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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]

- |                                                |                                      |                                                      |
|------------------------------------------------|--------------------------------------|------------------------------------------------------|
| <input type="radio"/> Afghanistan [af]         | <input type="radio"/> Guernsey [gg]  | <input type="radio"/> Palau [pw]                     |
| <input type="radio"/> Albania [al]             | <input type="radio"/> Guinea [gn]    | <input type="radio"/> Palestina [ps]                 |
| <input type="radio"/> Algeria [dz]             | <input type="radio"/> Guyana [gy]    | <input type="radio"/> Papua New Guinea [pg]          |
| <input type="radio"/> American Samoa [as]      | <input type="radio"/> Haiti [ht]     | <input type="radio"/> Philippines [ph]               |
| <input type="radio"/> Andorra [ad]             | <input type="radio"/> Hong Kong [hk] | <input type="radio"/> Pitcairn [pn]                  |
| <input type="radio"/> Anguilla [ai]            | <input type="radio"/> Hungary [hu]   | <input type="radio"/> Poland [pl]                    |
| <input type="radio"/> Antigua and Barbuda [ag] | <input type="radio"/> Iceland [is]   | <input type="radio"/> Puerto Rico [pr]               |
| <input type="radio"/> Armenia [am]             | <input type="radio"/> India [in]     | <input type="radio"/> Qatar [qa]                     |
| <input type="radio"/> Aruba [aw]               | <input type="radio"/> Indonesia [id] | <input type="radio"/> Réunion [re]                   |
| <input type="radio"/> Australia [au]           | <input type="radio"/> Iran [ir]      | <input type="radio"/> Romania [ro]                   |
| <input type="radio"/> Austria [at]             | <input type="radio"/> Iraq [iq]      | <input type="radio"/> Russia [ru]                    |
| <input type="radio"/> Azerbaijan [az]          | <input type="radio"/> Ireland [ie]   | <input type="radio"/> Rwanda [rw]                    |
| <input type="radio"/> Bahamas [bs]             | <input type="radio"/> Israel [il]    | <input type="radio"/> Saint Helena [sh]              |
| <input type="radio"/> Bahrain [bh]             | <input type="radio"/> Italy [it]     | <input type="radio"/> Saint Kitts and Nevis [kn]     |
| <input type="radio"/> Bangladesh [bd]          | <input type="radio"/> Jamaica [jm]   | <input type="radio"/> Saint Lucia [lc]               |
| <input type="radio"/> Barbados [bb]            | <input type="radio"/> Japan [jp]     | <input type="radio"/> Saint Pierre and Miquelon [pm] |

- |                                                           |                                                 |                                                             |
|-----------------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------|
| <input type="radio"/> Belarus [by]                        | <input type="radio"/> Jersey [je]               | <input type="radio"/> Saint Vincent and The Grenadines [vc] |
| <input type="radio"/> Belgium [be]                        | <input type="radio"/> Jordan [jo]               | <input type="radio"/> Samoa [ws]                            |
| <input type="radio"/> Belize [bz]                         | <input type="radio"/> Kazakstan [kz]            | <input type="radio"/> San Marino [sm]                       |
| <input type="radio"/> Benin [bj]                          | <input type="radio"/> Kenya [ke]                | <input type="radio"/> Sao Tome and Principe [st]            |
| <input type="radio"/> Bermuda [bm]                        | <input type="radio"/> Kiribati [ki]             | <input type="radio"/> Saudi Arabia [sa]                     |
| <input type="radio"/> Bhutan [bt]                         | <input type="radio"/> Kuwait [kw]               | <input type="radio"/> Senegal [sn]                          |
| <input type="radio"/> Bosnia and Herzegovina [ba]         | <input type="radio"/> Kyrgyzstan [kg]           | <input type="radio"/> Serbia [rs]                           |
| <input type="radio"/> Botswana [bw]                       | <input type="radio"/> Laos [la]                 | <input type="radio"/> Seychelles [sc]                       |
| <input type="radio"/> Brunei Darussalam [bn]              | <input type="radio"/> Latvia [lv]               | <input type="radio"/> Sierra Leone [sl]                     |
| <input type="radio"/> Bulgaria [bg]                       | <input type="radio"/> Lebanon [lb]              | <input type="radio"/> Singapore [sg]                        |
| <input type="radio"/> Burkina Faso [bf]                   | <input type="radio"/> Lesotho [ls]              | <input type="radio"/> Slovakia [sk]                         |
| <input type="radio"/> Burundi [bi]                        | <input type="radio"/> Liberia [lr]              | <input type="radio"/> Slovenia [si]                         |
| <input type="radio"/> Cambodia [kh]                       | <input type="radio"/> Libya [ly]                | <input type="radio"/> Somalia [so]                          |
| <input type="radio"/> Cameroon [cm]                       | <input type="radio"/> Liechtenstein [li]        | <input type="radio"/> South Africa [za]                     |
| <input type="radio"/> Canada [ca]                         | <input type="radio"/> Lithuania [lt]            | <input type="radio"/> South Korea [kr]                      |
| <input type="radio"/> Central African Republic [cf]       | <input type="radio"/> Luxembourg [lu]           | <input type="radio"/> Sri Lanka [lk]                        |
| <input type="radio"/> Chad [td]                           | <input type="radio"/> Macau [mo]                | <input type="radio"/> Sudan [sd]                            |
| <input type="radio"/> China [cn]                          | <input type="radio"/> Macedonia [mk]            | <input type="radio"/> Suriname [sr]                         |
| <input type="radio"/> Comoros [km]                        | <input type="radio"/> Madagascar [mg]           | <input type="radio"/> Swaziland [sz]                        |
| <input type="radio"/> Congo [cg]                          | <input type="radio"/> Malawi [mw]               | <input type="radio"/> Sweden [se]                           |
| <input type="radio"/> Congo, The Democratic Republic [cd] | <input type="radio"/> Malaysia [my]             | <input type="radio"/> Switzerland [ch]                      |
| <input type="radio"/> Côte D'Ivoire [ci]                  | <input type="radio"/> Maldives [mv]             | <input type="radio"/> Syria [sy]                            |
| <input type="radio"/> Croatia [hr]                        | <input type="radio"/> Mali [ml]                 | <input type="radio"/> Taiwan [tw]                           |
| <input type="radio"/> Cyprus [cy]                         | <input type="radio"/> Malta [mt]                | <input type="radio"/> Tajikistan [tj]                       |
| <input type="radio"/> Czech Republic [cz]                 | <input type="radio"/> Martinique [mq]           | <input type="radio"/> Tanzania [tz]                         |
| <input type="radio"/> Denmark [dk]                        | <input type="radio"/> Mauritania [mr]           | <input type="radio"/> Thailand [th]                         |
| <input type="radio"/> Djibouti [dj]                       | <input type="radio"/> Mauritius [mu]            | <input type="radio"/> Togo [tg]                             |
| <input type="radio"/> Dominica [dm]                       | <input type="radio"/> Mayotte [yt]              | <input type="radio"/> Tokelau [tk]                          |
| <input type="radio"/> Egypt [eg]                          | <input type="radio"/> Micronesia [fm]           | <input type="radio"/> Tonga [to]                            |
| <input type="radio"/> Eritrea [er]                        | <input type="radio"/> Moldova [md]              | <input type="radio"/> Trinidad and Tobago [tt]              |
| <input type="radio"/> Estonia [ee]                        | <input type="radio"/> Monaco [mc]               | <input type="radio"/> Tunisia [tn]                          |
| <input type="radio"/> Ethiopia [et]                       | <input type="radio"/> Mongolia [mn]             | <input type="radio"/> Turkey [tr]                           |
| <input type="radio"/> Fiji [fj]                           | <input type="radio"/> Montserrat [ms]           | <input type="radio"/> Turkmenistan [tm]                     |
| <input type="radio"/> Finland [fi]                        | <input type="radio"/> Morocco [ma]              | <input type="radio"/> Tuvalu [tv]                           |
| <input type="radio"/> France [fr]                         | <input type="radio"/> Myanmar [mm]              | <input type="radio"/> Uganda [ug]                           |
| <input type="radio"/> French Guiana [gf]                  | <input type="radio"/> Namibia [na]              | <input type="radio"/> Ukraine [ua]                          |
| <input type="radio"/> French Polynesia [pf]               | <input type="radio"/> Nauru [nr]                | <input type="radio"/> United Arab Emirates [ae]             |
| <input type="radio"/> French Southern Territories [tf]    | <input type="radio"/> Nepal [np]                | <input type="radio"/> United Kingdom [uk]                   |
| <input type="radio"/> Gabon [ga]                          | <input type="radio"/> Netherlands [nl]          | <input type="radio"/> United States [us]                    |
| <input type="radio"/> Gambia [gm]                         | <input type="radio"/> Netherlands Antilles [an] | <input type="radio"/> Uzbekistan [uz]                       |
| <input type="radio"/> Georgia [ge]                        | <input type="radio"/> New Caledonia [nc]        | <input type="radio"/> Vanuatu [vu]                          |
|                                                           | <input type="radio"/> 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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## Armenia

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

Your company is a member of: [5003]

☐ UITE [UITE]

☐ 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]                                                                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Left voluntarily during the last 12 months [b]                                                                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Fired during the last 12 months [c]                                                                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Maintained idle waiting for new projects [d]                                                                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| That your company expects to hire over the next three months [e]                                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| That your company would hire over the next three months if there were absolutely no difficulty in recruiting [f] | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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

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

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

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



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## Quality and Intellectual Property

Please mark **all** of the following certifications your company has already achieved: [3087]

- |                                                    |                                            |                                                     |
|----------------------------------------------------|--------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> CMMi level 2 or 3 [CMMi2] | <input type="checkbox"/> ISO 27000 [ISO27] | <input type="checkbox"/> mps.br nível A a D [mpsAD] |
| <input type="checkbox"/> CMMi level 4 or 5 [CMMi4] | <input type="checkbox"/> ISO 29110 [ISO29] | <input type="checkbox"/> mps.br nível E a G [mpsEG] |
| <input type="checkbox"/> ISO 14000 [ISO14]         | <input type="checkbox"/> ISO 900x [ISO9x]  |                                                     |
| <input type="checkbox"/> ISO 20000 [ISO20]         | <input type="checkbox"/> 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]

- |                                                        |                                                    |                                                  |
|--------------------------------------------------------|----------------------------------------------------|--------------------------------------------------|
| <input type="checkbox"/> Adobe [Adobe]                 | <input type="checkbox"/> Epson [Epson]             | <input type="checkbox"/> QlikTech [QlikTech]     |
| <input type="checkbox"/> Alexa [Alexa]                 | <input type="checkbox"/> Ericsson [Ericsson]       | <input type="checkbox"/> Red Hat [Red Hat]       |
| <input type="checkbox"/> Alfresco [Alfresco]           | <input type="checkbox"/> ESRI [ESRI]               | <input type="checkbox"/> Redhat [Redhat]         |
| <input type="checkbox"/> Amazon [Amazon]               | <input type="checkbox"/> FusionChart [FusionChart] | <input type="checkbox"/> RIM [RIM]               |
| <input type="checkbox"/> Apple [Apple]                 | <input type="checkbox"/> Google [Google]           | <input type="checkbox"/> Salesforce [SalesForce] |
| <input type="checkbox"/> Atlassian [Atlassian]         | <input type="checkbox"/> Hitachi [Hitachi]         | <input type="checkbox"/> Samsung [Samsung]       |
| <input type="checkbox"/> Avaya [Avaya]                 | <input type="checkbox"/> Honeywell [Honeywell]     | <input type="checkbox"/> SAP [SAP]               |
| <input type="checkbox"/> Avnet [Avnet]                 | <input type="checkbox"/> HP [HP]                   | <input type="checkbox"/> Sony [Sony]             |
| <input type="checkbox"/> CA - Computer Associates [CA] | <input type="checkbox"/> Huawei [Huawei]           | <input type="checkbox"/> Symantec [Symantec]     |
| <input type="checkbox"/> Calypso [Calypso]             | <input type="checkbox"/> IBM [IBM]                 | <input type="checkbox"/> Thales [Thales]         |
| <input type="checkbox"/> Canon [Canon]                 | <input type="checkbox"/> Intel [Intel]             | <input type="checkbox"/> Totvs [Totvs]           |
| <input type="checkbox"/> Cisco [Cisco]                 | <input type="checkbox"/> McAfee [McAfee]           | <input type="checkbox"/> TrendMicro [TrendMicro] |
| <input type="checkbox"/> Citrix [Citrix]               | <input type="checkbox"/> Microsoft [Microsoft]     | <input type="checkbox"/> VMware [VMWare]         |
| <input type="checkbox"/> Dell [Dell]                   | <input type="checkbox"/> Motorola [Motorola]       | <input type="checkbox"/> WebSense [WebSense]     |
| <input type="checkbox"/> Dialogic [Dialogic]           | <input type="checkbox"/> OpenText [OpenText]       |                                                  |
| <input type="checkbox"/> EMC [EMC]                     | <input type="checkbox"/> 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]

- |                                            |                                            |                                            |
|--------------------------------------------|--------------------------------------------|--------------------------------------------|
| <input type="radio"/> Less than 10% [.05]  | <input type="radio"/> From 30% to 50% [.4] | <input type="radio"/> From 70% to 90% [.8] |
| <input type="radio"/> From 10% to 30% [.2] | <input type="radio"/> From 50% to 70% [.6] | <input type="radio"/> 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]                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Latin America & Caribbean [b] | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Asia [c]                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| United States and Canada [d]  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Europe [e]                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Oceania [f]                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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



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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]

- |                                                      |                                                        |
|------------------------------------------------------|--------------------------------------------------------|
| <input type="radio"/> From nothing to USD 10K [.005] | <input type="radio"/> From USD 10M to 100M [50]        |
| <input type="radio"/> From USD 10K to 100K [.05]     | <input type="radio"/> From USD 100M to 1 billion [500] |
| <input type="radio"/> From USD 100K to 1M [.5]       | <input type="radio"/> Over USD 1 billion [2500]        |
| <input type="radio"/> 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] | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Social (e.g. NGOs) [b]                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

\* We authorize 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]

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

- |                                                                                         |                                                                                                      |
|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Devices with sensors embedded in autonomous devices [Embedded] | <input type="checkbox"/> Back-end servers for single-client use (physical or virtual) [SingleServer] |
| <input type="checkbox"/> Devices with sensors connected to the Internet [IoT]           | <input type="checkbox"/> Back-end servers shared by multiple clients [MultiTenant]                   |
| <input type="checkbox"/> Mobile devices (smartphones, tablets, wearables) [Mobile]      | <input type="checkbox"/> Other environments, available through the cloud [CloudPlatform]             |
| <input type="checkbox"/> Notebooks and PCs [PCs]                                        |                                                                                                      |

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

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



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## Customers' profile

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

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

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]

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

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

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

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

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

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

\* Comparing the exports your company expects to achieve during 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: