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ALETI+ ITC Sector Census - 2018 Edition - English

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 annually 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.**

\* Please enter the website address of your company (in case that you authorize, at the end of the Census questionnaire, the usage of this information for generating business opportunities, this same link will be sent out to those interested in products or services of your company): [3001]

\* In which country is your company located? [3002]

- |                                                |                                      |                                             |
|------------------------------------------------|--------------------------------------|---------------------------------------------|
| <input type="radio"/> Afghanistan [af]         | <input type="radio"/> Guernsey [gg]  | <input type="radio"/> Palau [pw]            |
| <input type="radio"/> Albania [al]             | <input type="radio"/> Guinea [gn]    | <input type="radio"/> Palestina [ps]        |
| <input type="radio"/> Algeria [dz]             | <input type="radio"/> Guyana [gy]    | <input type="radio"/> Papua New Guinea [pg] |
| <input type="radio"/> American Samoa [as]      | <input type="radio"/> Haiti [ht]     | <input type="radio"/> Philippines [ph]      |
| <input type="radio"/> Andorra [ad]             | <input type="radio"/> Hong Kong [hk] | <input type="radio"/> Pitcairn [pn]         |
| <input type="radio"/> Anguilla [ai]            | <input type="radio"/> Hungary [hu]   | <input type="radio"/> Poland [pl]           |
| <input type="radio"/> Antigua and Barbuda [ag] | <input type="radio"/> Iceland [is]   | <input type="radio"/> Puerto Rico [pr]      |
| <input type="radio"/> Armenia [am]             | <input type="radio"/> India [in]     | <input type="radio"/> Qatar [qa]            |
| <input type="radio"/> Aruba [aw]               | <input type="radio"/> Indonesia [id] | <input type="radio"/> Réunion [re]          |
| <input type="radio"/> Australia [au]           | <input type="radio"/> Iran[ir]       | <input type="radio"/> Romania [ro]          |
| <input type="radio"/> Austria [at]             | <input type="radio"/> Iraq [iq]      | <input type="radio"/> Russia [ru]           |

- ☐ Azerbaijan [az]
- ☐ Bahamas [bs]
- ☐ Bahrain [bh]
- ☐ Bangladesh [bd]
- ☐ Barbados [bb]
- ☐ Belarus [by]
- ☐ Belgium [be]
- ☐ Belize [bz]
- ☐ Benin [bj]
- ☐ Bermuda [bm]
- ☐ Bhutan [bt]
- ☐ Bosnia and Herzegovina [ba]
- ☐ Botswana [bw]
- ☐ Brunei Darussalam [bn]
- ☐ Bulgaria [bg]
- ☐ Burkina Faso [bf]
- ☐ Burundi [bi]
- ☐ Cambodia [kh]
- ☐ Cameroon [cm]
- ☐ Canada [ca]
- ☐ Central African Republic [cf]
- ☐ Chad [td]
- ☐ China [cn]
- ☐ Comoros [km]
- ☐ Congo [cg]
- ☐ Congo, The Democratic Republic [cd]
- ☐ Côte D'Ivoire [ci]
- ☐ Croatia [hr]
- ☐ Cyprus [cy]
- ☐ Czech Republic [cz]
- ☐ Denmark [dk]
- ☐ Djibouti [dj]
- ☐ Dominica [dm]
- ☐ Egypt [eg]
- ☐ Eritrea [er]
- ☐ Estonia [ee]
- ☐ Ethiopia [et]
- ☐ Fiji [fj]
- ☐ Finland [fi]
- ☐ France [fr]
- ☐ French Guiana [gf]
- ☐ Ireland [ie]
- ☐ Israel [il]
- ☐ Italy [it]
- ☐ Jamaica [jm]
- ☐ Japan [jp]
- ☐ Jersey [je]
- ☐ Jordan [jo]
- ☐ Kazakstan [kz]
- ☐ Kenya [ke]
- ☐ Kiribati [ki]
- ☐ Kuwait [kw]
- ☐ Kyrgyzstan [kg]
- ☐ Laos [la]
- ☐ Latvia [lv]
- ☐ Lebanon [lb]
- ☐ Lesotho [ls]
- ☐ Liberia [lr]
- ☐ Libya [ly]
- ☐ Liechtenstein [li]
- ☐ Lithuania [lt]
- ☐ Luxembourg [lu]
- ☐ Macau [mo]
- ☐ Macedonia [mk]
- ☐ Madagascar [mg]
- ☐ Malawi [mw]
- ☐ Malaysia [my]
- ☐ Maldives [mv]
- ☐ Mali [ml]
- ☐ Malta [mt]
- ☐ Martinique [mq]
- ☐ Mauritania [mr]
- ☐ Mauritius [mu]
- ☐ Mayotte [yt]
- ☐ Micronesia [fm]
- ☐ Moldova [md]
- ☐ Monaco [mc]
- ☐ Mongolia [mn]
- ☐ Montserrat [ms]
- ☐ Morocco [ma]
- ☐ Myanmar[mm]
- ☐ Namibia [na]
- ☐ Rwanda [rw]
- ☐ Saint Helena [sh]
- ☐ Saint Kitts and Nevis [kn]
- ☐ Saint Lucia [lc]
- ☐ Saint Pierre and Miquelon [pm]
- ☐ Saint Vincent and The Grenadines [vc]
- ☐ Samoa [ws]
- ☐ San Marino [sm]
- ☐ Sao Tome and Principe [st]
- ☐ Saudi Arabia [sa]
- ☐ Senegal [sn]
- ☐ Serbia [rs]
- ☐ Seychelles [sc]
- ☐ Sierra Leone [sl]
- ☐ Singapore [sg]
- ☐ Slovakia [sk]
- ☐ Slovenia [si]
- ☐ Somalia [so]
- ☐ South Africa [za]
- ☐ South Korea [kr]
- ☐ Sri Lanka [lk]
- ☐ Sudan [sd]
- ☐ Suriname [sr]
- ☐ Swaziland [sz]
- ☐ Sweden [se]
- ☐ Switzerland [ch]
- ☐ Syria [sy]
- ☐ Taiwan [tw]
- ☐ Tajikistan [tj]
- ☐ Tanzania [tz]
- ☐ Thailand [th]
- ☐ Togo [tg]
- ☐ Tokelau [tk]
- ☐ Tonga [to]
- ☐ Trinidad and Tobago [tt]
- ☐ Tunisia [tn]
- ☐ Turkey [tr]
- ☐ Turkmenistan [tm]
- ☐ Tuvalu [tv]
- ☐ Uganda [ug]
- ☐ Ukraine [ua]

