

2016 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 ou ATS 1-855-382-7745

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.

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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** or **TTY 1-855-382-7745**.

Statistics Canada
Operations and Integration Division
150 Tunney's Pasture Driveway
Ottawa, Ontario K1A 0T6

Visit our website, www.statcan.gc.ca

Reporting instructions

- Please print in ink.
- **Report** dollar amounts in **thousands of Canadian dollars** ('000).
- **Exclude** sales tax.
- Percentages should be rounded to whole numbers.
- When precise figures are not available, please provide your best estimates.
- Consult the reporting guide at www.statcan.gc.ca/guides-e for further information.

Business or organization and contact information

1. Please **verify or provide** the business or organization's **legal and operating name** and correct where needed.

Note: Legal name modifications should only be done to correct a spelling error or typo.

Legal name

Operating name (if applicable)

2. Please **verify or provide the contact information** of the designated business or organization contact person for this questionnaire and correct where needed.

Note: The designated contact person is the person who should receive this questionnaire. The designated contact person may not always be the one who actually completes the questionnaire.

First name

Last name

Title

Preferred language of communication

☐ English ☐ French

Mailing address (number and street)

City

Province, territory or state

Postal code or ZIP code

Example: A9A 9A9 or 12345-1234

Country

Email address

Example: user@example.gov.ca

Telephone number (including area code)

Example: 123-123-1234

Extension number
(if applicable)

Fax number (including area code)

Example: 123-123-1234

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3. Please **verify or provide the current operational status** of the business or organization identified by the legal and operating name.

B00323

001 ☐ Operational → **Go to question 4**

002 ☐ Not currently operational

e.g., temporarily or permanently closed, change of ownership

→ Why is this business or organization not currently operational?

B00309

001 ☐ Seasonal operations → **Go to question 3a.**

002 ☐ Ceased operations → **Go to question 3b.**

003 ☐ Sold operations → **Go to question 3c.**

004 ☐ Amalgamated with (an) other business(es) or organization(s) → **Go to question 3d.**

005 ☐ Temporarily inactive but will re-open → **Go to question 3e.**

006 ☐ No longer operating due to other reason(s) → **Go to question 3f.**

3a. Seasonal operations

When did this business or organization close for the season?

Date B00217
YYYY MM DD
[][][][] [][][] [][][]

When does this business or organization expect to resume operations?

Date B00218
YYYY MM DD
[][][][] [][][] [][][] → **Go to question 4**

3b. Ceased operations

When did this business or organization cease operations?

Date B00211
YYYY MM DD
[][][][] [][][] [][][]

Why did this business or organization cease operations?

B00311

001 ☐ Bankruptcy

002 ☐ Liquidation

003 ☐ Dissolution

004 ☐ Other reasons — specify:

B00312

[]

→ **Go to question 4**

3c. Sold operations

When was this business or organization sold?

B00212
Date YYYY MM DD

What is the legal name of the buyer?

B00406

→ Go to question 4

3d. Amalgamated with (an) other business(es) or organization(s)

When did this business or organization amalgamate?

B00213
Date YYYY MM DD

What is the legal name of the resulting or continuing business or organization?

B00407

What is(are) the legal name(s) of the other amalgamated business(es) or organization(s)?

B00408

→ Go to question 4

3e. Temporarily inactive but will re-open

When did this business or organization become temporarily inactive?

B00214
Date YYYY MM DD

When does this business or organization expect to resume operations?

B00215
Date YYYY MM DD

Why is this business or organization temporarily inactive?

B00313

→ Go to question 4

3f. No longer operating due to other reason(s)

When did this business or organization cease operations?

B00216
Date YYYY MM DD

Why did this business or organization cease operations?

B00314

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4. Please **verify or provide the current main activity** of the business or organization identified by the legal and operating name.

Note: The described activity was assigned using the North American Industry Classification System (NAICS).

B05002

001

#{NAICS_Title_E.Prefill}



Go to next section

002

Other main activity → Please provide a **brief but precise description** of this business or organization's **main activity**.

e.g., breakfast cereal manufacturing, shoe store, software development

B05003

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Reporting period information

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

Note: For this survey, the **End date** should fall between April 1, 2016 and March 31, 2017.

	YYYY	MM	DD		YYYY	MM	DD
Start date	<input type="text"/>	<input type="text"/>	<input type="text"/>	End date	<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 or organization 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

☐ organizational 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

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

- 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.

CAN\$ '000

a. Sales of goods and services	F43008	
Include: sales, commissions, rental and leasing revenue if they are this business's primary revenue source	\$,000
b. Rental and leasing	F45801	
Report only if this is a secondary revenue source. If rental and leasing are your primary revenue source, report at question a.	\$,000
c. Commissions	F45701	
Report only if this is a secondary revenue source. If commissions are your primary revenue source, report at question a.	\$,000
d. Subsidies	F47101	
Include: grants, donations, fundraising and sponsorships.	\$,000
e. Royalties, rights, licensing and franchise fees	F47201	
	\$,000
f. Dividends.	F51101	
	\$,000
g. Interest.	F51201	
	\$,000
h. Other revenue – specify:		
Include: intracompany transfers.		
F51302	F51301	
	\$,000
Total revenue (sum of questions a. to h.)	F40000	
	\$,000

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E-Commerce

1. For this reporting period, what was this business's total revenue?

Please report all amounts in **thousands of Canadian dollars**.

Include: sales of goods and services; rental, leasing and property management; commissions; subsidies, grants, donations, fundraising and sponsorships; royalties; rights; licensing and franchise fees; dividends, interest and other revenue.

CAN\$ '000

F4000PF1

\$\$,000

2. Did this business have any e-commerce revenue in this reporting period?

E-commerce revenue: sale of goods and services conducted over the Internet with or without online payment.

Include: all revenue for which an order is received and commitment to purchase is made via the Internet, although payment can be made by other means, such as orders made on web pages, an extranet, mobile devices or Electronic Data Interchange (EDI).

Exclude: orders made by telephone, facsimile or e-mail.

B05163

1 ☐ Yes → Go to question 3

3 ☐ No → Go to question 6

CAN\$ '000

F43459

\$\$,000

3. Of the in total revenue reported, what was the total e-commerce revenue?

If precise figures are not available, please provide your best estimate.

4. During this reporting period, did this business make sales over the Internet through any of the following methods?

Mark all that apply.

a. Via a mobile app

B05164_m1

☐

b. Via your company website

B05164_m2

☐

c. Via a third-party website

B05164_m3

☐

d. Via Electronic Data Interchange (EDI)

B05164_m4

☐

e. Other methods — specify:

B05164_m5

☐

B05164_m6

5. Does this business have any full-time staff dedicated solely to activities related to e-commerce?

B20052

1 ☐ Yes

3 ☐ No

6. If you answered No at question 2, please identify the reasons why this business did not make sales over the Internet:

Mark all that apply.

a. Goods and services do not lend themselves to online sales

B05165_r1

☐

b. Prefer to maintain current business model

B05165_r2

☐

c. Lack of skilled workers to implement and maintain e-commerce infrastructure

B05165_r3

☐

d. Cost of development is too high

B05165_r4

☐

e. Security concerns

B05165_r5

☐

f. Other reasons — specify:

B05165_r6

☐

B05165_r7

Expenses

1. What was this business's expenses from each of the following sources?

- 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.

a. Cost of goods sold

CAN\$ '000

F61206

i. Opening inventories. \$,000

ii. Purchases

Include: raw materials, goods purchased for resale and non-returnable containers

Exclude: change in inventories

F61306

\$,000

F61406

iii. Closing inventories. \$,000

CAN\$ '000

iv. Cost of goods sold

Opening inventories **plus** purchases **minus** closing inventories

F61101

\$,000

b. Employment costs and expenses

Include: all employees who were issued a T4

Exclude: commissions paid to non-employees, report at sub-question c

i. Salaries, wages and commissions. \$,000

F61501

ii. Employee benefits \$,000

F61502

c. Subcontracts

Include: commissions paid to non-employees

Exclude: research and development

F62503

\$,000

d. Research and development fees

Exclude: in-house research and development

F62504

\$,000

e. Professional and business fees

e.g., legal, accounting, consulting, scientific and property management fees

F62601

\$,000

f. Utilities

e.g., electricity, water, gas

F61801

\$,000

g. Office and computer related expenses

e.g., office supplies, postage, computer upgrades

F62505

\$,000

h. Telephone, Internet and other telecommunication

F61802

\$,000

i. Business taxes, licenses and permits

e.g., beverage tax, business tax, license fees, property taxes

F61901

\$,000

j. Royalties, franchise fees and memberships

Exclude: Crown royalties

F62001

\$,000

k. Crown charges

(for logging, mining and energy industries only).

F62506

\$,000

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CAN\$ '000

F62101

l. Rental and leasing
Include: land, buildings, equipment, vehicles \$,000

F62201

m. Repair and maintenance
Include: buildings, equipment, vehicles \$,000

F61601

n. Amortization and depreciation \$,000

F62301

o. Insurance \$,000

F62507

p. Advertising, marketing, promotion, meals and entertainment \$,000

F62508

q. Travel, meetings and conventions \$,000

F62401

r. Financial services
 e.g., bank charges, transaction fees \$,000

F69101

s. Interest expense \$,000

F62509

t. Other non-production-related costs and expenses
Include: bad debts, loan losses, donations, political contributions and inventory write-down \$,000

u. All other costs and expenses – specify:
Include: intracompany expenses

F62512

F62511

\$,000

F60000

Total expenses (sum of questions and sub-questions a to u) \$,000

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Industry characteristics

Sales

1. 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

a. Information technology (IT) technical consulting services	F45064	\$		000 \$
b. Custom software design and development services				
i. Website design and development services	F45065	\$,000
ii. Database design and development services	F45066	\$,000
iii. Customization and integration of packaged software	F45067	\$,000
iv. Video game design and development services	F45056	\$,000
v. Other custom software development services	F45068	\$,000
c. Computer systems and network design and development services				
i. Network design and development services Include: network security design.	F45069	\$,000
ii. Computer systems design, development and integration services	F45071	\$,000
d. Hosting and IT infrastructure provisioning services e.g., Website hosting, application service provisioning, business process management services, collocation, data storage and management	F45072	\$,000
e. IT infrastructure and network management services				
i. Network management services The service of managing and monitoring a client's IT infrastructure including hardware, software and networks.	F45073	\$,000
ii. Computer systems management services	F45074	\$,000
f. Information and document transformation services e.g., imaging, data conversion, migration	F45075	\$,000
g. IT technical support services for hardware or software Include: disaster recovery services	F45076	\$,000

h. Software publishing

CAN\$ '000

i. System software

Include: programming languages

F45077

\$,000

F45078

\$,000

ii. Application software.

F45203

\$,000

iii. Video gaming software.

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

Include: re-sale of end-use software licenses

F43184

\$,000

i. Computer hardware

F43185

\$,000

ii. Software

F45079

\$,000

j. IT related training services

k. Other sales of goods and services – specify:

F43175

F43005

\$,000

Total sales of goods and services (sum of questions and sub-questions a to k)

F43000

\$,000

Innovation, research and development

Percentage

2. 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 2013-2015?

F43186

%

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

F62513

%

Gaming software developing or publishing

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

F43187

%

Detail on purchased services

Please provide a breakdown of expenses for the following purchased services.
Please report all amounts in **thousands of Canadian dollars**.

1. Professional and business fees

CAN\$ '000

	F62402	
a. legal services	\$ <input type="text"/>	,000
	F62403	
b. accounting, tax preparation, bookkeeping and payroll services	\$ <input type="text"/>	,000
	F62404	
c. management, scientific and technical consulting services Include: training	\$ <input type="text"/>	,000
	F62405	
d. office administrative services	\$ <input type="text"/>	,000
	F62406	
e. freight transportation arrangements and customs brokering services	\$ <input type="text"/>	,000
	F62407	
f. brokerage and other insurance related services	\$ <input type="text"/>	,000
	F62408	
g. security brokerage and securities dealing services	\$ <input type="text"/>	,000
	F62409	
h. other purchased professional services	\$ <input type="text"/>	,000
	F62400	
Total expenses for professional and business fees	\$ <input type="text"/>	,000

2. Office and computer related expenses

CAN\$ '000

	F61308	
a. data processing, hosting and related services	\$ <input type="text"/>	,000
	F61309	
b. business support services Include: reproductions, call centres and debt collection	\$ <input type="text"/>	,000
	F61311	
c. other office and computer related purchased services	\$ <input type="text"/>	,000
	F61310	
Total expenses for office and computer related expenses	\$ <input type="text"/>	,000

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3. Royalties, franchise fees and membership

CAN\$ '000

	F62002	
a. rights to non-financial intangible assets	\$,000
	F62603	
b. membership fees or services	\$,000
	F62003	
c. other royalties, franchise fees and memberships	\$,000
Total expenses for royalties, franchise fees and memberships	\$,000

4. Rental and leasing services

CAN\$ '000

	F62411	
a. non-residential real estate rental	\$,000
	F62412	
b. motor vehicle rental and leasing	\$,000
	F62413	
c. computer equipment rental and leasing	\$,000
d. office machinery and equipment rental and leasing services		
Exclude: computer equipment	\$,000
e. commercial and industrial machinery and equipment		
renting and leasing services, without operator		
Exclude: office equipment	\$,000
	F62416	
f. other rental services	\$,000
Total expenses for rental and leasing services	\$,000

5. Repair and maintenance services

CAN\$ '000

	F62417	
a. security services and investigation	\$,000
	F62418	
b. waste management and remediation services	\$,000
	F62419	
c. motor vehicle repair and maintenance services	\$,000
	F62421	
d. other repair and maintenance services	\$,000
Total expenses for repair and maintenance services	\$,000

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Sales by type of client

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

Percentage

F43008_c1

%

F43008_c2

%

F43008_c3

%

F43008_c4

%

100%

a. **Clients in Canada** – individuals and households

b. **Clients in Canada** – businesses

c. **Clients in Canada** – governments, not-for-profit organizations and public institutions
e.g., hospitals and schools

d. **Clients outside Canada**

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Sales by consumer location

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

If ultimate consumer location is not known, the following are acceptable substitutes:

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

Percentage

a. Newfoundland and Labrador	F43008_g1 <input type="text"/> <input type="text"/> <input type="text"/> %
b. Prince Edward Island	F43008_g2 <input type="text"/> <input type="text"/> <input type="text"/> %
c. Nova Scotia	F43008_g3 <input type="text"/> <input type="text"/> <input type="text"/> %
d. New Brunswick	F43008_g4 <input type="text"/> <input type="text"/> <input type="text"/> %
e. Quebec	F43008_g5 <input type="text"/> <input type="text"/> <input type="text"/> %
f. Ontario	F43008_g6 <input type="text"/> <input type="text"/> <input type="text"/> %
g. Manitoba	F43008_g7 <input type="text"/> <input type="text"/> <input type="text"/> %
h. Saskatchewan	F43008_g8 <input type="text"/> <input type="text"/> <input type="text"/> %
i. Alberta	F43008_g9 <input type="text"/> <input type="text"/> <input type="text"/> %
j. British Columbia	F43008_g10 <input type="text"/> <input type="text"/> <input type="text"/> %
k. Yukon	F43008_g11 <input type="text"/> <input type="text"/> <input type="text"/> %
l. Northwest Territories	F43008_g12 <input type="text"/> <input type="text"/> <input type="text"/> %
m. Nunavut	F43008_g13 <input type="text"/> <input type="text"/> <input type="text"/> %
n. United States	F43008_g14 <input type="text"/> <input type="text"/> <input type="text"/> %
o. All other countries	F43008_g15 <input type="text"/> <input type="text"/> <input type="text"/> %

100%

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.

2. What was the revenue received from **clients outside Canada**? CAN\$ '000
F43217 \$,000

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

Percentage

a. Goods..... F43218 %

b. Services..... F43219 %

c. Royalties, rights, licensing and franchise fees..... F47202 %

Total..... F43590 %

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

Percentage

a. United States..... F43221_g1 %

b. Mexico..... F43221_g2 %

- c. Other countries – specify:
List the top 4 contributors only

B50002_1 F43222_1 %

Other countries – specify:
B50002_2 F43222_2 %

Other countries – specify:
B50002_3 F43222_3 %

Other countries – specify:
B50002_4 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.

6. What were the payments made to **suppliers outside Canada**? CAN\$ '000
F61314 \$,000

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

Percentage

a. Goods..... F61315 %

b. Services..... F61316 %

c. Royalties, rights, licensing and franchise fees..... F61317 %

Total..... F61330 %

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

Percentage

a. United States..... F61318_g1 %

b. Mexico..... F61318_g2 %

- c. Other countries – specify:
List the top 4 contributors only

B50003_1 F61319_1 %

Other countries – specify:
B50003_2 F61319_2 %

Other countries – specify:
B50003_3 F61319_3 %

Other countries – specify:
B50003_4 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

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**Thank you for completing this questionnaire.
Please retain a copy for your records.
Visit our website, www.statcan.gc.ca**