

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 anually since 2014;
- generate business opportunities and cooperation among participating companies, including business opportunities and research, development and innovation projects;

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

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

On behalf of all participating IT associations around the world,

THANK YOU SO MUCH!

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

	information for generating k	that you authorize, at the end of the Census ousiness opportunities, this same link will be company): [3001]
* In which country is your compa	ny located? [3002]	
Afghanistan [af]	Guernsey [gg]	Palau [pw]
Albania [al]	Guinea [gn]	Palestina [ps]
Algeria [dz]	Guyana [gy]	Papua New Guinea [pg]
American Samoa [as]	Haiti [ht]	Philippines [ph]

Andorra [ad]	Hong Kong [hk]	Pitcairn [pn]
Anguilla [ai]	Hungary [hu]	Poland [pl]
Antigua and Barbuda [ag]	Celand [is]	Puerto Rico [pr]
Armenia [am]	India [in]	Qatar [qa]
Aruba [aw]	Indonesia [id]	Réunion [re]
Australia [au]	Iran[ir]	Romania [ro]
Austria [at]	Iraq [iq]	Russia [ru]
Azerbaijan [az]	Ireland [ie]	Rwanda [rw]
Bahamas [bs]	Israel [il]	Saint Helena [sh]
Bahrain [bh]	ltaly [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
Belgium [be]	Jordan [jo]	[vc] 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 [b	pa] Kyrgyzstan [kg]	Serbia [rs]
Botswana [bw]	Laos [la]	
Brunei Darussalam [bn]	Latvia [lv]	Seychelles [sc] Sierra Leone [sl]
Bulgaria [bg]	Lebanon [lb]	Singapore [sg]
Burkina Faso [bf]	Lesotho [ls]	
Burundi [bi]	Liberia [lr]	Slovakia [sk] Slovenia [si]
Cambodia [kh]	Libya [ly]	
Cameroon [cm]	Liechtenstein [li]	Somalia [so]
Canada [ca]	Lithuania [lt]	South Africa [za]
Central African Republic [c	Ef] Luxembourg [lu]	South Korea [kr]
Chad [td]	Macau [mo]	Sri Lanka [lk]
China [cn]	Macedonia [mk]	Sudan [sd]
Comoros [km]	Madagascar [mg]	Surriland [sr]
Congo [cg]	Malawi [mw]	Swaziland [sz]
Congo, The Democratic Re	epublic [cd] Malaysia [my]	Sweden [se]
		Switzerland [ch]

Côte D'Ivoire [ci]		Maldives [mv]	\bigcirc	Syria [sy]
Croatia [hr]		Mali [ml]		Taiwan [tw]
Cyprus [cy]	\bigcirc	Malta [mt]		Tajikistan [tj]
Czech Republic [cz]	\bigcirc	Martinique [mq]	\bigcirc	Tanzania [tz]
Denmark [dk]	\bigcirc	Mauritania [mr]	\bigcirc	Thailand [th]
Djibouti [dj]		Mauritius [mu]	\bigcirc	Togo [tg]
Dominica [dm]	\bigcirc	Mayotte [yt]	\bigcirc	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]	\bigcirc	Turkmenistan [tm]
Finland [fi]		Morocco [ma]		Tuvaļu [tv]
France [fr]	\bigcirc	Myanmar[mm]	\bigcirc	Uganda [ug]
French Guiana [gf]		Namibia [na]		Ukraine [ua]
French Polynesia [pf]	\bigcirc	Nauru [nr]	\bigcirc	United Arab Emirates [ae]
French Southern Territories [tf]		Nepal [np]		United Kingdom [uk]
Gabon [ga]	\bigcirc	Netherlands [nl]	\bigcirc	United States [us]
Gambia [gm]		Netherlands Antilles [an]		Uzbekistan [uz]
Georgia [ge]	\bigcirc	New Caledonia [nc]	\bigcirc	Vanuatu [vu]
Germany [de]	\bigcirc	New Zealand [nz]	\bigcirc	Vatican [va]
Ghana [gh]		Niger [ne]	\bigcirc	Viet Nam [vn]
Gibraltar [gi]	\bigcirc	Nigeria [ng]	\bigcirc	Wallis and Futuna [wf]
Greece [gr]	\bigcirc	Niue [nu]	\bigcirc	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]		





ALETI+ ITC Sector Census - 2019 Edition - English Bangladesh * In which of the country's division are the headquarters of your company located? [5011] Barisal [A] Rajshahi [E] Chittagong [B] Rangpur [F] Dhaka [C] Sylhet [G] Khu**l**na [D] Your company is a member of: [5013] BCS [BCS] Trade Associations from other Sectors [Other Sector] Other ITC Sector's associations [Other ITC]



Products and Services Offered

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

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

* On the following list, please mark all activities which	rep	resent 5% or more of the total volume of
business your company expects during the current	year	: [3061]
Industry: Application Software Products [IndstrAppISW]		Services: Internet Access Provider [ServicISP]
Industry: Games [IndstrGames]		Services: IT Security Services/Forensic IT [ServicSecure]
Industry: Local Hardware Production [IndstrHardwr]		Services: ITC equipment rental [ServicRental]
Industry: Software as a Service (Saas) [IndstrSaaS]		Services: locally developed software
Industry: Tools, Middleware and Operating Systems [IndstrTlmwos]		deployment/installation [ServicImplLc] 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 [RetailLocIHW]		Services: providing technical professionals to clients [ServicBodShp]
Retail: Locally Produced 3rd party Software [RetailLocISW	/J	Services: Sites/digital contents/video
Services: Business Consulting (processes, projects, knowledge, etc) [ServicConBiz]		production/development [ServicDigCon]
Services: Call-Center [ServicClCntr]	Ш	Services: Software Engineering Consulting [ServicConSEg]
Services: Custom Software Development [ServicSWODmo	 d]	Services: Software technical support/helpdesk [ServicSWSprt]
Services: Data Communication [ServicComDat]		Services: Software Testing/Quality Assurance [ServicSWTest]
Services: desktop publishing [ServicDtpPbl]		Services: Technical Consulting in Hardware and
Services: education/classroom training (on ITC subjects) [ServicOPTrng]		Infrastructure [ServicConHWI]
Services: education/distance training (on ITC subjects) [ServicODTrng]		Services: Technical Consulting in Software [ServicConTSW]
Services: full outsourcing of clients' ITC areas		Services: Voice Communication [ServicComVox]
[ServicFulOut]		Services: web hosting [ServicWebHst]
Services: Hardware technical support and maintainance [ServicHWSprt]		Wholesale: Consumptibles (paper, ink, media, etc) [WhsaleCnsmpt]
Services: high volume printing and plotting [ServicPrntng]		Wholesale: Imported Hardware [WhsaleImptHW]
Services: Images & Document Management [ServicDocMgt]		Wholesale: Imported Software [WhsaleImptSW]
Services: Images Communication [ServicComImg]		Wholesale: Locally Produced 3rd party Hardware [WhsaleLocIHW]
Services: imported software deployment/installation [ServicImplFn]		Wholesale: Locally Produced 3rd party Software [WhsaleLocISW]

* Now, for the same list of activities, please mark all t	hose which represent 33% or more of the total
volume of business your company expects during the	ne current year: [3062]
Industry: Application Software Products [IndstrAppISW]	Services: Internet Access Provider [ServicISP]
Industry: Games [IndstrGames]	Services: IT Security Services/Forensic IT [ServicSecure]
Industry: Local Hardware Production [IndstrHardwr]	Services: ITC equipment rental [ServicRental]
Industry: Software as a Service (Saas) [IndstrSaaS]	Services: locally developed software
Industry: Tools, Middleware and Operating Systems [IndstrTlmwos]	deployment/installation [ServicImplLc] 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 [RetailLocIHW]	Services: providing technical professionals to clients
Retail: Locally Produced 3rd party Software [RetailLocISW	[ServicBodShp] /] Services: Sites/digital contents/video
Services: Business Consulting (processes, projects, knowledge, etc) [ServicConBiz]	production/development [ServicDigCon]
Services: Call-Center [ServicClCntr]	Services: Software Engineering Consulting [ServicConSEg]
Services: Custom Software Development [ServicSWODmo	Services: Software technical support/helpdesk [ServicSWSprt]
Services: Data Communication [ServicComDat]	Services: Software Testing/Quality Assurance [ServicSWTest]
Services: desktop publishing [ServicDtpPbl]	Services: Technical Consulting in Hardware and
Services: education/classroom training (on ITC subjects) [ServicOPTrng]	Infrastructure [ServicConHWI]
Services: education/distance training (on ITC subjects) [ServicODTrng]	Services: Technical Consulting in Software [ServicConTSW]
Services: full outsourcing of clients' ITC areas	Services: Voice Communication [ServicComVox]
[ServicFulOut]	Services: web hosting [ServicWebHst]
Services: Hardware technical support and maintainance [ServicHWSprt]	Wholesale: Consumptibles (paper, ink, media, etc) [WhsaleCnsmpt]
Services: high volume printing and plotting [ServicPrntng]	Wholesale: Imported Hardware [WhsaleImptHW]
Services: Images & Document Management [ServicDocMgt]	Wholesale: Imported Software [WhsaleImptSW]
Services: Images Communication [ServicComImg]	Wholesale: Locally Produced 3rd party Hardware [WhsaleLocIHW]
Services: imported software deployment/installation [ServicImplFn]	Wholesale: Locally Produced 3rd party Software [WhsaleLocISW]





Technologies in Use

Which of these technological en	• •	•	oducts with which your company nt year? [6063]
Devices with sensors embedded in [Embedded]	autonomous devices	Back-end server	vers for single-client use (physical or virtual)
Devices with sensors connected to	the Internet [IoT]	Back-end serv	vers shared by multiple clients [MultiTenant]
Mobile devices (smartphones, tabl	ets, wearables) [Mobile] [ments, available through the cloud
Notebooks and PCs [PCs]		[CloudPlatfrm	I
* Considering these same technol THREE percent of the total sales	_		• •
Devices with sensors embedded in [Embedded]	autonomous devices	Back-end server	vers for single-client use (physical or virtual)
Devices with sensors connected to	the Internet [IoT]	Back-end serv	vers shared by multiple clients [MultiTenant]
Mobile devices (smartphones, tabl	ets, wearables) [Mobile] [ments, available through the cloud
Notebooks and PCs [PCs]	Γ	[CloudPlatforr	nj ent accounts for a third or more of the
	I	company's rev	
Mark the global companies' who company (leave blank, if none):	•	integrate with p	products and services from your
Adobe [Adobe]	E-Set [Eset]		OpenStack [OpenStack]
Alcatel [Alcatel]	ESRI [ESRI]		OpenText [OpenText]
Alfresco [Alfresco]	Facebook [Faceb	oook]	Oracle [Oracle]
Amazon [Amazon]	FIREBIRD [FIRE	BIRD]	Outsystems [Outsystems]
AOC [AOC]	Fortinet [Fortinet]]	Parallels [Parallels]
Apache [Apache]	F-Secure [F-Sec	ure]	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]





nsored by: SurveyMonkey

ALETI+ ITC Sector Census - 2019 Edition - English

Customers' profile

On the following list of economic activities, please where your company expects to generate 5% or i	e mark all those which represent market segments more of its total sales for the current year: [3067]
Agriculture and/or livestock [101]	Car & parts deales/Gas stations [455]
Forestry, Fishing and/or Hunting [108]	Apparel And Accessory Stores [456]
Metal & coal, mining, oil & gas extraction and other min [110]	ing Furniture And Homefurnishings Stores [457]
General Building, Heavy Construction and Special Trad Contractors [215]	Eating and Drinking Places [458] le Other retail sales stores [459]
Food and kindred products Manufacturing [220]	Deposit and Credit Banks [560]
Tobacco Products Manufacturing [221]	Insurance Carriers [563]
Textile and Apparel Products Manufacturing [222]	Insurance Agents, Brokers & Exchange Service [56
Furniture, lumber, wood and paper products Manufactur	ring Real Estate Traders [565]
[224] Printing and Publishing Industry [227]	Holdings and Other Investment Services [567]
Chemicals, Petroleum and Coal Products Manufacturin	Hotels [670]
[228]	Business, Management & Engineering Services [67
Rubber, plastic and leather products Manufacturing [23	0] Automotive Services [675]
Stone, clay and glass Products Manufacturing [232]	Motion Picture Studios [678]
Primary Metal Processing Industries [233]	Health Services [680]
Metal Products Manufacturing [234]	Legal Services [681]
Industrial Machinery And Electric Equipment Manufactu [235]	ring Educational Services [682]
Vehicle and other Transportation Equipment Manufactu	Social Services [683]
[237]	Other kind of services [689]
Measuring Instruments And Related Products Manufacturing [238]	Executive and Legislative Offices [791]
Other product types Manufacturing [239]	Justice, Public Order & Security [792]
Railroad Transportation [340]	Tax Collecting Entities [793]
Urban and road Passenger Transportation [341]	National Security Agencies and Armed Forces [797]
<u> </u>	Other public, state or diplomatic entities [799]

Postal Services and Couriers [343] Transportation by Water [344] Transportation by Air [345] Pipelines [346] Communication Services [348] Electric, Gas and Sanitary Services [349] Wholesale Trade [450]	ITC products wholesale and/or retail [802] ITC related Services [803] Self-employed Professionals [901] Other Individuals [909]
Transportation by Air [345] Pipelines [346] Communication Services [348] Electric, Gas and Sanitary Services [349]	Self-employed Professionals [901]
Pipelines [346] Communication Services [348] Electric, Gas and Sanitary Services [349]	
Communication Services [348] Electric, Gas and Sanitary Services [349]	Other Individuals [909]
Electric, Gas and Sanitary Services [349]	
Wholesale Trade [450]	
Building Materials & Garden Supplies [452]	
Food Retail [454]	
segments where your company expects to genera [3068] Agriculture and/or livestock [101]	ate 33% or more of its total sales for the current year: Car & parts deales/Gas stations [455]
Forestry, Fishing and/or Hunting [108]	Apparel And Accessory Stores [456]
Metal & coal, mining, oil & gas extraction and other mini	
[110]	Eating and Drinking Places [458]
General Building, Heavy Construction and Special Trade Contractors [215]	
Food and kindred products Manufacturing [220]	Deposit and Credit Banks [560]
Tobacco Products Manufacturing [221]	Insurance Carriers [563]
Textile and Apparel Products Manufacturing [222]	Insurance Agents, Brokers & Exchange Service [564]
Furniture, lumber, wood and paper products Manufactur [224]	ring Real Estate Traders [565]
Printing and Publishing Industry [227]	Holdings and Other Investment Services [567]
Chemicals, Petroleum and Coal Products Manufacturing	Hotels [670]
[228]	Business, Management & Engineering Services [673]
Rubber, plastic and leather products Manufacturing [230	D] Automotive Services [675]
Stone, clay and glass Products Manufacturing [232]	Motion Picture Studios [678]
Primary Metal Processing Industries [233]	Health Services [680]
Metal Products Manufacturing [234]	Legal Services [681]
Industrial Machinery And Electric Equipment Manufactur [235]	ring Educational Services [682]
Vehicle and other Transportation Equipment Manufactur [237]	Social Services [683] ring Other kind of services [689]
Measuring Instruments And Related Products Manufacturing [238]	Executive and Legislative Offices [791]

Other product types Manufacturing [239]	Justice, Public Order & Security [792]
Railroad Transportation [340]	Tax Collecting Entities [793]
Urban and road Passenger Transportation [341]	National Security Agencies and Armed Forces [797]
Freight Transportation and Warehousing [342]	Other public, state or diplomatic entities [799]
Postal Services and Couriers [343]	ITC products Manufacturing [801]
Transportation by Water [344]	ITC products wholesale and/or retail [802]
Transportation by Air [345]	ITC related Services [803]
Pipelines [346]	Self-employed Professionals [901]
Communication Services [348]	Other Individuals [909]
Electric, Gas and Sanitary Services [349]	
Wholesale Trade [450]	
Building Materials & Garden Supplies [452]	
Food Retail [454]	
Companies with revenues between USD 180 thousand	and 1,8 million [1]
company's revenues during the current year: [30	be responsible for at least 5% of the total of your 69]
Companies with revenues below USD 180 thousand [Companies with revenues between USD 180 thousand	
Companies with revenues between USD 1,8 and 8 mill	lion [5]
Companies with revenues between USD 8 and 30 mi ll i	on [20]
Companies with revenues between USD 30 and 80 mil	llion [50]
Companies with revenues between USD 80 and 300 m	nillion [200]
Companies with more than 300 million USD in revenue	es [900]
Self-employed people and individuals [P]	

	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]
_	





Human Resources

no which of those fair	nto which of these ranges falls the total number of professionals at your company which are [3071]									
	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 mo [999	
Software developers? [a]										
Other ITC Professionals [b]			\bigcirc							
Dedicated mainly to R&D&i [c]			\bigcirc							
Marketing and/or Sales [d]	\bigcirc	\bigcirc	\bigcirc	\bigcirc		\bigcirc		\bigcirc		
Other company areas (e.g. finance, accounting, human resources) [e]										
Total number of professionals working at your company [f]										
Total number of professionals working remotely [g]										
Total number of professionals born in other countries [h]										
Please mark the numb duaction: [3072]	·	essionals	-		that have 9 to 25 [17]	e achieved 26 to 99 [63]	d each of t 100 to 499 [300]	these lev 500 to 3999 [2250]	els c 400 m [99	
	, [-]	[-]	[-1	[-]			1			
Professional Certification (e.g. PMI, IBM, Microsoft, Oracle, etc) [a]										
(e.g. PMI, IBM, Microsoft,	0									

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			0 0		0	0	OOOO	0		
last 12 months [b] Fired during the last 12 months [c] Maintained idle waiting for new projects [d] That your company expects to hire over the next three months [e] That your company would hire over the next three months if there			0 0	OOO	0	OOO	0	0		
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		OOO	0	0			0	0		
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		OO	0			\bigcirc	\bigcirc			
expects to hire over the next three months [e] That your company would hire over the next three months if there										
hire over the next three months if there										
difficulty in recruting [f]			\bigcirc	0	\bigcirc	\bigcirc	0			
variation was: [3074] Decrease between 50 and : .75]	100% [-			ion of l ess tl			wth between wth above 10)0% [.	
Decrease between 25 and 9 .375]	50% [-			een 10 and 2		○ My o	company is I	ess than tv	velve	
Decrease between 10 and 2 .175]	25% [-	◯ Gı	Growth between 25 and 50% [.375]					hs old [NA]		
Decrease between 5 and 10 Comparing the expenses of (e.g. with training, professing) revenues of your company	of your ional ce	compar ertificatio	ons or par	ticipation		_	=	-		
Less than 0,5% [.0025]		○ Fr	om 1% to 1	.,99% [.015]		Fror	n 4% to 7,99	9% [.06]		
	5]	○ Fr	om 2% to 3	120 1 2000		8%				





Business Models

_	odically, as for example on-line su	y's revenues that are RECURRING (that bsciptions, rental of licenses,
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 fall Service Level Agreement clau	•	ontracts of your company which include
Less than 10% [.05]	From 50% to 70% [.6]	Doesn't apply to my company [z]
From 10% to 30% [.2]	From 70% to 90% [.8]	
From 30% to 50% [.4]	More than 90% [.95]	
relation to your headquarters l	location? [3078]	t 51% of your company's revenues, in
The neighborhood [1]	The state/province [4]	The whole continent [7]
The city [2]	The country [5]	The whole world [8]
The metropolitan area [3]	A part of the continent [6]	





International Activities

*	How many	own offices	your con	npany mai	intains ir	countries	(excluding	yours) i	n each d	of these re	egions
	of the plane	et? [3079]									

		None [0]	One [1]	Two or three [2]	Four to nine [6]	Ten or more [15]	Unable to tell [z]
Af	rica [a]						
	atin America & aribbean [b]						
As	sia [c]						
	nited States and anada [d]						
Ει	urope [e]						
0	ceania [f]						
	o which of these rang untries? [3080]	ງes falls the ເ	oercentage c	of your compan	y's revenues th	at originate	in other
	Doesn't export [0]		From 1 to 4	1% [.025]	From	30 to 60% [.4	5]
\bigcirc	Less than 0,25% [.0012	5]	From 4 to 1	L5% [.095 <u>]</u>	From	ı 60 to 80% [.7]
	From 0,25 to 1% [.0062	5] (From 15 to	30% [.225]	More	than 80% [.9]	



Details about Exports

•		nomies worldwide individually), please at of exports of your company (do not
consider sales in your own cou		, (
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 [d]	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
Germany [de]	Russia [ru]	[oca] Other European countries [oeu]
Greece [gr]	Saudi Arabia [sa]	
Hong Kong [hk]	Singapore [sg]	Other Oceania countries [ooc]
India [in]	South Africa [za]	Other South American countries [osa]

	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]	\Box	Taiwan [tw]
	Canada [ca]		Japan [jp]		Thailand [th]
	Chile [cl]		Malaysia [my]	\Box	Turkey [tr]
	China [cn]		Mexico [mx]	\Box	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 countrie
	Germany [de]		Russia [ru]		[oca]
	Greece [gr]		Saudi Arabia [sa]		Other European countries [oeu]
	Hong Kong [hk]		Singapore [sg]		Other Oceania countries [ooc]
	India [in]		South Africa [za]	Ш	Other South American countries
	fessionals at your company, ov None [0] 1 or 2 [1]	-	our company does not own officine last 12 month (e.g. in trade number of to 9 [7]	•	
	· •		20 to 49 [35] travel plans (to countries where	-	• •
offic	,	s, the	expected variation falls into the	e rar	
\bigcirc	Decrease between 50 and 100% [75]	\bigcirc	Stable (variation of less than 5%) [0]		Growth between 50 and 100% [.
	Decrease between 25 and 50% [-		Growth between 5 and 10% [.075]		Growth above 100% [1.5]
	.375]	\bigcirc	Growth between 10 and 25% [.175]	\bigcirc	My company is less than twelve months old [NA]
\bigcirc	Decrease between 10 and 25% [175]	\bigcirc	Growth between 25 and 50% [.375]		Unable to tell [z]
	Decrease between 5 and 10% [075				

	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 o
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 previous year, the exp	-	-		-	urrent year	with those o	during tl
Decrease between 50 .75]) and 100% [-	Stable	(variation of l es	s than 5%) [0]	Growth	between 50 an	d 100% [
Decrease between 25	s and 50% [-	Growth	between 5 and	l 10% [.075]	Growth	above 100% [1	5]
.375]	rana oo /o [Growth	between 10 ar	nd 25% [.175]		pany is less tha	an twe l ve
Decrease between 10 .175]) and 25% [-	Growth	between 25 ar	nd 50% [.375]	months	ola [NA]	



Quality and Intellectual Property

Please mark all of the followir	ng certifications your company h	as 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 Source-code deposit at 3rd par Indication of copyrights at com Patents Deposit [Patents] Trade Mark Registration [Trade * Please tell us how many joints	below your company uses to protect to the company uses to protect to the company uses to protect the company's products [Copyright] emarks] emarks] eventure contracts regarding connology, production, marketing ar	rotect its intellectual property: [3088] mmercial aspects, research and nd/or qualification of human resources your Five to eight [6] Nine or more [12]

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]	





* For each of the activities described below, please tell us how often they happen at your company: [3091]

ın	na	vati	n
	ш	vau	UII

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 rare l y [2]	Rarely [3]	Sometimes [4]	Frequent l y [5]	Continuos l y [6]	Unable to tell [z]
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 appart from competitors [b]						\bigcirc	\bigcirc
Development of Products / Services that include barriers to the entrance of new competitors [c]							\circ
Usage of resources to stimulate and support team learning and creativity [d]		\bigcirc					
Interaction with clients in order to develop innovations [e]							
Interaction with other companies, universities and/or research labs in aim of innovations [f]				\bigcirc			
Usage of formal resources to document or retain internal							

	Never [1]	Very rarely [2]	Rarely [3]	Sometimes [4]	Frequently [5]	Continuos l y [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]	\bigcirc	\bigcirc	\circ	\bigcirc			
Usage of open technology during development of products/services [k]	0	0	0	0	0	0	0
Release of your company's products/services as open technology [I]			0	\circ			
n which of these range during the last three ye			es of all prod	ucts and se	rvices your	company lau	unched
Less than 10% [.05]		From 30	0% to 50% [.4]		From 70	% to 90% [.8]	





Research & Development

vith 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]





Funding and Economic Evolution

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 of the first time during the next 24]
Partners' own capital [Entrepreneur] Project grants coming from other countries [ForeignGrant] Project grants from authorities in your country [LocalGrants
pany plans to use for the first time during the next 24
pany plans to use for the first time during the next 24
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]
oital raised by your company, since its foundation, by
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			
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 you			
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]			



Business Opportunities * In how many of each of these type of associations your company participates voluntarily? [3101] Nine or more Three or four [3] Five to eight [6] None [0] One [1] Two [2] [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 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]





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



Ending Page	
Provide additional e-mail addresses to receive the Census' results and/or participate in future editi (they will not be used for any other purpose): [5103]	ons
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.	able.
When rolling out next editions of the ITC Census, we will request you participate again.	
If you wish to, please leave your comments:	