☐ French Polynesia [pf]

☐ French Southern Territories [tf]

☐ Gabon [ga]

☐ Gambia [gm]

☐ Georgia [ge]

☐ Germany [de]

☐ Ghana [gh]

☐ Gibraltar [gi]

☐ Greece [gr]

☐ Greenland [gl]

☐ Grenada [gd]

☐ Guadeloupe [gp]

☐ Guam [gu]

☐ Nauru [nr]

☐ Nepal [np]

☐ Netherlands [nl]

☐ Netherlands Antilles [an]

☐ New Caledonia [nc]

☐ New Zealand [nz]

☐ Niger [ne]

☐ Nigeria [ng]

☐ Niue [nu]

☐ North Korea [kp]

☐ Norway [no]

☐ Oman [om]

☐ Pakistan [pk]

☐ United Arab Emirates [ae]

☐ United Kingdom [uk]

☐ United States [us]

☐ Uzbekistan [uz]

☐ Vanuatu [vu]

☐ Vatican [va]

☐ Viet Nam [vn]

☐ Wallis and Futuna [wf]

☐ Western Sahara [eh]

☐ Yemen [ye]

☐ Zambia [zm]

☐ Zimbabwe [zw]



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Bangladesh

\* In which of the country's division are the headquarters of your company located? [5011]

- ☐ Barisal [A]
- ☐ Chittagong [B]
- ☐ Dhaka [C]
- ☐ Khulna [D]
- ☐ Rajshahi [E]
- ☐ Rangpur [F]
- ☐ Sylhet [G]

Your company is a member of: [5013]

- ☐ BCS [BCS]
- ☐ Trade Associations from other Sectors [Other Sector]
- ☐ Other ITC Sector's associations [Other ITC]



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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 represent 5% or more of the total volume of business your company expects during the current year: [3061]

- |                                                                                                             |                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Industry: Application Software Products [IndstrAppISW]                             | <input type="checkbox"/> Services: Internet Access Provider [ServicISP]                                              |
| <input type="checkbox"/> Industry: Games [IndstrGames]                                                      | <input type="checkbox"/> Services: IT Security Services/Forensic IT [ServicSecure]                                   |
| <input type="checkbox"/> Industry: Local Hardware Production [IndstrHardwr]                                 | <input type="checkbox"/> Services: ITC equipment rental [ServicRental]                                               |
| <input type="checkbox"/> Industry: Software as a Service (Saas) [IndstrSaaS]                                | <input type="checkbox"/> Services: locally developed software deployment/installation [ServicImplLc]                 |
| <input type="checkbox"/> Industry: Tools, Middleware and Operating Systems [IndstrTImwos]                   | <input type="checkbox"/> Services: mailing and market information [ServicMktInf]                                     |
| <input type="checkbox"/> Retail: Consumptibles (paper, ink, media, etc) [RetailCnsmpt]                      | <input type="checkbox"/> Services: other (ITC related) [ServicOthers]                                                |
| <input type="checkbox"/> Retail: Imported Hardware [RetailImptHW]                                           | <input type="checkbox"/> Services: physical equipment installation/cabling [ServicCblEqp]                            |
| <input type="checkbox"/> Retail: Imported Software [RetailImptSW]                                           | <input type="checkbox"/> Services: providing data processing capacity, traditional or cloud computing [ServicColctn] |
| <input type="checkbox"/> Retail: Locally Produced 3rd party Hardware [RetailLoclHW]                         | <input type="checkbox"/> Services: providing technical professionals to clients [ServicBodShp]                       |
| <input type="checkbox"/> Retail: Locally Produced 3rd party Software [RetailLoclSW]                         | <input type="checkbox"/> Services: Sites/digital contents/video production/development [ServicDigCon]                |
| <input type="checkbox"/> Services: Business Consulting (processes, projects, knowledge, etc) [ServicConBiz] | <input type="checkbox"/> Services: Software Engineering Consulting [ServicConSEg]                                    |
| <input type="checkbox"/> Services: Call-Center [ServicClCntr]                                               | <input type="checkbox"/> Services: Software technical support/helpdesk [ServicSWSprt]                                |
| <input type="checkbox"/> Services: Custom Software Development [ServicSWODmd]                               | <input type="checkbox"/> Services: Software Testing/Quality Assurance [ServicSWTest]                                 |
| <input type="checkbox"/> Services: Data Communication [ServicComDat]                                        | <input type="checkbox"/> Services: Technical Consulting in Hardware and Infrastructure [ServicConHWI]                |
| <input type="checkbox"/> Services: desktop publishing [ServicDtpPbl]                                        | <input type="checkbox"/> Services: Technical Consulting in Software [ServicConTSW]                                   |
| <input type="checkbox"/> Services: education/classroom training (on ITC subjects) [ServicOPTrng]            | <input type="checkbox"/> Services: Voice Communication [ServicComVox]                                                |
| <input type="checkbox"/> Services: education/distance training (on ITC subjects) [ServicODTrng]             | <input type="checkbox"/> Services: web hosting [ServicWebHst]                                                        |
| <input type="checkbox"/> Services: full outsourcing of clients' ITC areas [ServicFulOut]                    | <input type="checkbox"/> Wholesale: Consumptibles (paper, ink, media, etc) [WhsaleCnsmpt]                            |
| <input type="checkbox"/> Services: Hardware technical support and maintainance [ServicHWSprt]               | <input type="checkbox"/> Wholesale: Imported Hardware [WhsaleImptHW]                                                 |
| <input type="checkbox"/> Services: high volume printing and plotting [ServicPrntng]                         | <input type="checkbox"/> Wholesale: Imported Software [WhsaleImptSW]                                                 |
| <input type="checkbox"/> Services: Images & Document Management [ServicDocMgt]                              | <input type="checkbox"/> Wholesale: Locally Produced 3rd party Hardware [WhsaleLoclHW]                               |
| <input type="checkbox"/> Services: Images Communication [ServicComImg]                                      | <input type="checkbox"/> Wholesale: Locally Produced 3rd party Software [WhsaleLoclSW]                               |
| <input type="checkbox"/> Services: imported software deployment/installation [ServicImplFn]                 |                                                                                                                      |

\* Now, for the same list of activities, please mark all those which represent 33% or more of the total volume of business your company expects during the current year: [3062]

|                                                                                                             |                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Industry: Application Software Products [IndstrAppISW]                             | <input type="checkbox"/> Services: Internet Access Provider [ServicISP]                                              |
| <input type="checkbox"/> Industry: Games [IndstrGames]                                                      | <input type="checkbox"/> Services: IT Security Services/Forensic IT [ServicSecure]                                   |
| <input type="checkbox"/> Industry: Local Hardware Production [IndstrHardwr]                                 | <input type="checkbox"/> Services: ITC equipment rental [ServicRental]                                               |
| <input type="checkbox"/> Industry: Software as a Service (Saas) [IndstrSaaS]                                | <input type="checkbox"/> Services: locally developed software deployment/installation [ServicImplLc]                 |
| <input type="checkbox"/> Industry: Tools, Middleware and Operating Systems [IndstrTImwos]                   | <input type="checkbox"/> Services: mailing and market information [ServicMktInf]                                     |
| <input type="checkbox"/> Retail: Consumptibles (paper, ink, media, etc) [RetailCnsmpt]                      | <input type="checkbox"/> Services: other (ITC related) [ServicOthers]                                                |
| <input type="checkbox"/> Retail: Imported Hardware [RetailImptHW]                                           | <input type="checkbox"/> Services: physical equipment installation/cabling [ServicCblEqp]                            |
| <input type="checkbox"/> Retail: Imported Software [RetailImptSW]                                           | <input type="checkbox"/> Services: providing data processing capacity, traditional or cloud computing [ServicColctn] |
| <input type="checkbox"/> Retail: Locally Produced 3rd party Hardware [RetailLoclHW]                         | <input type="checkbox"/> Services: providing technical professionals to clients [ServicBodShp]                       |
| <input type="checkbox"/> Retail: Locally Produced 3rd party Software [RetailLoclSW]                         | <input type="checkbox"/> Services: Sites/digital contents/video production/development [ServicDigCon]                |
| <input type="checkbox"/> Services: Business Consulting (processes, projects, knowledge, etc) [ServicConBiz] | <input type="checkbox"/> Services: Software Engineering Consulting [ServicConSEg]                                    |
| <input type="checkbox"/> Services: Call-Center [ServicClCntr]                                               | <input type="checkbox"/> Services: Software technical support/helpdesk [ServicSWSprt]                                |
| <input type="checkbox"/> Services: Custom Software Development [ServicSWODmd]                               | <input type="checkbox"/> Services: Software Testing/Quality Assurance [ServicSWTest]                                 |
| <input type="checkbox"/> Services: Data Communication [ServicComDat]                                        | <input type="checkbox"/> Services: Technical Consulting in Hardware and Infrastructure [ServicConHWI]                |
| <input type="checkbox"/> Services: desktop publishing [ServicDtpPbl]                                        | <input type="checkbox"/> Services: Technical Consulting in Software [ServicConTSW]                                   |
| <input type="checkbox"/> Services: education/classroom training (on ITC subjects) [ServicOPTrng]            | <input type="checkbox"/> Services: Voice Communication [ServicComVox]                                                |
| <input type="checkbox"/> Services: education/distance training (on ITC subjects) [ServicODTrng]             | <input type="checkbox"/> Services: web hosting [ServicWebHst]                                                        |
| <input type="checkbox"/> Services: full outsourcing of clients' ITC areas [ServicFulOut]                    | <input type="checkbox"/> Wholesale: Consumptibles (paper, ink, media, etc) [WhsaleCnsmpt]                            |
| <input type="checkbox"/> Services: Hardware technical support and maintainance [ServicHWSprt]               | <input type="checkbox"/> Wholesale: Imported Hardware [WhsaleImptHW]                                                 |
| <input type="checkbox"/> Services: high volume printing and plotting [ServicPrntng]                         | <input type="checkbox"/> Wholesale: Imported Software [WhsaleImptSW]                                                 |
| <input type="checkbox"/> Services: Images & Document Management [ServicDocMgt]                              | <input type="checkbox"/> Wholesale: Locally Produced 3rd party Hardware [WhsaleLoclHW]                               |
| <input type="checkbox"/> Services: Images Communication [ServicComImg]                                      | <input type="checkbox"/> Wholesale: Locally Produced 3rd party Software [WhsaleLoclSW]                               |
| <input type="checkbox"/> Services: imported software deployment/installation [ServicImplFn]                 |                                                                                                                      |



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Technologies in Use

Which of these technological environments support the services / products with which your company obtains at least FIVE percent of its total sales foreseen for the current year? [6063]

- ☐ 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]

\* Considering these same technological environments, of which the company obtains at least THIRTY THREE percent of the total sales foreseen for the current year? [6064]

- ☐ 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 company's revenue [None]

Mark the global companies' whose products/services integrate with products and services from your company (leave blank, if none): [3066]

- |                                                        |                                                      |                                                       |
|--------------------------------------------------------|------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Adobe [Adobe]                 | <input type="checkbox"/> E-Set [Eset]                | <input type="checkbox"/> OpenStack [OpenStack]        |
| <input type="checkbox"/> Alcatel [Alcatel]             | <input type="checkbox"/> ESRI [ESRI]                 | <input type="checkbox"/> OpenText [OpenText]          |
| <input type="checkbox"/> Alfresco [Alfresco]           | <input type="checkbox"/> Facebook [Facebook]         | <input type="checkbox"/> Oracle [Oracle]              |
| <input type="checkbox"/> Amazon [Amazon]               | <input type="checkbox"/> FIREBIRD [FIREBIRD]         | <input type="checkbox"/> Outsystems [Outsystems]      |
| <input type="checkbox"/> AOC [AOC]                     | <input type="checkbox"/> Fortinet [Fortinet]         | <input type="checkbox"/> Parallels [Parallels]        |
| <input type="checkbox"/> Apache [Apache]               | <input type="checkbox"/> F-Secure [F-Secure]         | <input type="checkbox"/> Pelco [Pelco]                |
| <input type="checkbox"/> APC [APC]                     | <input type="checkbox"/> Fujitsu [Fujitsu]           | <input type="checkbox"/> Pentaho [Pentaho]            |
| <input type="checkbox"/> Apple [Apple]                 | <input type="checkbox"/> Garmin [Garmin]             | <input type="checkbox"/> Pervasive [Pervasive]        |
| <input type="checkbox"/> Artech [Artech]               | <input type="checkbox"/> GE [GE]                     | <input type="checkbox"/> Progress [Progress]          |
| <input type="checkbox"/> Aruba [Aruba]                 | <input type="checkbox"/> Google [Google]             | <input type="checkbox"/> QlikTech [QlikTech]          |
| <input type="checkbox"/> Avaya [Avaya]                 | <input type="checkbox"/> Hitachi [Hitachi]           | <input type="checkbox"/> Red Hat [Red Hat]            |
| <input type="checkbox"/> Bematech [Bematech]           | <input type="checkbox"/> Honeywell [Honeywell]       | <input type="checkbox"/> Ricoh [Ricoh]                |
| <input type="checkbox"/> Bitdefender [Bitdefender]     | <input type="checkbox"/> HP [HP]                     | <input type="checkbox"/> RIM [RIM]                    |
| <input type="checkbox"/> BlackBerry [BlackBerry]       | <input type="checkbox"/> Huawei [Huawei]             | <input type="checkbox"/> Salesforce [Salesforce]      |
| <input type="checkbox"/> Borland/Embarcadero [Borland] | <input type="checkbox"/> IBM [IBM]                   | <input type="checkbox"/> Samsung [Samsung]            |
| <input type="checkbox"/> Brother [Brother]             | <input type="checkbox"/> Infor [Infor]               | <input type="checkbox"/> SAP [SAP]                    |
| <input type="checkbox"/> Calypso [Calypso]             | <input type="checkbox"/> Intalio [Intalio]           | <input type="checkbox"/> Sonic [Sonic]                |
| <input type="checkbox"/> Canon [Canon]                 | <input type="checkbox"/> Intel [Intel]               | <input type="checkbox"/> Symantec [Symantec]          |
| <input type="checkbox"/> Check Point [Check Point]     | <input type="checkbox"/> Intersystems [Intersystems] | <input type="checkbox"/> Tandem [Tandem]              |
| <input type="checkbox"/> Cisco [Cisco]                 | <input type="checkbox"/> Jaspersoft [Jaspersoft]     | <input type="checkbox"/> Texas Instruments [TI]       |
| <input type="checkbox"/> Citrix [Citrix]               | <input type="checkbox"/> Juniper [Juniper]           | <input type="checkbox"/> Toshiba [Toshiba]            |
| <input type="checkbox"/> Computer Associates [CA]      | <input type="checkbox"/> Kaspersky [Kaspersky]       | <input type="checkbox"/> Totvs [Totvs]                |
| <input type="checkbox"/> Compuware [Compuware]         | <input type="checkbox"/> Kofax [Kofax ]              | <input type="checkbox"/> TrendMicro [TrendMicro]      |
| <input type="checkbox"/> Daruma [Daruma]               | <input type="checkbox"/> LEXMARK [LEXMARK]           | <input type="checkbox"/> Twitter [Twitter]            |
| <input type="checkbox"/> DataAccess [DataAccess]       | <input type="checkbox"/> LG [LG]                     | <input type="checkbox"/> Ubiquiti Networks [Ubiquiti] |
| <input type="checkbox"/> Dell [Dell]                   | <input type="checkbox"/> Linksys [Linksys]           | <input type="checkbox"/> Unify [Unify]                |
| <input type="checkbox"/> DLINK [DLINK]                 | <input type="checkbox"/> McAfee [McAfee]             | <input type="checkbox"/> Unisys [Unisys]              |
| <input type="checkbox"/> Elgin [Elgin]                 | <input type="checkbox"/> Microsoft [Microsoft]       | <input type="checkbox"/> VMWare [VMWare]              |
| <input type="checkbox"/> EMC [EMC]                     | <input type="checkbox"/> MicroStrategy [MStrategy]   | <input type="checkbox"/> Watchguard [Watchguard]      |
| <input type="checkbox"/> Enterasys [Enterasys]         | <input type="checkbox"/> Mikrotik [Mikrotik]         | <input type="checkbox"/> WebSense [WebSense]          |
| <input type="checkbox"/> Epson [Epson]                 | <input type="checkbox"/> Motorola [Motorola]         | <input type="checkbox"/> Zend [Zend]                  |
| <input type="checkbox"/> Ericsson [Ericsson]           | <input type="checkbox"/> Nokia [Nokia]               | <input type="checkbox"/> Zimbra [Zimbra]              |



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Customers' profile

\* On the following list of economic activities, please mark all those which represent market segments where your company expects to generate 5% or more of its total sales for the current year: [3067]

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

\* Considering the same list of economic activities, now please mark all those which represent market segments where your company expects to generate 33% or more of its total sales for the current year: [3068]

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

The following list classifies your company's CLIENTS by revenue. Please mark, among these market segments, those which your company expects to be responsible for at least 5% of the total of your company's revenues during the current year: [3069]

- ☐ Companies with revenues below USD 180 thousand [.1]
- ☐ Companies with revenues between USD 180 thousand and 1,8 million [1]
- ☐ Companies with revenues between USD 1,8 and 8 million [5]
- ☐ Companies with revenues between USD 8 and 30 million [20]
- ☐ Companies with revenues between USD 30 and 80 million [50]
- ☐ Companies with revenues between USD 80 and 300 million [200]
- ☐ Companies with more than 300 million USD in revenues [900]
- ☐ Self-employed people and individuals [P]

\* Now, considering the same market segments, mark those which your company expects to be responsible for at least 33% of the total of your company's revenues during the current year: [3070]

- ☐ Companies with revenues below USD 180 thousand [.1]
- ☐ Companies with revenues between USD 180 thousand and 1,8 million [1]
- ☐ Companies with revenues between USD 1,8 and 8 million [5]
- ☐ Companies with revenues between USD 8 and 30 million [20]
- ☐ Companies with revenues between USD 30 and 80 million [50]
- ☐ Companies with revenues between USD 80 and 300 million [200]
- ☐ Companies with more than 300 million USD in revenues [900]
- ☐ Self-employed people and individuals [P]

[illegible]

\* Please mark the number of professionals that fall into each situation: [3073]

|                                                                                                                  | None [0]              | 1 or 2 [1]            | 3 or 4 [3]            | 5 to 8 [6]            | 9 to 25 [17]          | 26 to 99 [63]         | 100 to 499 [300]      | 500 to 3999 [2250]    | 4000 or more [9999]   |
|------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Hired during the last 12 months [a]                                                                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Left voluntarily during the last 12 months [b]                                                                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Fired during the last 12 months [c]                                                                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Maintained idle waiting for new projects [d]                                                                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| That your company expects to hire over the next three months [e]                                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| That your company would hire over the next three months if there were absolutely no difficulty in recruiting [f] | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

\* Comparing the total number of professionals at your company with the situation 12 months ago, the variation was: [3074]

|                                                           |                                                              |                                                                      |
|-----------------------------------------------------------|--------------------------------------------------------------|----------------------------------------------------------------------|
| <input type="radio"/> Decrease between 50 and 100% [-.75] | <input type="radio"/> Stable (variation of less than 5%) [0] | <input type="radio"/> Growth between 50 and 100% [.75]               |
| <input type="radio"/> Decrease between 25 and 50% [-.375] | <input type="radio"/> Growth between 5 and 10% [.075]        | <input type="radio"/> Growth above 100% [1.5]                        |
| <input type="radio"/> Decrease between 10 and 25% [-.175] | <input type="radio"/> Growth between 10 and 25% [.175]       | <input type="radio"/> My company is less than twelve months old [NA] |
| <input type="radio"/> Decrease between 5 and 10% [-.075]  | <input type="radio"/> Growth between 25 and 50% [.375]       |                                                                      |

\* Comparing the expenses of your company to maintain the technical knowledge of your team updated (e.g. with training, professional certifications or participation at seminars, congresses, etc) with the total revenues of your company, these 'technical capaci [3075]

|                                                  |                                               |                                              |
|--------------------------------------------------|-----------------------------------------------|----------------------------------------------|
| <input type="radio"/> Less than 0,5% [.0025]     | <input type="radio"/> From 1% to 1,99% [.015] | <input type="radio"/> From 4% to 7,99% [.06] |
| <input type="radio"/> From 0,5% to 0,99% [.0075] | <input type="radio"/> From 2% to 3,99% [.03]  | <input type="radio"/> 8% or more [.12]       |



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### Business Models

\* Into which of these ranges falls the percentage of your company's revenues that are RECURRING (that is, you invoice customers periodically, as for example on-line subscriptions, rental of licenses, maintainance fees, etc.) [3076]

- |                                            |                                            |                                            |
|--------------------------------------------|--------------------------------------------|--------------------------------------------|
| <input type="radio"/> Less than 10% [.05]  | <input type="radio"/> From 30% to 50% [.4] | <input type="radio"/> From 70% to 90% [.8] |
| <input type="radio"/> From 10% to 30% [.2] | <input type="radio"/> From 50% to 70% [.6] | <input type="radio"/> More than 90% [.95]  |

\* Into which of these ranges falls the percentage of the service contracts of your company which include Service Level Agreement clauses? [3077]

- |                                            |                                            |                                                       |
|--------------------------------------------|--------------------------------------------|-------------------------------------------------------|
| <input type="radio"/> Less than 10% [.05]  | <input type="radio"/> From 50% to 70% [.6] | <input type="radio"/> Doesn't apply to my company [z] |
| <input type="radio"/> From 10% to 30% [.2] | <input type="radio"/> From 70% to 90% [.8] |                                                       |
| <input type="radio"/> From 30% to 50% [.4] | <input type="radio"/> More than 90% [.95]  |                                                       |

\* Which is the smallest geographic area that concentrates at least 51% of your company's revenues, in relation to your headquarters location? [3078]

- |                                                 |                                                   |                                               |
|-------------------------------------------------|---------------------------------------------------|-----------------------------------------------|
| <input type="radio"/> The neighborhood [1]      | <input type="radio"/> The state/province [4]      | <input type="radio"/> The whole continent [7] |
| <input type="radio"/> The city [2]              | <input type="radio"/> The country [5]             | <input type="radio"/> The whole world [8]     |
| <input type="radio"/> The metropolitan area [3] | <input type="radio"/> A part of the continent [6] |                                               |



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International Activities

\* How many own offices your company maintains in countries (excluding yours) in each of these regions of the planet? [3079]

|                               | None [0]              | One [1]               | Two or three [2]      | Four to nine [6]      | Ten or more [15]      | Unable to tell [z]    |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Africa [a]                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Latin America & Caribbean [b] | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Asia [c]                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| United States and Canada [d]  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Europe [e]                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Oceania [f]                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

\* Into which of these ranges falls the percentage of your company's revenues that originate in other countries? [3080]

|                                                |                                             |                                            |
|------------------------------------------------|---------------------------------------------|--------------------------------------------|
| <input type="radio"/> Doesn't export [0]       | <input type="radio"/> From 1 to 4% [.025]   | <input type="radio"/> From 30 to 60% [.45] |
| <input type="radio"/> Less than 0,25% [.00125] | <input type="radio"/> From 4 to 15% [.095]  | <input type="radio"/> From 60 to 80% [.7]  |
| <input type="radio"/> From 0,25 to 1% [.00625] | <input type="radio"/> From 15 to 30% [.225] | <input type="radio"/> More than 80% [.9]   |



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Details about Exports

\* In the list below (which shows the name of the 50 biggest economies worldwide individually), please mark all countries that represent at least 5% of the total amount of exports of your company (do not consider sales in your own country) [3081]

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

\* On the same list, now mark those countries that represent at least 33% of the total amount of exports of your company (do not consider sales in your own country) [3082]

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

\* How many trips (to countries where your company does not own offices) were undertaken by professionals at your company, over the last 12 month (e.g. in trade missions) [3083]

|                                  |                                     |                                          |
|----------------------------------|-------------------------------------|------------------------------------------|
| <input type="radio"/> None [0]   | <input type="radio"/> 5 to 9 [7]    | <input type="radio"/> 50 or more [75]    |
| <input type="radio"/> 1 or 2 [1] | <input type="radio"/> 10 to 19 [15] | <input type="radio"/> Unable to tell [z] |
| <input type="radio"/> 3 or 4 [3] | <input type="radio"/> 20 to 49 [35] |                                          |

\* Comparing the above answer with the travel plans (to countries where your company does not own offices) over the NEXT 12 months, the expected variation falls into the range: [3084]

|                                                           |                                                              |                                                                      |
|-----------------------------------------------------------|--------------------------------------------------------------|----------------------------------------------------------------------|
| <input type="radio"/> Decrease between 50 and 100% [-.75] | <input type="radio"/> Stable (variation of less than 5%) [0] | <input type="radio"/> Growth between 50 and 100% [.75]               |
| <input type="radio"/> Decrease between 25 and 50% [-.375] | <input type="radio"/> Growth between 5 and 10% [.075]        | <input type="radio"/> Growth above 100% [1.5]                        |
| <input type="radio"/> Decrease between 10 and 25% [-.175] | <input type="radio"/> Growth between 10 and 25% [.175]       | <input type="radio"/> My company is less than twelve months old [NA] |
| <input type="radio"/> Decrease between 5 and 10% [-.075]  | <input type="radio"/> Growth between 25 and 50% [.375]       | <input type="radio"/> Unable to tell [z]                             |

Which is the frequency of your company exports, over the last 12 months, through each of these channels (keep blank those lines corresponding to channels your company did not use)? [3085]

|                                                                   | Once in the<br>last twelve<br>month [1] | Once per<br>semester [2] | Every two or<br>three months<br>[3] | Every month<br>[4]    | Every two<br>weeks [5] | Every week<br>[6]     | Every day [7]         |
|-------------------------------------------------------------------|-----------------------------------------|--------------------------|-------------------------------------|-----------------------|------------------------|-----------------------|-----------------------|
| Internet (e-commerce)<br>[a]                                      | <input type="radio"/>                   | <input type="radio"/>    | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> |
| Own offices in foreign<br>countries [b]                           | <input type="radio"/>                   | <input type="radio"/>    | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> |
| Clients with branches in<br>other countries [c]                   | <input type="radio"/>                   | <input type="radio"/>    | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> |
| Clients of partners and/or<br>resellers in other<br>countries [d] | <input type="radio"/>                   | <input type="radio"/>    | <input type="radio"/>               | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> |

\* Comparing the exports your company expects to achieve during the current year with those during the previous year, the expected variation falls into this range: [3086]

☐ Decrease between 50 and 100% [-.75]

☐ Stable (variation of less than 5%) [0]

☐ Growth between 50 and 100% [.75]

☐ Decrease between 25 and 50% [-.375]

☐ Growth between 5 and 10% [.075]

☐ Growth above 100% [1.5]

☐ Decrease between 10 and 25% [-.175]

☐ Growth between 10 and 25% [.175]

☐ My company is less than twelve months old [NA]

☐ Decrease between 5 and 10% [-.075]

☐ Growth between 25 and 50% [.375]



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Quality and Intellectual Property

Please mark all of the following certifications your company has 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]

Please mark the mechanisms below your company uses to protect its intellectual property: [3088]

- ☐ Source-code deposit at 3rd party (non-client) [CodeDeposit]
- ☐ Indication of copyrights at company's products [Copyright]
- ☐ Patents Deposit [Patents]
- ☐ Trade Mark Registration [Trademarks]

\* Please tell us how many joint-venture contracts regarding commercial aspects, research and development, transfer of technology, production, marketing and/or qualification of human resources your company has in operation at this moment: [3089]

- ☐ None [0]
- ☐ Two [2]
- ☐ Five to eight [6]
- ☐ One [1]
- ☐ Three or four [3]
- ☐ Nine or more [12]

Please mark all international companies below with which your company has established a FORMAL partnership: [3090]

☐ 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]

Other (please specify)



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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]       | Rarely [3]            | Sometimes [4]         | Frequently [5]        | Continuously [6]      | Unable to tell [z]    |
|--------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Product/Service development with innovative aspects in relation to those existing on the target market [a]               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Development of Products / Services with new characteristics that set them apart from competitors [b]                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Development of Products / Services that include barriers to the entrance of new competitors [c]                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Usage of resources to stimulate and support team learning and creativity [d]                                             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Interaction with clients in order to develop innovations [e]                                                             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Interaction with other companies, universities and/or research labs in aim of innovations [f]                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Usage of formal resources to document or retain internal knowledge or useful knowledge developed outside the company [g] | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Usage of formal resources to share company's knowledge with internal workforce and outside partners [h]                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Buying of Intellectual Property (e.g. patents, licenses or whole companies) to gain access to innovations [i]            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Selling of Intellectual Property of your company to third parties [j]                                                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Usage of open technology during development of products/services [k]                                                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Release of your company's products/services as open technology [l]                                                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

\* In which of these ranges lies the share in sales of all products and services your company launched during the last three years? [3092]

☐ Less than 10% [.05]

☐ From 30% to 50% [.4]

☐ From 70% to 90% [.8]

☐ From 10% to 30% [.2]

☐ From 50% to 70% [.6]

☐ Over 90% [.95]



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### Research & Development

\* In which of these ranges lies your company's total R&D investment for the current year, in comparison with the total sales expected? [3095]

- |                                                   |                                             |
|---------------------------------------------------|---------------------------------------------|
| <input type="radio"/> We don't invest in R&D [0]  | <input type="radio"/> From 2% to 4% [.03]   |
| <input type="radio"/> Less than 0,25% [.00125]    | <input type="radio"/> From 4% to 8% [.06]   |
| <input type="radio"/> From 0,25% to 0,5% [.00375] | <input type="radio"/> From 8% to 15% [.115] |
| <input type="radio"/> From 0,5% to 1% [.0075]     | <input type="radio"/> More than 15% [.23]   |
| <input type="radio"/> From 1% to 2% [.015]        | <input type="radio"/> Unable to tell [z]    |



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Funding and Economic Evolution

Throughout the existence of your company, which of these forms of access to financial capital have been used? [3096]

- ☐ Angel investor's capital [Angels]
- ☐ Capital Contributed by 3rd Companies as Business Partners [Partners]
- ☐ Capital Contributed by Company's Customers [Customers]
- ☐ Capital from partners' relatives [Relatives]
- ☐ Capital Opening at Stock Exchange (IPO - Initial Public Offer) [IPO]
- ☐ Financing by private banks [PrivateBanks]
- ☐ Financing by public banks [PublicBanks]
- ☐ Investment fonds' venture capital [Venture]
- ☐ Partners' own capital [Entrepreneur]
- ☐ Project grants coming from other countries [ForeignGrant]
- ☐ Project grants from authorities in your country [LocalGrants]

Which of these same sources of funding your company plans to use for the first time during the next 24 months? [3097]

- ☐ Angels Angel investor's capital [Angels]
- ☐ Partners Capital Contributed by 3rd Companies as Business Partners [Partners]
- ☐ Customers Capital Contributed by Company's Customers [Customers]
- ☐ Relatives Capital from partners' relatives [Relatives]
- ☐ IPO Capital Opening at Stock Exchange (IPO - Initial Public Offer) [IPO]
- ☐ PrivateBanks Financing by private banks [PrivateBanks]
- ☐ PublicBanks Financing by public banks [PublicBanks]
- ☐ Venture Investment fonds' venture capital [Venture]
- ☐ Entrepreneur Partners' own capital [Entrepreneur]
- ☐ ForeignGrant Project grants coming from other countries [ForeignGrant]
- ☐ LocalGrants Project grants from authorities in your country [LocalGrants]

\* In which range lies the total volume of financial capital raised by your company, since its foundation, by all means? [3098]

- ☐ From nothing to USD 10K [.005]
- ☐ From USD 10K to 100K [.05]
- ☐ From USD 100K to 1M [.5]
- ☐ From USD 1M to 10M [5]
- ☐ From USD 10M to 100M [50]
- ☐ From USD 100M to 1 billion [500]
- ☐ Over USD 1 billion [2500]

\* Comparing the total revenue expected by your company for this year compared with last year, into which of these ranges falls the expected variation? [3099]

- ☐ Decrease between 50 and 100% [-.75]
- ☐ Decrease between 25 and 50% [-.375]
- ☐ Decrease between 10 and 25% [-.175]
- ☐ Decrease between 5 and 10% [-.075]
- ☐ Stable (variation of less than 5%) [0]
- ☐ Growth between 5 and 10% [.075]
- ☐ Growth between 10 and 25% [.175]
- ☐ Growth between 25 and 50% [.375]
- ☐ Growth between 50 and 100% [.75]
- ☐ Growth above 100% [1.5]
- ☐ My company is less than twelve months old [NA]

\* In which of these ranges lies the total revenue your company expects this year? [3100]

- ☐ Up to USD 180K [.09]
- ☐ From USD 180K to 600 Thousand [.34]
- ☐ From USD 600K to 1,8 Million [1.2]
- ☐ From USD 1,8M to 5 Million [3.4]
- ☐ From USD 5M to 10 Million [7.5]
- ☐ From USD 10M to 20 Million [15]
- ☐ From USD 20M to 50 Million [35]
- ☐ From USD 50M to 100 Million [75]
- ☐ From USD 100M to 500 Million [300]
- ☐ 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 1970 [1966-1970]
- ☐ Between 1971 and 1975 [1971-1975]
- ☐ Between 1976 and 1980 [1976-1980]
- ☐ Between 1981 and 1985 [1981-1985]
- ☐ Between 1986 and 1990 [1986-1990]
- ☐ Between 1991 and 1995 [1991-1995]
- ☐ Between 1996 and 2000 [1996-2000]
- ☐ Between 2001 and 2005 [2001-2005]
- ☐ Between 2006 and 2010 [2006-2010]
- ☐ Between 2011 and 2015 [2011-2015]
- ☐ Between 2016 and 2018 [2016-2020]



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Business Opportunities

\* In how many of each of these type of associations your company participates voluntarily? [3101]

|                                          | None [0]              | One [1]               | Two [2]               | Three or four [3]     | Five to eight [6]     | Nine or more [12]     |
|------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Business, commercial or professional [a] | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Social (e.g. NGOs) [b]                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

\* We authorize ALETI and the associations promoting this Census to use my company's profile to generate business opportunitites and matchmaking in this geographic region: [3102]

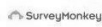
☐ Only in my country [OwnCountry]

☐ In any country [Worldwide]

☐ In participating countries [ALETI+]

☐ My company is not interested in business opportunities [Nowhere]



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### Business Contact

\* Please let us know the e-mail address your company wants to use to receive business opportunities:  
[3103]



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Ending Page

Provide additional e-mail addresses to receive the Census' results and/or participate in future editions (they will not be used for any other purpose): [5103]

|           |                      |
|-----------|----------------------|
| E-mail #1 | <input type="text"/> |
| E-mail #2 | <input type="text"/> |
| E-mail #3 | <input type="text"/> |

Thanks very much for your participation at the ALETI+ Census of the ITC Sector - 2018 Edition!

As a participant, you 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: