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ALETI+ ITC Sector Census - 2019 Edition - English

Opening

The 2019 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]

- | | | |
|---|-------------------------------------|---|
| ☐ 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] | ☐ Iceland [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] |
| ☐ Azerbaijan [az] | ☐ Ireland [ie] | ☐ Rwanda [rw] |
| ☐ Bahamas [bs] | ☐ Israel [il] | ☐ Saint Helena [sh] |
| ☐ Bahrain [bh] | ☐ Italy [it] | ☐ Saint Kitts and Nevis [kn] |
| ☐ Bangladesh [bd] | ☐ Jamaica [jm] | ☐ Saint Lucia [lc] |
| ☐ Barbados [bb] | ☐ Japan [jp] | ☐ Saint Pierre and Miquelon [pm] |
| ☐ Belarus [by] | ☐ Jersey [je] | ☐ Saint Vincent and The Grenadines [vc] |
| ☐ Belgium [be] | ☐ Jordan [jo] | ☐ Samoa [ws] |
| ☐ Belize [bz] | ☐ Kazakstan [kz] | ☐ San Marino [sm] |
| ☐ Benin [bj] | ☐ Kenya [ke] | ☐ Sao Tome and Principe [st] |
| ☐ Bermuda [bm] | ☐ Kiribati [ki] | ☐ Saudi Arabia [sa] |
| ☐ Bhutan [bt] | ☐ Kuwait [kw] | ☐ Senegal [sn] |
| ☐ Bosnia and Herzegovina [ba] | ☐ Kyrgyzstan [kg] | ☐ Serbia [rs] |
| ☐ Botswana [bw] | ☐ Laos [la] | ☐ Seychelles [sc] |
| ☐ Brunei Darussalam [bn] | ☐ Latvia [lv] | ☐ Sierra Leone [sl] |
| ☐ Bulgaria [bg] | ☐ Lebanon [lb] | ☐ Singapore [sg] |
| ☐ Burkina Faso [bf] | ☐ Lesotho [ls] | ☐ Slovakia [sk] |
| ☐ Burundi [bi] | ☐ Liberia [lr] | ☐ Slovenia [si] |
| ☐ Cambodia [kh] | ☐ Libya [ly] | ☐ Somalia [so] |
| ☐ Cameroon [cm] | ☐ Liechtenstein [li] | ☐ South Africa [za] |
| ☐ Canada [ca] | ☐ Lithuania [lt] | ☐ 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] | ☐ Maldives [mv] | ☐ Syria [sy] |
| ☐ Croatia [hr] | ☐ Mali [ml] | ☐ Taiwan [tw] |
| ☐ Cyprus [cy] | ☐ Malta [mt] | ☐ Tajikistan [tj] |
| ☐ Czech Republic [cz] | ☐ Martinique [mq] | ☐ Tanzania [tz] |
| ☐ Denmark [dk] | ☐ Mauritania [mr] | ☐ Thailand [th] |
| ☐ Djibouti [dj] | ☐ Mauritius [mu] | ☐ Togo [tg] |
| ☐ Dominica [dm] | ☐ Mayotte [yt] | ☐ Tokelau [tk] |
| ☐ Egypt [eg] | ☐ Micronesia [fm] | ☐ Tonga [to] |
| ☐ Eritrea [er] | ☐ Moldova [md] | ☐ Trinidad and Tobago [tt] |
| ☐ Estonia [ee] | ☐ Monaco [mc] | ☐ Tunisia [tn] |
| ☐ Ethiopia [et] | ☐ Mongolia [mn] | ☐ Turkey [tr] |
| ☐ Fiji [fj] | ☐ Montserrat [ms] | ☐ Turkmenistan [tm] |
| ☐ Finland [fi] | ☐ Morocco [ma] | ☐ Tuvalu [tv] |
| ☐ France [fr] | ☐ Myanmar [mm] | ☐ Uganda [ug] |
| ☐ French Guiana [gf] | ☐ Namibia [na] | ☐ Ukraine [ua] |
| ☐ French Polynesia [pf] | ☐ 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] | ☐ Vatican [va] |
| ☐ Ghana [gh] | ☐ Niger [ne] | ☐ Viet Nam [vn] |
| ☐ Gibraltar [gi] | ☐ Nigeria [ng] | ☐ Wallis and Futuna [wf] |
| ☐ Greece [gr] | ☐ Niue [nu] | ☐ Western Sahara [eh] |
| ☐ Greenland [gl] | ☐ North Korea [kp] | ☐ Yemen [ye] |
| ☐ Grenada [gd] | ☐ Norway [no] | ☐ Zambia [zm] |
| ☐ Guadeloupe [gp] | ☐ Oman [om] | ☐ Zimbabwe [zw] |
| ☐ Guam [gu] | ☐ Pakistan [pk] | |



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Armenia

* In which province are the headquarters of your company located? [5001]

- | | |
|--|--|
| ☐ Aragatsotn [AG] | ☐ Shirak [SH] |
| ☐ Ararat [AR] | ☐ Syunik [SU] |
| ☐ Armavir [AV] | ☐ Tavush [TV] |
| ☐ Gegharkunik [GR] | ☐ Vayots Dzor [VD] |
| ☐ Kotayk [KT] | ☐ Yerevan [ER] |
| ☐ Lori [LO] | |

Your company is a member of: [5003]

- | | |
|--|---|
| ☐ UITE [UITE] | ☐ 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]

- | | |
|---|--|
| ☐ Industry: Application Software Products [IndstrApplSW] | ☐ 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) [RetailCnsmpt] | ☐ Services: other (ITC related) [ServicOthers] |
| ☐ Retail: Imported Hardware [RetailImptHW] | ☐ Services: physical equipment installation/cabling [ServicCblEqp] |
| ☐ Retail: Imported Software [RetailImptSW] | ☐ Services: providing data processing capacity, traditional or cloud computing [ServicColctn] |
| ☐ Retail: Locally Produced 3rd party Hardware [RetailLoclHW] | ☐ Services: providing technical professionals to clients [ServicBodShp] |
| ☐ Retail: Locally Produced 3rd party Software [RetailLoclSW] | ☐ Services: Sites/digital contents/video production/development [ServicDigCon] |
| ☐ Services: Business Consulting (processes, projects, knowledge, etc) [ServicConBiz] | ☐ Services: Software Engineering Consulting [ServicConSEg] |
| ☐ Services: Call-Center [ServicCICntr] | ☐ Services: Software technical support/helpdesk [ServicSWSprt] |
| ☐ Services: Custom Software Development [ServicSWODmd] | ☐ Services: Software Testing/Quality Assurance [ServicSWTest] |
| ☐ Services: Data Communication [ServicComDat] | ☐ Services: Technical Consulting in Hardware and Infrastructure [ServicConHWI] |
| ☐ Services: desktop publishing [ServicDtpPbl] | ☐ Services: Technical Consulting in Software [ServicConTSW] |
| ☐ Services: education/classroom training (on ITC subjects) [ServicOPTrng] | ☐ Services: Voice Communication [ServicComVox] |
| ☐ Services: education/distance training (on ITC subjects) [ServicODTrng] | ☐ Services: web hosting [ServicWebHst] |
| ☐ Services: full outsourcing of clients' ITC areas [ServicFulOut] | ☐ Wholesale: Consumptibles (paper, ink, media, etc) [WhsaleCnsmpt] |
| ☐ Services: Hardware technical support and maintainance [ServicHWSprt] | ☐ Wholesale: Imported Hardware [WhsaleImptHW] |
| ☐ Services: high volume printing and plotting [ServicPrntng] | ☐ Wholesale: Imported Software [WhsaleImptSW] |
| ☐ Services: Images & Document Management [ServicDocMgt] | ☐ Wholesale: Locally Produced 3rd party Hardware [WhsaleLoclHW] |
| ☐ Services: Images Communication [ServicComImg] | ☐ Wholesale: Locally Produced 3rd party Software [WhsaleLoclSW] |
| ☐ 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]

- | | |
|---|--|
| ☐ Industry: Application Software Products [IndstrApplSW] | ☐ 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 [IndstrTlmos] | ☐ Services: mailing and market information [ServicMktInf] |
| ☐ Retail: Consumptibles (paper, ink, media, etc) [RetailCnsmpt] | ☐ Services: other (ITC related) [ServicOthers] |
| ☐ Retail: Imported Hardware [RetailImpthw] | ☐ Services: physical equipment installation/cabling [ServicCblEqp] |
| ☐ Retail: Imported Software [RetailImpthw] | ☐ Services: providing data processing capacity, traditional or cloud computing [ServicColctn] |
| ☐ Retail: Locally Produced 3rd party Hardware [RetailLocHW] | ☐ Services: providing technical professionals to clients [ServicBodShp] |
| ☐ Retail: Locally Produced 3rd party Software [RetailLocSW] | ☐ Services: Sites/digital contents/video production/development [ServicDigCon] |
| ☐ Services: Business Consulting (processes, projects, knowledge, etc) [ServicConBiz] | ☐ Services: Software Engineering Consulting [ServicConSEg] |
| ☐ Services: Call-Center [ServicCICntr] | ☐ Services: Software technical support/helpdesk [ServicSWSprt] |
| ☐ Services: Custom Software Development [ServicSWODmd] | ☐ Services: Software Testing/Quality Assurance [ServicSWTest] |
| ☐ Services: Data Communication [ServicComDat] | ☐ Services: Technical Consulting in Hardware and Infrastructure [ServicConHWI] |
| ☐ Services: desktop publishing [ServicDtpPbl] | ☐ Services: Technical Consulting in Software [ServicConTSW] |
| ☐ Services: education/classroom training (on ITC subjects) [ServicOPTrng] | ☐ Services: Voice Communication [ServicComVox] |
| ☐ Services: education/distance training (on ITC subjects) [ServicODTrng] | ☐ Services: web hosting [ServicWebHst] |
| ☐ Services: full outsourcing of clients' ITC areas [ServicFulOut] | ☐ Wholesale: Consumptibles (paper, ink, media, etc) [WhsaleCnsmpt] |
| ☐ Services: Hardware technical support and maintainance [ServicHWSprt] | ☐ Wholesale: Imported Hardware [WhsaleImpthw] |
| ☐ Services: high volume printing and plotting [ServicPrntng] | ☐ Wholesale: Imported Software [WhsaleImpthw] |
| ☐ Services: Images & Document Management [ServicDocMgt] | ☐ Wholesale: Locally Produced 3rd party Hardware [WhsaleLocHW] |
| ☐ Services: Images Communication [ServicComImg] | ☐ Wholesale: Locally Produced 3rd party Software [WhsaleLocSW] |
| ☐ 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]

- | | | |
|--|--|--|
| ☐ 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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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]

- | | |
|---|---|
| ☐ Agriculture and/or livestock [101] | ☐ Car & parts dealers/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 Contractors [215] | ☐ Eating and Drinking Places [458] |
| ☐ Food and kindred products Manufacturing [220] | ☐ Other retail sales stores [459] |
| ☐ Tobacco Products Manufacturing [221] | ☐ Deposit and Credit Banks [560] |
| ☐ Textile and Apparel Products Manufacturing [222] | ☐ Insurance Carriers [563] |
| ☐ Furniture, lumber, wood and paper products Manufacturing [224] | ☐ Insurance Agents, Brokers & Exchange Service [564] |
| ☐ Printing and Publishing Industry [227] | ☐ Real Estate Traders [565] |
| ☐ Chemicals, Petroleum and Coal Products Manufacturing [228] | ☐ Holdings and Other Investment Services [567] |
| ☐ Rubber, plastic and leather products Manufacturing [230] | ☐ Hotels [670] |
| ☐ Stone, clay and glass Products Manufacturing [232] | ☐ Business, Management & Engineering Services [673] |
| ☐ Primary Metal Processing Industries [233] | ☐ Automotive Services [675] |
| ☐ Metal Products Manufacturing [234] | ☐ Motion Picture Studios [678] |
| ☐ Industrial Machinery And Electric Equipment Manufacturing [235] | ☐ Health Services [680] |
| ☐ Vehicle and other Transportation Equipment Manufacturing [237] | ☐ Legal Services [681] |
| ☐ Measuring Instruments And Related Products Manufacturing [238] | ☐ Educational Services [682] |
| ☐ Other product types Manufacturing [239] | ☐ Social Services [683] |
| ☐ Railroad Transportation [340] | ☐ Other kind of services [689] |
| ☐ Urban and road Passenger Transportation [341] | ☐ Executive and Legislative Offices [791] |
| | ☐ Justice, Public Order & Security [792] |
| | ☐ Tax Collecting Entities [793] |
| | ☐ National Security Agencies and Armed Forces [797] |
| | ☐ Other public, state or diplomatic entities [799] |

- | | |
|---|---|
| ☐ Freight Transportation and Warehousing [342] | ☐ ITC products Manufacturing [801] |
| ☐ Postal Services and Couriers [343] | ☐ ITC products wholesale and/or retail [802] |
| ☐ Transportation by Water [344] | ☐ ITC related Services [803] |
| ☐ Transportation by Air [345] | ☐ Self-employed Professionals [901] |
| ☐ Pipelines [346] | ☐ Other Individuals [909] |
| ☐ Communication Services [348] | |
| ☐ Electric, Gas and Sanitary Services [349] | |
| ☐ Wholesale Trade [450] | |
| ☐ Building Materials & Garden Supplies [452] | |
| ☐ 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]

- | | |
|---|---|
| ☐ Agriculture and/or livestock [101] | ☐ Car & parts dealers/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 Contractors [215] | ☐ Eating and Drinking Places [458] |
| ☐ Food and kindred products Manufacturing [220] | ☐ Other retail sales stores [459] |
| ☐ Tobacco Products Manufacturing [221] | ☐ Deposit and Credit Banks [560] |
| ☐ Textile and Apparel Products Manufacturing [222] | ☐ Insurance Carriers [563] |
| ☐ Furniture, lumber, wood and paper products Manufacturing [224] | ☐ Insurance Agents, Brokers & Exchange Service [564] |
| ☐ Printing and Publishing Industry [227] | ☐ Real Estate Traders [565] |
| ☐ Chemicals, Petroleum and Coal Products Manufacturing [228] | ☐ Holdings and Other Investment Services [567] |
| ☐ Rubber, plastic and leather products Manufacturing [230] | ☐ Hotels [670] |
| ☐ Stone, clay and glass Products Manufacturing [232] | ☐ Business, Management & Engineering Services [673] |
| ☐ Primary Metal Processing Industries [233] | ☐ Automotive Services [675] |
| ☐ Metal Products Manufacturing [234] | ☐ Motion Picture Studios [678] |
| ☐ Industrial Machinery And Electric Equipment Manufacturing [235] | ☐ Health Services [680] |
| ☐ Vehicle and other Transportation Equipment Manufacturing [237] | ☐ Legal Services [681] |
| ☐ Measuring Instruments And Related Products Manufacturing [238] | ☐ Educational Services [682] |
| | ☐ Social Services [683] |
| | ☐ Other kind of services [689] |
| | ☐ 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] | |

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]	☐	☐	☐	☐	☐	☐	☐	☐	☐
Left voluntarily during the 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 if there were absolutely no difficulty in recruiting [f]	☐	☐	☐	☐	☐	☐	☐	☐	☐

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

☐ 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]	

* 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]

☐ Less than 0,5% [.0025]	☐ From 1% to 1,99% [.015]	☐ From 4% to 7,99% [.06]
☐ From 0,5% to 0,99% [.0075]	☐ From 2% to 3,99% [.03]	☐ 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]

- | | | |
|--|--|--|
| ☐ Less than 10% [.05] | ☐ From 30% to 50% [.4] | ☐ From 70% to 90% [.8] |
| ☐ From 10% to 30% [.2] | ☐ From 50% to 70% [.6] | ☐ 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]

- | | | |
|--|--|---|
| ☐ 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] | |

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

- | | | |
|---|---|---|
| ☐ 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] | |

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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]	☐	☐	☐	☐	☐	☐
Latin America & Caribbean [b]	☐	☐	☐	☐	☐	☐
Asia [c]	☐	☐	☐	☐	☐	☐
United States and Canada [d]	☐	☐	☐	☐	☐	☐
Europe [e]	☐	☐	☐	☐	☐	☐
Oceania [f]	☐	☐	☐	☐	☐	☐

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

☐ Doesn't export [0]	☐ From 1 to 4% [.025]	☐ From 30 to 60% [.45]
☐ Less than 0,25% [.00125]	☐ From 4 to 15% [.095]	☐ From 60 to 80% [.7]
☐ From 0,25 to 1% [.00625]	☐ From 15 to 30% [.225]	☐ 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]

- | | | |
|--|--|---|
| ☐ 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] | ☐ Netherlands [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 [oca] |
| ☐ 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 [osa] |
| ☐ India [in] | ☐ 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]

- | | | |
|--|--|---|
| ☐ 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 [oca] |
| ☐ 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 [osa] |
| ☐ India [in] | ☐ 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]

- | | | |
|----------------------------------|-------------------------------------|--|
| ☐ None [0] | ☐ 5 to 9 [7] | ☐ 50 or more [75] |
| ☐ 1 or 2 [1] | ☐ 10 to 19 [15] | ☐ Unable to tell [z] |
| ☐ 3 or 4 [3] | ☐ 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]

- | | | |
|---|--|--|
| ☐ 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] | ☐ 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 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 [7]
Internet (e-commerce) [a]	☐	☐	☐	☐	☐	☐	☐
Own offices in foreign countries [b]	☐	☐	☐	☐	☐	☐	☐
Clients with branches in other countries [c]	☐	☐	☐	☐	☐	☐	☐
Clients of partners and/or resellers in other countries [d]	☐	☐	☐	☐	☐	☐	☐

* 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] | | |

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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

Product/Service development with innovative aspects in relation to those existing on the target market [a]

Development of Products / Services with new characteristics that set them apart from competitors [b]

Development of Products / Services that include barriers to the entrance of new competitors [c]

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]

Usage of formal resources to document or retain internal knowledge or useful knowledge developed outside the company [g]

Usage of formal resources to share company's knowledge with internal workforce and outside partners [h]

	Never [1]	Very rarely [2]	Rarely [3]	Sometimes [4]	Frequently [5]	Continuously [6]	Unable to tell [z]
Buying of Intellectual Property (e.g. patents, licenses or whole companies) to gain access to innovations [i]	☐	☐	☐	☐	☐	☐	☐
Selling of Intellectual Property of your company to third parties [j]	☐	☐	☐	☐	☐	☐	☐
Usage of open technology during development of products/services [k]	☐	☐	☐	☐	☐	☐	☐
Release of your company's products/services as open technology [l]	☐	☐	☐	☐	☐	☐	☐

* 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]

- | | |
|---|---|
| ☐ 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] |

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

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

* 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 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 company for this year compared with last year, into which of these ranges falls the expected variation? [3099]

- | | |
|--|--|
| ☐ 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] | |

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

- | | |
|---|--|
| ☐ Up to USD 180K [.09] | ☐ From USD 10M to 20 Million [15] |
| ☐ From USD 180K to 600 Thousand [.34] | ☐ From USD 20M to 50 Million [35] |
| ☐ 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 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 1981 and 1985 [1981-1985] | ☐ Between 2016 and 2019 [2016-2020] |
| ☐ Between 1986 and 1990 [1986-1990] | |

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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]	☐	☐	☐	☐	☐	☐
Social (e.g. NGOs) [b]	☐	☐	☐	☐	☐	☐

* We authorize ALETI and the associations promoting this Census to use my company's profile to generate business opportunities 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

E-mail #2

E-mail #3

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: