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Opening

The 2021-2022 Edition of the ALETI+ Census of the Information Technology and Communications Sector, supported by WITSA, 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 periodically since 2014;

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

This initiative is open to participation for ICT companies located in any country, being a member of the organizing associations or not.

On behalf of all participating IT associations around the world,

THANK YOU SO MUCH FOR YOUR PARTICIPATION!

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 the usage of information to generate 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] | ☐ Kazakhstan [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] |
| | ☐ New Zealand [nz] | |

☐ Germany [de]

☐ Ghana [gh]

☐ Gibraltar [gi]

☐ Greece [gr]

☐ Greenland [gl]

☐ Grenada [gd]

☐ Guadeloupe [gp]

☐ Guam [gu]

☐ Niger [ne]

☐ Nigeria [ng]

☐ Niue [nu]

☐ North Korea [kp]

☐ Norway [no]

☐ Oman [om]

☐ Pakistan [pk]

☐ Vatican [va]

☐ Viet Nam [vn]

☐ Wallis and Futuna [wf]

☐ Western Sahara [eh]

☐ Yemen [ye]

☐ Zambia [zm]

☐ Zimbabwe [zw]



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Slovenia

* In which region are the headquarters of your company located? [5051]

Your company is a member of: [5053]

☐ Zitex [Zitex]

☐ Trade Associations from other Sectors [Other Sector]

☐ Other ITC Sector's associations [Other ITC]



Human Resources

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).

* Into which of these ranges falls the total number of professionals at your company which are ... [3071]

[illegible]

* Please mark the number of professionals at your company that have achieved each of these levels of education: [3072]

[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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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 nível 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 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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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]

* 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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Innovation Activities

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

[illegible]



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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]



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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, maintenance 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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Funding and Economic Evolution

* 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 revenues expected in 2022 by your company with 2021 revenues, into which of these ranges falls the expected variation? [3099]

* In which of these ranges lies the total revenue your company expects during 2022? [3100]

* In which of these periods was your company first established? [4100]



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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 the use of my company's profile, which I'll provide in the following, to generate business opportunities in this geographic region: [3102]

- ☐ Only in my country [OwnCountry]
 ☐ In any country [Worldwide]
- ☐ In my region [Regional]
 ☐ 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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Products and Services Offered

* 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 [IndstrAppISW] | ☐ Services: Internet Access Provider [ServicISP] |
| ☐ Industry: Games [IndstrGames] | ☐ Services: IT Security Services/Forensic IT [ServicSecure] |
| ☐ Industry: Local Hardware Production [IndstrHardwr] | ☐ Services: ITC equipment rental [ServicRental] |
| ☐ Industry: Software as a Service (SaaS) [IndstrSaaS] | ☐ Services: locally developed software deployment/installation [ServicImplLc] |
| ☐ Industry: Tools, Middleware and Operating Systems [IndstrTmwos] | ☐ 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 [RetailLocHW] | ☐ Services: providing technical professionals to clients [ServicBodShp] |
| ☐ Retail: Locally Produced 3rd party Software [RetailLocISW] | ☐ Services: Sites/digital contents/video production/development [ServicDigCon] |
| ☐ Services: Business Consulting (processes, projects, knowledge, etc) [ServicConBiz] | ☐ Services: Software Engineering Consulting [ServicConSEg] |
| ☐ Services: Call-Center [ServicClCntr] | ☐ 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: cloud computing/web hosting with own infrastructure [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 [WhsaleLocHW] |
| ☐ Services: Images Communication [ServicComImg] | ☐ Wholesale: Locally Produced 3rd party Software [WhsaleLocSW] |
| ☐ Services: imported software deployment/installation [ServicImplFn] | |
| ☐ Other (please specify) | |



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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] | |

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 [Ricoch] |
| ☐ 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] |
| ☐ Freight Transportation and Warehousing [342] | ☐ Justice, Public Order & Security [792] |
| ☐ Postal Services and Couriers [343] | ☐ Tax Collecting Entities [793] |
| ☐ Transportation by Water [344] | ☐ National Security Agencies and Armed Forces [797] |
| ☐ Transportation by Air [345] | ☐ Other public, state or diplomatic entities [799] |
| ☐ Pipelines [346] | ☐ ITC products Manufacturing [801] |
| ☐ Communication Services [348] | ☐ ITC products wholesale and/or retail [802] |
| ☐ Electric, Gas and Sanitary Services [349] | ☐ ITC related Services [803] |
| ☐ Wholesale Trade [450] | ☐ Self-employed Professionals [901] |
| ☐ Building Materials & Garden Supplies [452] | ☐ Other Individuals [909] |
| ☐ 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]



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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] | |

* 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]

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 2022 with those during 2021, the expected variation falls into this range: [3086]



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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 - 2019 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: