

2014 Annual Survey of Service Industries: Software Development and Computer Services

CONFIDENTIAL once completed.

Selon nos dossiers votre langue de préférence est l'anglais, si vous préférez recevoir ce document en français, veuillez nous appeler au numéro sans frais suivant : 1-800-972-9692.

Please verify the information for this business's contact person and correct where needed.

Legal name

Operating name

First name

Last name

Title

Address (number and street)

City

Province, territory or state

Postal code or zip code

Country

Business and contact information

Email address

Telephone number (including area code)

Extension number

Preferred language of communication

☐ English

☐ French

Fax number (including area code)

This information is collected under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S-19. COMPLETION OF THIS QUESTIONNAIRE IS A LEGAL REQUIREMENT UNDER THIS ACT.

Introduction

Survey purpose

This survey collects the financial and operating data needed to develop national and regional economic policies and programs. Your information may also be used by Statistics Canada for other statistical and research purposes. Please access www.statcan.gc.ca/survey-enquete/index-eng.htm for more information on this survey.

Security of emails and faxes

Statistics Canada advises you that there could be a risk of disclosure during facsimile or email. However, upon receipt, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*. **Note:** Our online questionnaires are secure, there is no risk of data interception when responding to Statistics Canada's online surveys.

Confidentiality

The *Statistics Act* protects the confidentiality of information collected by Statistics Canada.

Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into data-sharing agreements with provincial and territorial statistical agencies and other government organizations, which have agreed to keep the data confidential and use them only for statistical purposes.

Information on confidentiality, data-sharing agreements and record linkages can be found on the last page of this questionnaire.

Please return the questionnaire within 21 days.

Please mail the completed questionnaire in the enclosed envelope or fax it to Statistics Canada at 1-888-883-7999.

If you are unable to complete within 21 days **OR** if you need help, call us at **1-800-972-9692**.

Statistics Canada
Operations and Integration Division
150 Tunney's Pasture Driveway
Ottawa, Ontario K1A 0T6
Visit our website, www.statcan.gc.ca

Business status

1. Is this business currently in operation?

B00309

- ☐ Yes ► **Go to next Section**
- ☐ No, seasonal operations ► **Go to question 2**
- ☐ No, ceased all operations ► **Go to question 4**
- ☐ No, sold all operations ► **Go to question 6**
- ☐ No, amalgamated with (an) other business(es) ► **Go to question 8**
- ☐ No, temporarily inactive but will re-open ► **Go to question 11**
- ☐ No, no longer operating due to other reason(s) ► **Go to question 14**

2. When did this business close for the season?

YYYY MM DD

B00217

Date

--	--	--	--	--	--	--	--	--	--

3. When does this business expect to resume operations?

YYYY MM DD

B00218

Date

--	--	--	--	--	--	--	--	--	--

► **Go to next Section**

4. When did this business cease all operations?

YYYY MM DD

B00211

Date

--	--	--	--	--	--	--	--	--	--

5. Why did this business cease all operations?

B00311

- ☐ Bankruptcy
- ☐ Liquidation
- ☐ Dissolution
- ☐ Other reason — please specify:

B00312

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► **Go to next Section**

6. When was this business sold?

YYYY MM DD

B00212

Date

--	--	--	--	--	--	--	--	--	--

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7. What is the legal name of the buyer?

B00406

► Go to next Section

8. When did this business amalgamate?

B00213

YYYY	MM	DD
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date

9. What is the legal name of the resulting or continuing business?

B00407

10. What is (are) the legal name(s) of the other amalgamated business(es)?

B00408

► Go to next Section

11. When did this business become temporarily inactive?

B00214

YYYY	MM	DD
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date

12. When does this business expect to resume operations?

B00215

YYYY	MM	DD
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date

13. Why is this business temporarily inactive?

B00313

► Go to next Section

14. When did this business cease operations?

B00216

YYYY	MM	DD
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date

15. Why did this business cease operations?

B00314

► Go to next Section

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Reporting instructions

1. Please print in ink.
2. Report all dollar amounts in **thousands of Canadian dollars**.
3. Do not include sales tax.
4. Percentages should be rounded to whole numbers.
5. Consult the reporting guide at **www.statcan.gc.ca/guides-e** for further information.
6. When precise figures are not available, please provide your best estimates.

Business activity

1. Statistics Canada uses the **North American Industrial Classification System** to classify the activities of each business. According to our records, this business's **main activity** is classified as:

Is this the **main activity** of this business?

B05002

- ☐ Yes, this is the **main activity** of this business. ► **Go to question 1c**
- ☐ No, this is **not the main activity** of this business. ► **Go to question 1a**

- a. Was this business's main activity, which typically generates the most revenue, **ever** classified as described above?

B05111

- ☐ Yes ► **When did the main business activity change?** ► **Date :**
- ☐ No ► **Go to question 1b**

B00219

YYYY

MM

DD

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- b. Please provide a **brief but precise description** of this business's **main activity** (e.g., "breakfast cereal manufacturing" or "shoe store" or "software development").

B05003

- c. Approximately what **percentage of this business's revenue** is generated by this **main activity**?

Estimates are acceptable.

B05004

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%

Are there any other activities that **contribute significantly** (at least 10%) to this **business's revenue**?

B05024

- ☐ Yes ► **Go to question 1d**
- ☐ No ► **Go to next page**

- d. Please provide a **brief but precise description** of this business's **secondary activity** (e.g., "breakfast cereal manufacturing" or "shoe store" or "software development").

B05005

- e. Approximately what **percentage of this business's revenue** is generated by this **secondary activity**?

Estimates are acceptable.

B05006

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%

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Reporting period information

1. For this survey, please report information for this business's most recent **12 month fiscal period**.

Note: For this survey, the **End date** should fall between April 1, 2014 and March 31, 2015.

		YYYY	MM	DD			YYYY	MM	DD
Start date	B00205	<input type="text"/>	<input type="text"/>	<input type="text"/>	End date	B00206	<input type="text"/>	<input type="text"/>	<input type="text"/>

2. If the reporting period **does not cover a full year**, please check the reason(s) below (mark all that apply):

B00301_r1

☐

seasonal operations

B00301_r2

☐

new business

B00301_r3

☐

change of ownership

B00301_r4

☐

change of fiscal year

B00301_r5

☐

ceased operations

B00301_r6

☐

temporarily inactive

B00301_r7

☐

other reason — please specify:

B00301_r8

3. Please indicate below, any changes or events that may have affected the reported values for this business compared to the last reporting period (mark all that apply):

B00302_t1

☐

strike or lockout

B00302_t2

☐

exchange rate impact

B00302_t3

☐

price changes in goods or services sold

B00302_t4

☐

contracting out

B00302_t5

☐

organisational change

B00302_t6

☐

price changes in labour or raw materials

B00302_t7

☐

natural disaster

B00302_t8

☐

recession

B00302_t9

☐

change in product line

B00302_t10

☐

sold business units

B00302_t11

☐

expansion

B00302_t12

☐

new/lost contract

B00302_t13

☐

plant closures

B00302_t14

☐

acquisition of business units

B00302_t15

☐

other change or event — please specify:

B00302_t16

B00302_t17

☐

no change or event

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Revenue

- Notes:**
- A detailed breakdown may be requested in other sections.
 - These questions are asked of many different industries. Some questions may not apply to this business.
 - Refer to the reporting guide for detailed instructions.
 - Please report all amounts in **thousands of Canadian dollars**.

What was this business's revenue from each of the following sources?

CAN\$ '000

1. Sales of goods and services Include: sales, commissions, rental and leasing revenue if they are this business's primary revenue source	F43008 \$ <input type="text"/> ,000
2. Rental and leasing (report only if this is a secondary source of revenue; if rental and leasing are your primary revenue source, report in question 1)	F45801 \$ <input type="text"/> ,000
3. Commissions (report only if this is a secondary source of revenue; if commissions are your primary revenue source, report in question 1)	F45701 \$ <input type="text"/> ,000
4. Subsidies Include: grants, donations, fundraising and sponsorships	F47101 \$ <input type="text"/> ,000
5. Royalties, rights, licensing and franchise fees	F47201 \$ <input type="text"/> ,000
6. Dividends	F51101 \$ <input type="text"/> ,000
7. Interest	F51201 \$ <input type="text"/> ,000
8. Other revenue — please specify: Include: intracompany transfers F51302 <input type="text"/>	F51301 \$ <input type="text"/> ,000
9. Total revenue (sum of questions 1 to 8)	F40000 \$ <input type="text"/> ,000

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Expenses

- Notes:**
- A detailed breakdown may be requested in other sections.
 - These questions are asked of many different industries. Some questions may not apply to this business.
 - Refer to the reporting guide for detailed instructions.
 - Please report all amounts in **thousands of Canadian dollars**.

What were this business's expenses for the following items?

1. Cost of goods sold		CAN\$ '000
	F61206	
a. opening inventories	\$,000
b. purchases		
Include: raw materials, goods purchased for resale and non-returnable containers	F61306	
Exclude: change in inventories	\$,000
	F61406	
c. closing inventories	\$,000
d. cost of goods sold (opening inventories plus purchases minus closing inventories)		CAN\$ '000
	F61101	
	\$,000
2. Employment costs and expenses		
Include: all employees who were issued a T4		
Exclude: commissions paid to non-employees, report in question 3		
a. salaries, wages and commissions	F61501	,000
b. employee benefits (please refer to the reporting guide for the list of inclusions and exclusions)	F61502	,000
3. Subcontracts		
Include: commissions paid to non-employees		
Exclude: research and development		
4. Research and development fees		
Exclude: in-house research and development		
5. Professional and business fees (e.g., legal, accounting, consulting, scientific and property management fees)		
6. Utilities (e.g., electricity, water and gas)		
7. Office and computer related expenses (e.g., office supplies, postage and computer upgrades)		
8. Telephone, Internet and other telecommunication		
9. Business taxes, licenses and permits (e.g., beverage tax, business tax, license fees and property taxes)		
10. Royalties, franchise fees and memberships		
Exclude: Crown royalties		
11. Crown charges (for logging, mining and energy industries only)		

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CAN\$ '000

12. Rental and leasing Include: land, building, equipment and vehicles	F62101 \$ <input type="text"/> ,000
13. Repair and maintenance Include: buildings, equipment and vehicles	F62201 \$ <input type="text"/> ,000
14. Amortization and depreciation	F61601 \$ <input type="text"/> ,000
15. Insurance	F62301 \$ <input type="text"/> ,000
16. Advertising, marketing, promotion, meals and entertainment	F62507 \$ <input type="text"/> ,000
17. Travel, meetings and conventions	F62508 \$ <input type="text"/> ,000
18. Financial services (e.g., bank charges and transaction fees)	F62401 \$ <input type="text"/> ,000
19. Interest expense	F69101 \$ <input type="text"/> ,000
20. Other non-production-related costs and expenses Include: bad debt, loan losses, donations, political contributions and inventory write-down	F62509 \$ <input type="text"/> ,000
21. All other cost and expenses — please specify: Include: intracompany expenses	
F62512 <input type="text"/>	F62511 \$ <input type="text"/> ,000
22. Total expenses (sum of lines 1 to 21)	F60000 \$ <input type="text"/> ,000

Industry characteristics

Sales

What were this business's sales for each of the following goods and services?
Please report all amounts in **thousands of Canadian dollars**.

CAN\$ '000

1. Information technology (IT) technical consulting services	F45064	\$	<input type="text"/>	000 \$
2. Custom software design and development services	F45065		<input type="text"/>	,000
a. website design and development services	F45066	\$	<input type="text"/>	,000
b. database design and development services	F45067	\$	<input type="text"/>	,000
c. customization and integration of packaged software	F45068	\$	<input type="text"/>	,000
d. video game design and development services	F45069	\$	<input type="text"/>	,000
e. other custom software development services	F45070	\$	<input type="text"/>	,000
3. Computer systems and network design and development services	F45071		<input type="text"/>	,000
a. network design and development services				
Include: network security design	F45072	\$	<input type="text"/>	,000
b. computer systems design, development and integration services	F45073	\$	<input type="text"/>	,000
4. Hosting and IT infrastructure provisioning services (e.g., Website hosting, application service provisioning, business process management services, collocation, data storage and management)	F45074	\$	<input type="text"/>	,000
5. IT infrastructure and network management services				
a. network management services				
The service of managing and monitoring a client's IT infrastructure including hardware, software and networks.	F45075	\$	<input type="text"/>	,000
b. computer systems management services	F45076	\$	<input type="text"/>	,000
6. Information and document transformation services (e.g., imaging, data conversion and migration)	F45077	\$	<input type="text"/>	,000
7. IT technical support services for hardware or software				
Include: disaster recovery services	F45078	\$	<input type="text"/>	,000

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8. Software publishing

CAN\$ '000

a. system software

Include: programming languages

F45077

\$,000

F45078

\$,000

F45203

\$,000

b. application software

c. video gaming software

9. Re-sale of computer hardware and software (retail and wholesale)

Include: resale of end-use software licenses

F43184

\$,000

F43185

\$,000

F45079

\$,000

a. computer hardware

b. software

10. IT related training services

11. Other sales of goods and services — please specify:

F43175

F43005

\$,000

12. **Total sales of goods and services**

(sum of questions and sub-questions 1 to 11)

F43000

\$,000

Innovation, research and development

Percentage

1. Approximately what percentage of this business's total revenue was generated by new or substantially improved products or services introduced by this business **during the three-year period 2012-2014?** . . .

F43186

%

2. Approximately what percentage of this business's total **expenses** was related to product research and development?

F62513

%

Gaming software developing or publishing

1. Approximately what percentage of this business's total **revenue** was from developing or publishing gaming software products?

F43187

%

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Sales by type of client

What was this business's breakdown of sales by the following types of client?

1. Clients in Canada

Percentage

F43008_c1

%

F43008_c2

%

F43008_c3

%

F43008_c4

%

2. Clients outside of Canada

100%

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Sales by consumer location

Please provide the percentage breakdown of this business's sales by **consumer location** (the consumer location is where the goods or services will ultimately be used).

Acceptable substitutes:

- shipping destination
- client's billing address
- location of this business's retail customers
- location of this business's warehouses/distribution centres.

	Percentage
1. Newfoundland and Labrador	F43008_g1 <input type="text"/> <input type="text"/> <input type="text"/> %
2. Prince Edward Island	F43008_g2 <input type="text"/> <input type="text"/> <input type="text"/> %
3. Nova Scotia	F43008_g3 <input type="text"/> <input type="text"/> <input type="text"/> %
4. New Brunswick	F43008_g4 <input type="text"/> <input type="text"/> <input type="text"/> %
5. Quebec	F43008_g5 <input type="text"/> <input type="text"/> <input type="text"/> %
6. Ontario	F43008_g6 <input type="text"/> <input type="text"/> <input type="text"/> %
7. Manitoba	F43008_g7 <input type="text"/> <input type="text"/> <input type="text"/> %
8. Saskatchewan	F43008_g8 <input type="text"/> <input type="text"/> <input type="text"/> %
9. Alberta	F43008_g9 <input type="text"/> <input type="text"/> <input type="text"/> %
10. British Columbia	F43008_g10 <input type="text"/> <input type="text"/> <input type="text"/> %
11. Yukon	F43008_g11 <input type="text"/> <input type="text"/> <input type="text"/> %
12. Northwest Territories	F43008_g12 <input type="text"/> <input type="text"/> <input type="text"/> %
13. Nunavut	F43008_g13 <input type="text"/> <input type="text"/> <input type="text"/> %
14. United States	F43008_g14 <input type="text"/> <input type="text"/> <input type="text"/> %
15. All other countries	F43008_g15 <input type="text"/> <input type="text"/> <input type="text"/> %
<div>100%</div>	

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International transactions

Revenue received from exports

1. Did this business receive revenue from **clients outside Canada** for the sale of products, services, royalties, rights, licensing or franchise fees?

B05011_b

- ☐ Yes ➔ **Complete questions 2, 3 and 4.**
- ☐ No ➔ **Go to question 5.**

CAN\$ '000

2. What was the revenue received from **clients outside Canada**? \$,000

3. What was the percentage breakdown of revenue received from **clients outside Canada** by goods, services and royalties?

Percentage

- a. goods %
- b. services %
- c. royalties, rights, licensing and franchise fees %

Total %

4. What was the percentage breakdown of revenue received from **clients outside Canada** by country?

Percentage

- a. United States %
- b. Mexico %
- c. other countries — please specify by listing top 4 contributors:

- | | | |
|----------|---------------------------------------|---|
| B50002_1 | <input type="text" value="F43222_1"/> | % |
| B50002_2 | <input type="text" value="F43222_2"/> | % |
| B50002_3 | <input type="text" value="F43222_3"/> | % |
| B50002_4 | <input type="text" value="F43222_4"/> | % |

Purchases from outside Canada (imports)

5. Did this business make payments to **suppliers outside Canada** for the purchase of products, services, royalties, rights, licensing or franchise fees?

B05012_b

- ☐ Yes ➔ **Complete questions 6, 7 and 8.**
- ☐ No ➔ **Go to next section.**

CAN\$ '000

6. What were the payments made to **suppliers outside Canada**? \$,000

7. What was the percentage breakdown of payments made to **suppliers outside Canada** by goods, services and royalties?

Percentage

- a. goods %
- b. services %
- c. royalties, rights, licensing and franchise fees %

Total %

8. What was the percentage breakdown of payments made to **suppliers outside Canada** by country?

Percentage

- a. United States %
- b. Mexico %
- c. other countries — please specify by listing top 4 contributors:

- | | | |
|----------|---------------------------------------|---|
| B50003_1 | <input type="text" value="F61319_1"/> | % |
| B50003_2 | <input type="text" value="F61319_2"/> | % |
| B50003_3 | <input type="text" value="F61319_3"/> | % |
| B50003_4 | <input type="text" value="F61319_4"/> | % |

Contact person

Name of person to contact about this questionnaire:

First name

Last name

Title

Email address

Telephone number

Extension number

Fax number

hours

minutes

How long did you spend collecting the data and completing the questionnaire?

Comments

We invite your comments below.

If necessary, please attach a separate sheet.

Please be assured that we review all comments with the intent of improving the survey.

B00002

General information

Confidentiality

Your answers are confidential.

Statistics Canada is prohibited by law from releasing any information it collects which could identify any person, business, or organization, unless consent has been given by the respondent or as permitted by the *Statistics Act*.

Statistics Canada will use information from this survey for statistical purposes.

Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into data-sharing agreements with provincial and territorial statistical agencies and other government organizations, which have agreed to keep the data confidential and use them only for statistical purposes. Statistics Canada will only share data from this survey with those organizations that have demonstrated a requirement to use the data.

Section 11 of the *Statistics Act* provides for the sharing of information with provincial and territorial statistical agencies that meet certain conditions. These agencies must have the legislative authority to collect the same information, on a mandatory basis, and the legislation must provide substantially the same provisions for confidentiality and penalties for disclosure of confidential information as the *Statistics Act*. Because these agencies have the legal authority to compel businesses to provide the same information, consent is not requested and businesses may not object to the sharing of the data.

For this survey, there are **Section 11** agreements with the provincial and territorial statistical agencies of Newfoundland and Labrador, Nova Scotia, New Brunswick, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, and the Yukon. The shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

Section 12 of the *Statistics Act* provides for the sharing of information with federal, provincial or territorial government organizations. Under **Section 12**, you may refuse to share your information with any of these organizations by writing a letter of objection to the Chief Statistician and returning it with the completed questionnaire. Please specify the organizations with which you do not want to share your data.

For this survey, there are **Section 12** agreements with the statistical agencies of Prince Edward Island, the Northwest Territories and Nunavut.

For agreements with provincial and territorial government organizations, the shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

Record linkages

To enhance the data from this survey and to minimize the reporting burden, Statistics Canada may combine it with information from other surveys or from administrative sources.

Thank you for completing this questionnaire.

Please retain a copy for your records.

Visit our website, www.statcan.gc.ca

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