apache [Apache]	F-Secure [F-Secure]	Pelco [Pelco]
APC [APC]	Fujitsu [Fujitsu]	Pentaho [Pentaho]
Apple [Apple]	Garmin [Garmin]	Pervasive [Pervasive]
Artech [Artech]	GE [GE]	Progress [Progress]
Aruba [Aruba]	Google [Google]	QlikTech [QlikTech]
Avaya [Avaya]	Hitachi [Hitachi]	Red Hat [Red Hat]
Bematech [Bematech]	Honeywell [Honeywell]	Ricoh [Ricoh]
Bitdefender [Bitdefender]	HP [HP]	RIM [RIM]
BlackBerry [BlackBerry]	Huawei [Huawei]	Salesforce [Salesforce]
Borland/Embarcadero [Borland]	IBM [IBM]	Samsung [Samsung]
Brother [Brother]	Infor [Infor]	SAP [SAP]
Calypso [Calypso]	Intalio [Intalio]	Sonic [Sonic]
Canon [Canon]	Intel [Intel]	Symantec [Symantec]
Check Point [Check Point]	Intersystems [Intersystems]	Tandem [Tandem]
Cisco [Cisco]	Jaspersoft [Jaspersoft]	Texas Instruments [TI]
Citrix [Citrix]	Juniper [Juniper]	Toshiba [Toshiba]
Computer Associates [CA]	Kaspersky [Kaspersky]	Totvs [Totvs]
Compuware [Compuware]	Kofax [Kofax]	TrendMicro [TrendMicro]
Daruma [Daruma]	LEXMARK [LEXMARK]	Twitter [Twitter]
DataAccess [DataAccess]	LG [LG]	Ubiquiti Networks [Ubiquiti]
Dell [Dell]	Linksys [Linksys]	Unify [Unify]
DLINK [DLINK]	McAfee [McAfee]	Unisys [Unisys]
Elgin [Elgin]	Microsoft [Microsoft]	VMWare [VMWare]
EMC [EMC]	MicroStrategy [MStrategy]	Watchguard [Watchguard]
Enterasys [Enterasys]	Mikrotik [Mikrotik]	WebSense [WebSense]
Epson [Epson]	Motorola [Motorola]	Zend [Zend]
Ericsson [Ericsson]	Nokia [Nokia]	Zimbra [Zimbra]





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ALETI+ ITC Sector Census - 2018 Edition - English

Customers' profile

Agriculture and/or fivestock [101] Car & parts deades/Gas stations [465] Forestry, Fishing and/or kunting [108] Apparel And Accessory Stores [456] Metal & cod, mining, oil & gas extraction and other mining [110] General Bucking, Heavy Construction and Special Trade Contractors [215] General Bucking, Heavy Construction and Special Trade Contractors [215] Food and kindred products Manufacturing [220] Tobacco Products Manufacturing [221] Totacco Products Manufacturing [221] Textile and Apparel Products Manufacturing [222] Furniture, Jumber, wood and paper products Manufacturing [228] Furniture, Jumber, wood and paper products Manufacturing [230] Furniture, Jumber, wood and leather products Manufacturing [230] Furniture, Jumber, wood and leather products Manufacturing [230] Stone, clay and glass Products Manufacturing [231] Furniture And Products Manufacturing [232] Metal Products Manufacturing [234] Metal Products Manufacturing [234] Metal Products Manufacturing [234] Metal Products Manufacturing [234] Metal Products Manufacturing [236] Metal Products Manufacturing [237] Measuring Instruments And Related Products Manufacturing [238] Measuring Instruments And Related Products Manufacturing [238] Measuring Instruments And Related Products Manufacturing [239] Measuring Instruments And Related Products Manufacturing [230] Other product types Manufacturing [239] Transportation and Warehousing [341] District products Manufacturing [230] Transportation by Air [344] Transportation by Air [345] Transportation by Water [347] Transportation by Water [347] Transportation by Water [347] Transportation by Water [347] Transportation by Water [348] Transportation by Water [349] Wholesale Trade [450] Building Materials & Garden Supplies [452] Food Retail [454]		the following list of economic activities, please ma rr company expects to generate 5% or more of its t		·
Metal & coal, mining, oil & gas extraction and other mining [110] General Building, Heavy Construction and Special Trade Contractors [215] General Building, Heavy Construction and Special Trade Contractors [215] Food and kindred products Manufacturing [220] Tobacco Products Manufacturing [221] Tracile and Apparel Products Manufacturing [222] Insurance Agents, Brokers & Exchange Service [564] Furniture, lumber, wood and paper products Manufacturing [228] Printing and Publishing Industry [227] Chemicals, Petroleum and Coal Products Manufacturing [230] Chemicals, Petroleum and Coal Products Manufacturing [230] Stone, clay and glass Products Manufacturing [230] Stone, clay and glass Products Manufacturing [231] Metal Products Manufacturing [232] Metal Products Manufacturing [234] Industrial Machinery And Electric Equipment Manufacturing [235] Metal Products Manufacturing [234] Legal Services [681] Industrial Machinery And Electric Equipment Manufacturing [236] Measuring Instruments And Related Products Manufacturing [236] Measuring Instruments And Related Products Manufacturing [237] Measuring Instruments And Related Products Manufacturing [238] Measuring Instruments And Related Products Manufacturing [239] Distince, Public Order & Security [792] Railroad Transportation [340] Transportation by Water [344] Transportation by Water [344] Transportation by Water [345] Transportation by Water [345] Transportation by Water [345] Differ Individuals [309] Blactric, Gas and Sanitary Services [349] Wholesale Trade [450] Building Materials & Garden Supplies [452]		Agriculture and/or livestock [101]		Car & parts deales/Gas stations [455]
Eating and Drinking Places [458]		Forestry, Fishing and/or Hunting [108]		Apparel And Accessory Stores [456]
General Building, Heavy Construction and Special Trade Contractors [215] Gord and kindred products Manufacturing [220] Deposit and Credit Banks [560] Tobacco Products Manufacturing [221] Insurance Carriers [563] Textile and Apparel Products Manufacturing [222] Insurance Agents, Brokers & Exchange Service [564] Furniture, lumber, wood and paper products Manufacturing [228] Furniture, lumber, wood and paper products Manufacturing [280] Printing and Publishing Industry [227] Chemicals, Petroleum and Coal Products Manufacturing [280] Rubber, plastic and leather products Manufacturing [230] Rubber, plastic and leather products Manufacturing [230] Primary Metal Processing Industries [233] Metal Products Manufacturing [234] Industrial Machinery And Electric Equipment Manufacturing [237] Weblice and other Transportation Equipment Manufacturing [237] Measuring Instruments And Related Products Manufacturing [238] Metal Product types Manufacturing [239] Other product types Manufacturing [239] Other product types Manufacturing [239] Other product types Manufacturing [239] Transportation [340] Trax Collecting Entitics [793] Other public, state or diplomatic entities [799] Postal Services and Couriers [343] Transportation by Water [344] Transportation Services [348] Pipelines [346] Communication Services [348] Wholesale Trade [450] Building Materials & Garden Supplies [452]				Furniture And Homefurnishings Stores [457]
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Building Materials & Garden Supplies [452]	Ш	Electric, Gas and Sanitary Services [349]		
		Wholesale Trade [450]		
Food Retail [454]		Building Materials & Garden Supplies [452]		
		Food Retail [454]		

	Agriculture and/or livestock [101]		Car & parts deales/Gas stations [455]
	Forestry, Fishing and/or Hunting [108]		Apparel And Accessory Stores [456]
	Metal & coal, mining, oil & gas extraction and other mining [110]		Furniture And Homefurnishings Stores [457]
_	General Building, Heavy Construction and Special Trade		Eating and Drinking Places [458]
	Contractors [215]		Other retail sales stores [459]
	Food and kindred products Manufacturing [220]		Deposit and Credit Banks [560]
	Tobacco Products Manufacturing [221]		Insurance Carriers [563]
	Textile and Apparel Products Manufacturing [222]		Insurance Agents, Brokers & Exchange Service [564]
	Furniture, lumber, wood and paper products Manufacturing [224]		Real Estate Traders [565]
	Printing and Publishing Industry [227]		Holdings and Other Investment Services [567]
_	Chemicals, Petroleum and Coal Products Manufacturing [228	3	Hotels [670]
_	Rubber, plastic and leather products Manufacturing [230]		Business, Management & Engineering Services [673]
_	Stone, clay and glass Products Manufacturing [232]		Automotive Services [675]
_	Primary Metal Processing Industries [233]		Motion Picture Studios [678]
	Metal Products Manufacturing [234]		Health Services [680]
_	Industrial Machinery And Electric Equipment Manufacturing		Legal Services [681]
	[235]		Educational Services [682]
	Vehicle and other Transportation Equipment Manufacturing [237]		Social Services [683]
	Measuring Instruments And Related Products Manufacturing		Other kind of services [689]
	[238]		Executive and Legislative Offices [791]
	Other product types Manufacturing [239]		Justice, Public Order & Security [792]
	Railroad Transportation [340]		Tax Collecting Entities [793]
	Urban and road Passenger Transportation [341]		National Security Agencies and Armed Forces [797]
	Freight Transportation and Warehousing [342]		Other public, state or diplomatic entities [799]
	Postal Services and Couriers [343]		ITC products Manufacturing [801]
	Transportation by Water [344]		ITC products wholesale and/or retail [802]
	Transportation by Air [345]		ITC related Services [803]
	Pipelines [346]		Self-employed Professionals [901]
	Communication Services [348]		Other Individuals [909]
	Electric, Gas and Sanitary Services [349]		
	Wholesale Trade [450]		
	Building Materials & Garden Supplies [452]		
	Food Retail [454]		

segments, t	Ig list classifies your company's CLIENTS by revenue. Please mark, among these market hose which your company expects to be responsible for at least 5% of the total of your revenues during the current year: [3069]
	es with revenues below USD 180 thousand [.1]
	es with revenues between USD 180 thousand and 1,8 million [1]
	es with revenues between USD 1,8 and 8 million [5]
Compani	es with revenues between USD 8 and 30 mi ll ion [20]
Compani	es with revenues between USD 30 and 80 mi ll ion [50]
Compani	es with revenues between USD 80 and 300 million [200]
Compani	es with more than 300 million USD in revenues [900]
Self-emp	loyed people and individuals [P]
	lering the same market segments, mark those which your company expects to be responsible 33% of the total of your company's revenues during the current year: [3070]
Compani	es with revenues below USD 180 thousand [.1]
Compani	es with revenues between USD 180 thousand and 1,8 million [1]
Compani	es with revenues between USD 1,8 and 8 mi ll ion [5]
Compani	es with revenues between USD 8 and 30 mi ll ion [20]
 Compani	es with revenues between USD 30 and 80 mi ll ion [50]
Compani	es with revenues between USD 80 and 300 million [200]
	es with more than 300 mi ll ion USD in revenues [900]
	loyed people and individuals [P]



Human Resources

Software developers? [a]	None [0]	1 or 2 [1]	3 or 4 [3]	5 to 8 [6]	[17]	[63]	[300]	[2250]	[999
Other ITC Professionals [b]									C
Dedicated mainly to R&D&i [c]									
Marketing and/or Sales [d									
Other company areas (e.g finance, accounting, human resources) [e]	J								
Total number of professionals working at your company [f]		\bigcirc	\bigcirc	\bigcirc	\circ	\bigcirc			
Total number of									
professionals working remotely [g]							Ü		
	r	0	0		0				
remotely [g] Total number of professionals born in othe		essionals a	at your co	ompany th	at have a	uchieved 6	each of the	se levels	s of
remotely [g] Total number of professionals born in othe countries [h]		essionals a	at your co	ompany th	at have a	Chieved 6	each of the		
remotely [g] Total number of professionals born in othe countries [h] Please mark the numb	er of profe				9 to 25	26 to 99	100 to 499	500 to 3999	4000 mo
remotely [g] Total number of professionals born in othe countries [h] Please mark the numb		essionals a		ompany th				500 to	4000
remotely [g] Total number of professionals born in other countries [h] Please mark the number duaction: [3072] Professional Certification (e.g. PMI, IBM, Microsoft,	None [0]				9 to 25	26 to 99	100 to 499	500 to 3999	4000 mo

Hired during the last 12 months [b] Left voluntarily during the last 12 months [b] Fired during the last 12 months [c] Maintained idle waiting for more wropeats [d] That your company expects to hire over the mext three months if there were absolutely no difficulty in recruting [f] Comparing the total number of professionals at your company with the situation 12 months ago artifaction was: [3074] Decrease between 50 and 100% [75] Stable (variation of less than 5%) [0] Growth between 50 and 10% [0.75] Growth between 10 and 25% [1.75] My company is less the months old [NA] Decrease between 5 and 10% [075] Growth between 10 and 25% [1.75] My company is less the months old [NA] Decrease between 5 and 10% [075] From the tween 25 and 50% [3.75] Expenses between 5 and 10% [075] From 1% to 1,99% [0.15] From 4% to 7,99% [0.05] From 0.5% to 0.99% [.0075] From 2% to 3,99% [0.03] B% or more [.12]	50] [999	100 to 499 [300]	26 to 99 [63]	9 to 25 [17]	5 to 8 [6]	3 or 4 [3]	1 or 2 [1]	None [0]	
last 12 months [b] Fired during the last 12 months [c] Maintained idle waiting for new projects [d] That your company expects to hire over the next three months [e] That your company would hire over the next three months fel That your company would hire over the next three months fighter were absolutely no difficulty in recruting [f] Comparing the total number of professionals at your company with the situation 12 months ago ariation was: [3074] Decrease between 50 and 100% [75] Stable (variation of less than 5%) [0] Growth between 50 and Decrease between 25 and 50% [375] Growth between 10 and 25% [.175] My company is less the months old [NA] Decrease between 5 and 10% [075] Growth between 25 and 50% [.375] Comparing the expenses of your company to maintain the technical knowledge of your team up with training, professional certifications or participation at seminars, congreses, etc) with the total your company, these 'technical capaci [3075] Less than 0,5% [.0025] From 1% to 1,99% [.015] From 4% to 7,99% [.065]) (
Maintained idle waiting for new projects [d] That your company expects to hire over the next three months [e] That your company would hire over the next three months if there were absolutely no difficulty in recruting [f] Comparing the total number of professionals at your company with the situation 12 months ago ariation was: [3074] Decrease between 50 and 100% [75] Stable (variation of less than 5%) [0] Growth between 50 and Decrease between 10 and 25% [175] Growth between 5 and 10% [.075] My company is less than 50 [.0025] Growth between 5 and 50% [.375] Comparing the expenses of your company to maintain the technical knowledge of your team up with training, professional certifications or participation at seminars, congreses, etc) with the tot of your company, these 'technical capaci [3075] Less than 0.5% [.0025] From 1% to 1,99% [.015] From 4% to 7,99% [.060]) (
That your company expects to hire over the next three months [e] That your company would hire over the next three months [fe] That your company would hire over the next three months if there were absolutely no difficulty in recruting [f] Comparing the total number of professionals at your company with the situation 12 months ago ariation was: [3074] Decrease between 50 and 100% [75] Stable (variation of less than 5%) [0] Growth between 50 and Decrease between 25 and 50% [375] Growth between 5 and 10% [.075] Growth above 100% [1] Decrease between 10 and 25% [175] Growth between 10 and 25% [.175] My company is less the months old [NA] Comparing the expenses of your company to maintain the technical knowledge of your team up with training, professional certifications or participation at seminars, congreses, etc) with the tot of your company, these 'technical capaci [3075] Less than 0,5% [.0025] From 1% to 1,99% [.015] From 4% to 7,99% [.065]) (•
expects to hire over the next three months [e] That your company would hire over the next three months if there were absolutely no difficulty in recruting [f] Comparing the total number of professionals at your company with the situation 12 months ago ariation was: [3074] Decrease between 50 and 100% [75] Stable (variation of less than 5%) [0] Growth between 50 and Decrease between 25 and 50% [375] Growth between 5 and 10% [.075] Growth above 100% [1] Decrease between 10 and 25% [175] Growth between 10 and 25% [.175] My company is less the months old [NA] Decrease between 5 and 10% [075] Growth between 25 and 50% [.375] Comparing the expenses of your company to maintain the technical knowledge of your team up with training, professional certifications or participation at seminars, congreses, etc) with the tot of your company, these 'technical capaci [3075] Less than 0,5% [.0025] From 1% to 1,99% [.015] From 4% to 7,99% [.06]) (=
hire over the next three months if there were absolutely no difficulty in recruting [f] Comparing the total number of professionals at your company with the situation 12 months ago ariation was: [3074] Decrease between 50 and 100% [75] Stable (variation of less than 5%) [0] Growth between 50 and Decrease between 25 and 50% [375] Growth between 5 and 10% [.075] Growth above 100% [1] Decrease between 10 and 25% [175] Growth between 10 and 25% [.175] My company is less the months old [NA] Decrease between 5 and 10% [075] Growth between 25 and 50% [.375] Comparing the expenses of your company to maintain the technical knowledge of your team up with training, professional certifications or participation at seminars, congreses, etc) with the total fyour company, these 'technical capaci [3075] Less than 0,5% [.0025] From 1% to 1,99% [.015] From 4% to 7,99% [.060]) (expects to hire over the
Decrease between 50 and 100% [75] Stable (variation of less than 5%) [0] Growth between 50 and Decrease between 25 and 50% [375] Growth between 5 and 10% [.075] Growth above 100% [1] Decrease between 10 and 25% [175] Growth between 10 and 25% [.175] My company is less the months old [NA] Decrease between 5 and 10% [075] Growth between 25 and 50% [.375] Comparing the expenses of your company to maintain the technical knowledge of your team up with training, professional certifications or participation at seminars, congreses, etc) with the total your company, these 'technical capaci [3075] Less than 0,5% [.0025] From 1% to 1,99% [.015] From 4% to 7,99% [.065]) (\bigcirc		\circ					hire over the next three months if there were abso l utely no
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Decrease between 10 and 25% [175] Growth between 10 and 25% [.175] My company is less the months old [NA] Decrease between 5 and 10% [075] Growth between 25 and 50% [.375] Comparing the expenses of your company to maintain the technical knowledge of your team up with training, professional certifications or participation at seminars, congreses, etc) with the total your company, these 'technical capaci [3075] Less than 0,5% [.0025] From 1% to 1,99% [.015] From 4% to 7,99% [.066]	d 100% [.75	wth between 50	Gro	nan 5%) [0]	on of less th	ab l e (variati	.75] St	ınd 100% [- .	Decrease between 50 a
Decrease between 5 and 10% [075] Growth between 25 and 50% [.375] Comparing the expenses of your company to maintain the technical knowledge of your team up with training, professional certifications or participation at seminars, congreses, etc) with the total fyour company, these 'technical capaci [3075] Less than 0,5% [.0025] From 1% to 1,99% [.015] From 4% to 7,99% [.066]	5]	wth above 1009	Gro	0% [.075]	en 5 and 10	rowth betwe	875] G	ınd 50% [3	Decrease between 25 a
Decrease between 5 and 10% [075] Growth between 25 and 50% [.375] Comparing the expenses of your company to maintain the technical knowledge of your team up with training, professional certifications or participation at seminars, congreses, etc) with the total fyour company, these 'technical capaci [3075] Less than 0,5% [.0025] From 1% to 1,99% [.015] From 4% to 7,99% [.066]	an twe l ve	company is l ess	() My	25% [.175]	en 10 and 2	rowth betwe	.75] () G	ınd 25% [1	Decrease between 10 a
Comparing the expenses of your company to maintain the technical knowledge of your team up with training, professional certifications or participation at seminars, congreses, etc) with the tot of your company, these 'technical capaci [3075] Less than 0,5% [.0025] From 1% to 1,99% [.015] From 4% to 7,99% [.060]		nths o l d [NA]	mo						
From 0,5% to 0,99% [.0075] From 2% to 3,99% [.03] 8% or more [.12]				chnical kn	ain the te	/ to maint participat	company ations or	es of your nal certific	comparing the expense with training, profession
	al revenu	etc) with the	ngreses,	chnical kn	ain the teo	/ to maint participati 3075]	company ations or I capaci [es of your nal certific	comparing the expense with training, profession f your company, these
	al revenu	etc) with the	ngreses,	chnical kn	ain the teo on at sen	/ to maint participati 3075] rom 1% to 1	company ations or I capaci [es of your nal certific 'technica	comparing the expense with training, profession f your company, these Less than 0,5% [.0025]
	al revenu	etc) with the	ngreses,	chnical kn	ain the teo on at sen	/ to maint participati 3075] rom 1% to 1	company ations or I capaci [es of your nal certific 'technica	comparing the expense with training, profession f your company, these Less than 0,5% [.0025]
	al revenu	etc) with the	ngreses,	chnical kn	ain the teo on at sen	/ to maint participati 3075] rom 1% to 1	company ations or I capaci [es of your nal certific 'technica	comparing the expense with training, profession f your company, these Less than 0,5% [.0025]
	al revenu	etc) with the	ngreses,	chnical kn	ain the teo on at sen	/ to maint participati 3075] rom 1% to 1	company ations or I capaci [es of your nal certific 'technica	comparing the expense with training, profession f your company, these Less than 0,5% [.0025]
	al revenue	etc) with the	ngreses,	chnical kn	ain the teo on at sen	/ to maint participati 3075] rom 1% to 1	company ations or I capaci [es of your nal certific 'technica	comparing the expense with training, profession f your company, these Less than 0,5% [.0025]



Business Models

	From 50% to 70% [.6]	More than 90% [.95]
Service Level Agreement clauses		tracts of your company which include
Less than 10% [.05]	From 50% to 70% [.6]	Doesn't apply to my company [z
From 10% to 30% [.2]	From 70% to 90% [.8]	
From 30% to 50% [.4]	More than 90% [.95]	
The metropolitan area [3]	A part of the continent [6]	
elation to your headquarters loc		51% of your company's revenues, in
The neighborhood [1]	The state/province [4]	The whole continent [7]
The city [2]	The country [5]	The whole world [8]
The metropolitan area [3]	A part of the continent [6]	



		ALETI+ ITC	Sector Cens	sus - 2018 Edi	tion - English		
nte	ernational Activities						
	How many own office: the planet? [3079]	s your compan	y maintains ir	n countries (excl	luding yours) in	each of these	e regions of
		None [0]	One [1]	Two or three [2]	Four to nine [6]	Ten or more [15]	Unable to tell [z]
	Africa [a]						
	Latin America & Caribbean [b]						
	Asia [c]						
	United States and Canada [d]				\bigcirc	\bigcirc	\bigcirc
	Europe [e]						
	Oceania [f]		\bigcirc				
	Into which of these rai	nges falls the p	percentage of	your company's	s revenues that	originate in o	ther
(Doesn't export [0]	(From 1 to 4	% [.025]	From	30 to 60% [.45]	
(Less than 0,25% [.003	125]	From 4 to 1	.5% [.095]	From	60 to 80% [.7]	
(From 0,25 to 1% [.006	625]	From 15 to	30% [.225]	More	than 80% [.9]	



Details about Exports

	Argentina [ar]	Indonesia [id]		South Korea [kr]
	Australia [au]	Iran [ir]		Spain [es]
	Austria [at]	Ireland [ie]		Sweden [se]
_	Belgium [be]	Israel [il]		Switzerland [ch]
	Brazil [br]	Italy [it]		Taiwan [tw]
	Canada [ca]	Japan [jp]		Thailand [th]
_	Chile [cl]	Malaysia [my]		Turkey [tr]
_	China [cn]	Mexico [mx]		United Arab Emirates [ae]
	Colombia [co]	Netherland [nl]		United Kingdom [uk]
	Czech Republic [cz]	Nigeria [ng]		United States [us]
	Denmark [dk]	Philippines [ph]		Venezuela [ve]
	Egypt [eg]	Poland [pl]		Other African countries [oaf]
_	Finland [fi]	Portugal [pt]	\Box	Other Asian countries [oas]
	France [fr]	Romania [ro]		Other Central American countries
	Germany [de]	Russia [ru]		Other European countries [oeu]
	Greece [gr]	Saudi Arabia [sa]		Other Oceania countries [ooc]
	Hong Kong [hk]	Singapore [sg]		Other South American countries [
_	India [in]	South Africa [za]		

			your own country) [3082]		
Ш	Argentina [ar]		Indonesia [id]		South Korea [kr]
	Australia [au]		Iran [ir]		Spain [es]
	Austria [at]		Ireland [ie]		Sweden [se]
	Belgium [be]		Israel [il]		Switzerland [ch]
	Brazil [br]		Italy [it]		Taiwan [tw]
	Canada [ca]		Japan [jp]		Thailand [th]
	Chile [cl]		Malaysia [my]		Turkey [tr]
	China [cn]		Mexico [mx]		United Arab Emirates [ae]
	Colombia [co]		Netherland [nl]		United Kingdom [uk]
	Czech Republic [cz]		Nigeria [ng]		United States [us]
	Denmark [dk]		Philippines [ph]		Venezuela [ve]
	Egypt [eg]		Poland [pl]		Other African countries [oaf]
	Finland [fi]		Portugal [pt]		Other Asian countries [oas]
	France [fr]		Romania [ro]		Other Central American countries [d
	Germany [de]		Russia [ru]		Other European countries [oeu]
	Greece [gr]		Saudi Arabia [sa]		Other Oceania countries [ooc]
	Hong Kong [hk]		Singapore [sg]		Other South American countries [os
	India [in]		South Africa [za]		
	None [0]	\bigcirc	5 to 9 [7]		E0 [75]
	None [0]	\bigcirc	5 to 9 [7]		FO
					50 or more [75]
\bigcirc	1 or 2 [1]	\bigcirc	10 to 19 [15]	\bigcirc	Unable to tell [z]
	1 or 2 [1] 3 or 4 [3]	\bigcirc	10 to 19 [15] 20 to 49 [35]		
		ected	20 to 49 [35] ravel plans (to countries where y		Company does not own office: Growth between 50 and 100% [.75] Growth above 100% [1.5] My company is less than twelve
	3 or 4 [3] mparing the above answer with t r the NEXT 12 months, the expe Decrease between 50 and 100% [75] Decrease between 25 and 50% [375]	ected	20 to 49 [35] ravel plans (to countries where yell variation falls into the range: [3 Stable (variation of less than 5%) [0] Growth between 5 and 10% [.075]		Company does not own office Growth between 50 and 100% [.75] Growth above 100% [1.5] My company is less than twelve months old [NA]
	3 or 4 [3] mparing the above answer with to the NEXT 12 months, the expense between 50 and 100% [75] Decrease between 25 and 50% [375] Decrease between 10 and 25% [175]	ected	20 to 49 [35] ravel plans (to countries where yell variation falls into the range: [3] Stable (variation of less than 5%) [0] Growth between 5 and 10% [.075] Growth between 10 and 25% [.175]		Unable to tell [z] company does not own office Growth between 50 and 100% [.75] Growth above 100% [1.5] My company is less than twelve
	3 or 4 [3] mparing the above answer with to the NEXT 12 months, the expense between 50 and 100% [75] Decrease between 25 and 50% [375] Decrease between 10 and 25% [175]	ected	20 to 49 [35] ravel plans (to countries where yell variation falls into the range: [3] Stable (variation of less than 5%) [0] Growth between 5 and 10% [.075] Growth between 10 and 25% [.175]		Company does not own office Growth between 50 and 100% [.75] Growth above 100% [1.5] My company is less than twelve months old [NA]
	3 or 4 [3] mparing the above answer with to the NEXT 12 months, the expense between 50 and 100% [75] Decrease between 25 and 50% [375] Decrease between 10 and 25% [175]	ected	20 to 49 [35] ravel plans (to countries where yell variation falls into the range: [3] Stable (variation of less than 5%) [0] Growth between 5 and 10% [.075] Growth between 10 and 25% [.175]		Company does not own office Growth between 50 and 100% [.75] Growth above 100% [1.5] My company is less than twelve months old [NA]
	3 or 4 [3] mparing the above answer with to the NEXT 12 months, the expense between 50 and 100% [75] Decrease between 25 and 50% [375] Decrease between 10 and 25% [175]	ected	20 to 49 [35] ravel plans (to countries where yell variation falls into the range: [3] Stable (variation of less than 5%) [0] Growth between 5 and 10% [.075] Growth between 10 and 25% [.175]		Company does not own office Growth between 50 and 100% [.75] Growth above 100% [1.5] My company is less than twelve months old [NA]
	3 or 4 [3] mparing the above answer with to the NEXT 12 months, the expense between 50 and 100% [75] Decrease between 25 and 50% [375] Decrease between 10 and 25% [175]	ected	20 to 49 [35] ravel plans (to countries where yell variation falls into the range: [3] Stable (variation of less than 5%) [0] Growth between 5 and 10% [.075] Growth between 10 and 25% [.175]		Company does not own office Growth between 50 and 100% [.75] Growth above 100% [1.5] My company is less than twelve months old [NA]
	3 or 4 [3] mparing the above answer with to the NEXT 12 months, the expense between 50 and 100% [75] Decrease between 25 and 50% [375] Decrease between 10 and 25% [175]	ected	20 to 49 [35] ravel plans (to countries where yell variation falls into the range: [3] Stable (variation of less than 5%) [0] Growth between 5 and 10% [.075] Growth between 10 and 25% [.175]		Company does not own office Growth between 50 and 100% [.75] Growth above 100% [1.5] My company is less than twelve months old [NA]
	3 or 4 [3] mparing the above answer with to the NEXT 12 months, the expense between 50 and 100% [75] Decrease between 25 and 50% [375] Decrease between 10 and 25% [175]	ected	20 to 49 [35] ravel plans (to countries where yell variation falls into the range: [3] Stable (variation of less than 5%) [0] Growth between 5 and 10% [.075] Growth between 10 and 25% [.175]		Company does not own office Growth between 50 and 100% [.75] Growth above 100% [1.5] My company is less than twelve months old [NA]
	3 or 4 [3] mparing the above answer with to the NEXT 12 months, the expense between 50 and 100% [75] Decrease between 25 and 50% [375] Decrease between 10 and 25% [175]	ected	20 to 49 [35] ravel plans (to countries where yell variation falls into the range: [3] Stable (variation of less than 5%) [0] Growth between 5 and 10% [.075] Growth between 10 and 25% [.175]		Company does not own office Growth between 50 and 100% [.75] Growth above 100% [1.5] My company is less than twelve months old [NA]
	3 or 4 [3] mparing the above answer with to the NEXT 12 months, the expense between 50 and 100% [75] Decrease between 25 and 50% [375] Decrease between 10 and 25% [175]	ected	20 to 49 [35] ravel plans (to countries where yell variation falls into the range: [3] Stable (variation of less than 5%) [0] Growth between 5 and 10% [.075] Growth between 10 and 25% [.175]		Company does not own offices Growth between 50 and 100% [.75] Growth above 100% [1.5] My company is less than twelve months old [NA]

	Once in the last twelve month [1]	Once per semester [2]	Every two or three months [3]	Every month [4]	Every two weeks [5]	Every week [6]	Every day
Internet (e-commerce) [a]							
Own offices in foreign countries [b]			\bigcirc	\bigcirc	\bigcirc		
Clients with branches in other countries [c]			\bigcirc		\bigcirc		
Clients of partners and/or resellers in other countries [d]							
Comparing the exports previous year, the expo	•			-	rent year wi	th those duri	ing the
Decrease between 50	and 100% [75] Stable (variation of l ess	s than 5%) [0]	Growth I	oetween 50 and	l 100% [.75]
Decrease between 25	and 50% [375] Growth	between 5 and	10% [.075]	Growth a	above 100% [1.	5]
Decrease between 10	and 25% [175] Growth	between 10 and	d 25% [.175]		oany is less tha	n twe l ve
Decrease between 5 a	and 10% [075]	Growth	between 25 and	d 50% [.375]	months	old [NA]	



Quality and Intellectual Property

Please mark all of the follow	ring certifications your company has	s already achieved: [3087]
CMMi level 2 or 3 [CMMi2]	ISO 27000 [ISO27]	mps.br nivel A a D [mpsAD]
CMMi level 4 or 5 [CMMi4]	ISO 29110 [ISO29]	mps.br nível E a G [mpsEG]
ISO 14000 [ISO14]	ISO 900x [ISO9x]	
ISO 20000 [ISO20]	Moprosoft [Mopro]	
	ns below your company uses to prof arty (non-client) [CodeDeposit]	tect its intellectual property: [3088]
Indication of copyrights at co		
Patents Deposit [Patents]	mpany's products [copyright]	
Trade Mark Registration [Tra	demarksl	
Trade Mark Registration [Tra	uemanoj	
	uction, marketing and/or qualification	mercial aspects, research and development, n of human resources your company has in
None [0]	Two [2]	Five to eight [6]
One [1]	Three or four [3]	Nine or more [12]

partnership: [3090]	npanies below with which your coi	mpany has established a FORMAL
Adobe [Adobe]	Epson [Epson]	QlikTech [QlikTech]
Alexa [Alexa]	Ericsson [Ericsson]	Red Hat [Red Hat]
Alfresco [Alfresco]	ESRI [ESRI]	Redhat [Redhat]
Amazon [Amazon]	FusionChart [FusionChart]	RIM [RIM]
Apple [Apple]	Google [Google]	SalesForce [SalesForce]
Atlassian [Atlassian]	Hitachi [Hitachi]	Samsung [Samsung]
Avaya [Avaya]	Honeywell [Honeywell]	SAP [SAP]
Avnet [Avnet]	HP [HP]	Sony [Sony]
CA - Computer Associates [CA]	Huawei [Huawei]	Symantec [Symantec]
Calypso [Calypso]	IBM [IBM]	Thales [Thales]
Canon [Canon]	Intel [Intel]	Totvs [Totvs]
Cisco [Cisco]	McAfee [McAfee]	TrendMicro [TrendMicro]
Citrix [Citrix]	Microsoft [Microsoft]	VMWare [VMWare]
Dell [Dell]	Motorola [Motorola]	WebSense [WebSense]
Dialogic [Dialogic]	OpenText [OpenText]	
EMC [EMC]	Oracle/Sun [Oracle/Sun]	





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Innovation	

For each of the activities described below, please tell us how often they happen at your company: [3091]							
	Never [1]	Very rarely [2]	Rare l y [3]	Sometimes [4]	Frequent l y [5]	Continuos l y [6]	Unable to
Product/Service development with innovative aspects in relation to those existing on the target market [a]	0				0	0	0
Development of Products / Services with new characteristics that set them appart from competitors [b]	\bigcirc		\bigcirc		0		\circ
Development of Products / Services that include barriers to the entrance of new competitors [c]						0	
Usage of resources to stimulate and support team learning and creativity [d]							
Interaction with clients in order to develop innovations [e]							
Interaction with other companies, universities and/or research labs in aim of innovations [f]					\bigcirc	\circ	
Usage of formal resources to document or retain internal knowledge or useful knowledge developed outside the company [g]				\bigcirc			
Usage of formal resources to share company's knowledge with internal workforce and outside partners [h]			\bigcirc		0	\circ	
Buying of Intellectual Property (e.g. patents, licenses or whole companies) to gain access to innovations [i]	0		0		0	0	
Selling of Intellectual Property of your company to third parties [j]	\bigcirc		\bigcirc		\bigcirc	\bigcirc	
Usage of open technology during development of products/services [k]			0			0	
Release of your company's products/services as open technology [l]					\bigcirc	\bigcirc	
n which of these range ne last three years? [3		share in sales	of all produc	cts and serv	ices your con	npany launc	hed duri
Less than 10% [.05]	<u>-</u>	From 30 ^o	% to 50% [.4]		From 70%	% to 90% [.8]	
From 10% to 30% [.2]		From 50°	% to 70% [.6]		Over 90%	i [.95]	



Research & Development

We don't invest in R&D [0]	From 2% to 4% [.03]
Less than 0,25% [.00125]	From 4% to 8% [.06]
From 0,25% to 0,5% [.00375]	From 8% to 15% [.115]
From 0,5% to 1% [.0075]	More than 15% [.23]
From 1% to 2% [.015]	Unable to tell [z]



Funding and Economic Evolution

Throughout the existence of your company, which cused? [3096]	of these forms of access to financial capital have been
Angel investor's capital [Angels]	Financing by public banks [PublicBanks]
Capital Contributed by 3rd Companies as Business Partne [Partners]	ers Investment fonds' venture capital [Venture]
Capital Contributed by Company's Customers [Customers	Partners' own capital [Entrepreneur] Project grants coming from other countries [ForeignGrant]
Capital from partners' relatives [Relatives]	Project grants from authorities in your country [LocalGrants]
Capital Opening at Stock Exchange (IPO - Initial Public Of [IPO]	
Financing by private banks [PrivateBanks]	
Which of these same sources of funding your comp months? [3097]	pany plans to use for the first time during the next 24
Angels Angel investor's capital [Angels]	PublicBanks Financing by public banks [PublicBanks]
Partners Capital Contributed by 3rd Companies as Busine	venture Investment fonds' venture capital [Venture]
Partners [Partners] Customers Capital Contributed by Company's Customers	Entrepreneur Partners' own capital [Entrepreneur]
[Customers]	ForeignGrant Project grants coming from other countries
Relatives Capital from partners' relatives [Relatives]	[ForeignGrant] LocalGrants Project grants from authorities in your country
IPO Capital Opening at Stock Exchange (IPO - Initial Publ Offer) [IPO]	
PrivateBanks Financing by private banks [PrivateBanks]	
In which range lies the total volume of financial capi means? [3098]	ital raised by your company, since its foundation, by all
From nothing to USD 10K [.005]	From USD 10M to 100M [50]
From USD 10K to 100K [.05]	From USD 100M to 1 billion [500]
From USD 100K to 1M [.5]	Over USD 1 billion [2500]
From USD 1M to 10M [5]	
Comparing the total revenue expected by your com these ranges falls the expected variation? [3099]	pany for this year compared with last year, into which of
Decrease between 50 and 100% [75]	Growth between 10 and 25% [.175]
Decrease between 25 and 50% [375]	Growth between 25 and 50% [.375]
Decrease between 10 and 25% [175]	Growth between 50 and 100% [.75]
Decrease between 5 and 10% [075]	Growth above 100% [1.5]
Stable (variation of less than 5%) [0]	My company is less than twelve months old [NA]
Growth between 5 and 10% [.075]	

Up to USD 180k (.09) From USD 10M to 20 Million [15] From USD 20M to 50 Million [35] From USD 20M to 50 Million [35] From USD 50M to 100 Million [30] From USD 10M to 50 Million [30] From USD 50M to 100 Million [300] From USD 50M to 10 Million [300] From USD 50M to 100 Million [300] * In which of these periods was your company first established? [4100] Up to 1960 [-1960] Between 1991 and 1995 [1991-1995] Between 1961 and 1965 [1961-1965] Between 1996 and 2000 [1996-2000] Between 1966 and 1970 [1966-1970] Between 2001 and 2005 [2001-2005] Between 1971 and 1975 [1971-1975] Between 2006 and 2010 [2006-2010] Between 1976 and 1980 [1976-1980] Between 2011 and 2015 [2011-2015] Between 1986 and 1990 [1986-1990] Between 1986 and 1990 [1986-1990]
From USD 600K to 1,8 Million [1.2] From USD 50M to 100 Million [75] From USD 1,8M to 5 Million [3.4] From USD 100M to 500 Million [300] From USD 5M to 10 Million [7.5] More than USD 500 Million [1200] * In which of these periods was your company first established? [4100] Up to 1960 [-1960] Between 1961 and 1965 [1961-1965] Between 1966 and 2000 [1996-2000] Between 1966 and 1970 [1966-1970] Between 1971 and 1975 [1971-1975] Between 1976 and 1980 [1976-1980] Between 1981 and 1985 [1981-1985] Between 2016 and 2018 [2016-2020]
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Between 1976 and 1980 [1976-1980] Between 2011 and 2015 [2011-2015] Between 1981 and 1985 [1981-1985] Between 2016 and 2018 [2016-2020]
Between 1981 and 1985 [1981-1985] Between 2016 and 2018 [2016-2020]
Between 1986 and 1990 [1986-1990]



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Business Opportunities	;					
* In how many of each c	of these type of a	ssociations yo	our company	participates volui	ntarily? [3101	
	None [0]	One [1]	Two [2]	Three or four [3] Fi	ve to eight [6]	Nine or more [12]
Business, commercial or professional [a]						
Social (e.g. NGOs) [b]						
* We authorize ALETI ar business opportunitites					ny's profile to	generate
Only in my country [Ov	vnCountry]		In any co	ountry [Worldwide]		
In participating countries	es [ALETI+]		My comp [Nowhere	oany is not interested e]	in business opp	portunities



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Ending Page

inding rago	
	nail addresses to receive the Census' results and/or participate in future editions (they by other purpose): [5103]
E-mail #1	
E-mail #2	
E-mai l #3	
Thanks very much for	your participation at the ALETI+ Census of the ITC Sector - 2018 Edition!
As a participant, you v	will have first hand access to the complete results, as soon as they are available.
When rolling out next	editions of the ITC Census, we will request you participate again.
If you wish to, please	leave your comments: