2014 A Indust and Co

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 Derating name First name Last name Last name 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	Fax number (including area code)
English French	
This information is collected under the authority of the Stat COMPLETION OF THIS QUESTIONNAIRE IS	
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 <i>Statistics Act</i> . 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.
Places return the quest	ioppoire within 21 days
Please return the question Please mail the completed question	nnaire in the enclosed envelope or
fax it to Statistics Cana If you are unable to complete within 21 days O	
Statistics Operations and In 150 Tunney's Pa Ottawa, Onta	tegration Division asture Driveway
Visit our website, v	

5-3600-26.1S: 2015-02-23



Business status

1.	Is this business currently in operation?
	Yes ► Go to next Section
	No, seasonal operations b 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 F 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?
	Date
4.	When did this business cease all operations?
	B00211 Date
	When did this business cease all operations?
5.	Why did this business cease all operations?
	Bankruptcy
	Liquidation
	Dissolution
	Other reason — please specify:
	B00312
6.	When was this business sold?
	YYYY MM DD B00212
	Date

7.	What is the legal name of the buyer?	Go to next Section
8.	When did this business amalgamate? YYYY MM DD B00213 Date	
9.	What is the legal name of the resulting or continuing business?	
10.	What is (are) the legal name(s) of the other amalgamated business(es)?	Go to next Section
11.	When did this business become temporarily inactive? YYYY MM DD B00214 Date B0	
12.	When did this business become temporarily inactive? MM DD B00214 Date When does this business expect to resume operations? MM DD MM DD	
	800313	Go to next Section
14.	When did this business cease operations? YYYY MM DD B00216 Date Image: Comparison of the second secon	
15.	Why did this business cease operations?	
		► Go to next Section

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.

Bu	sin	ess activity
1.	Stat	istics Canada uses the North American Industrial Classification System to classify the activities of each business. ording to our records, this business's main activity is classified as:
	Is th 805002	is the main activity of this business?
		Yes, this is the main activity of this business. F Go to question 1c
		No, this is not the main activity of this business. F Go to question 1a
	a.	Was this business's main activity, which typically generates the most revenue, ever classified as described above?
		Yes Vhen did the main business activity change? Date :
		No b Go to question 1b
	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").
		BO5003
		B05004
	C.	Approximately what percentage of this business's revenue is generated by this main activity ?
		Are there any other activities that contribute significantly (at least 10%) to this business's revenue ?
		Yes ► Go to question 1d
		No So 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").
		805005
	e.	Approximately what percentage of this business's revenue is generated by this secondary activity?
	0.	Estimates are acceptable

Re	porting period information	
1.		
	Note: For this survey, the End date should fall between April 1	, 2014 and March 31, 2015.
	YYYY MM DD	YYYY MM DD 800206
	Start date End d	
2.	If the reporting period does not cover a full year , please chec	k the reason(s) below
	(mark all that apply):	
	B00301_r1	B00301_r5
	seasonal operations	ceased operations
	800301_r2	
	new business	temporarily inactive
	B00301_r3	
	change of ownership	other reason — please specify:
	change of fiscal year	
	· ·	<i>"</i>
3.	Please indicate below, any changes or events that may have at last reporting period (mark all that apply):	flected the reported values for this business compared to the
	B00302_t1	800362410
	strike or lockout	sold business units
	800302_12	B00302_111
	exchange rate impact B00302_13 price changes in goods or services sold B00302_14 contracting out B00302_15 organisational change	expansion
	B00302_13	800302_112
	price changes in goods or services sold	new/lost contract
	800302_14	B00302_113
	contracting out	plant closures
	800302_15	B00302_114
	price changes in labour or raw materials	ather change or event places aposity
		other change or event — please specify:
	natural disaster	
	B00302_18	B00302_117
	recession	no change or event
	B00302_19	
	change in product line	

In	dustry characteristics		
Sa	les		
	nat were this business's sales for each of the following goods and services? ase report all amounts in thousands of Canadian dollars .	CAN\$ '000	
1.	Information technology (IT) technical consulting services \$		000\$
2.	Custom software design and development services	F45065	
	a. website design and development services \$	F45066	,000
	b. database design and development services \$	F45067	,000
	c. customization and integration of packaged software \$	F45056	,000
	d. video game design and development services \$	F45068	,000
	 e. other custom software development services		,000
3.	Computer systems and network design and development services		
	a. network design and development services Include: network security design	F45069 F45071	,000
	b. computer systems design, development and integration services \$,000
4.	Hosting and IT infrastructure provisioning services (e.g., Website hosting, application service provisioning, business process management services, collocation, data storage and management)	F45072	,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	F45073	,000
	b. computer systems management services \$	F45074	,000
6.	Information and document transformation services (e.g., imaging, data conversion and migration)\$	F45075	,000
7.	IT technical support services for hardware or software Include: disaster recovery services	F45076	,000

8.	Soft	ware publishing		CAN\$ '000	
				F45077	
		system software	\$		000
		Include: programming languages	ψ	545070	,000
				F45078	
	b.	application software	\$,000
				F45203	
	c.	video gaming software	\$,000,
	0.		Ψ		,000
9.		sale of computer hardware and software (retail and wholesale) Ide: resale of end-use software licenses			
				F43184	
	a.	computer hardware	\$,000
				F43185	
	le .		\$,000
	b.	software	ψ		,000
				F45079	
10.	IT re	Plated training services	\$,000
11.	Othe	er sales of goods and services – please specify:			
	F43175			F43005	
			\$,000,
		alle or		F43000	
12.	Tota (sum	er sales of goods and services – please specify:	\$,000
Inn	ovat	tion, research and development			
1.	App	roximately what percentage of this business's total revenue was			
	intro	bduced by this business during the three-year period 2012-2014? %			
		F62513			
2.		roximately what percentage of this business's total expenses related to product research and development?			
Ga	ming	g software developing or publishing			
1.		roximately what percentage of this business's total revenue from developing or publishing gaming software products?			

Sales by type of client

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

Clients in Canada Percentage 1. F43008_c1 % individuals and households а. F43008_c2 % b. businesses F43008 c3 governments, not-for-profit organizations and public institutions c. % (e.g., hospitals and schools) F43008_c4 % Clients outside of Canada 2. 100%



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	°∕₀ F43008_g2
2. Prince Edward Island	%
3. Nova Scotia	F43008_g3
	F43008_g4
4. New Brunswick	F43008_g5
5. Quebec	F43008_g6
6. Ontario	%
7. Manitoba	F43008_97
8. Saskatchewan	F43008_g8
 5. Quebec 6. Ontario 7. Manitoba 8. Saskatchewan 9. Alberta 	F43008_g9
9. Alberta	% F43008_g10
10. British Columbia	F43008_g11
11. Yukon	%
12. Northwest Territories	F43008_g12
	F43008_g13
13. Nunavut	%
14. United States	F43008_g15
15. All other countries	%
	100%

International transactions

Re	even	ue received from exports			Ρι	ırch	ases from outside Cana	da (imports)	
1.	Can	this business receive revenue from cli a da for the sale of products, services ts, licensing or franchise fees?		le	5.	Car	this business make payments nada for the purchase of produ its, licensing or franchise fees?	to suppliers outside cts, services, royaltie	; es,
	B05011	_b			B0501	2_b			
		Yes Complete questions 2, 3 an	d 4.			Yes	G ➡ Complete questions 6, 7	and 8.	
		No Go to question 5 .				No	➡ Go to next section.		
			N\$ '000					CAN\$ '000	
2.	Wha	at was the revenue F43217	·		6.	Wha	at were the payments	F61314	
		eived from clients side Canada? \$.000		mad	de to suppliers side Canada?	0	000
	out			,000		out		,0	100
3.	rece	at was the percentage breakdown of re eived from clients outside Canada by rices and royalties?	evenue / goods,		7.	mad	at was the percentage breakdo de to suppliers outside Canad I royalties?		S
			Percentage					Percentage	
			F43218					F61315	
	a.	goods		%		a.	goods		%
			F43219			1		F61316	
	b.	services		%		X	services		%
	~.		F47202		C		0	F61317	
	c.	royalties, rights, licensing and franchise fees		×Ó	2	C.	royalties, rights, licensing and franchise fees		%
			F43590		. <	S		F61330	
	Tota	al	RIN	%		Tot	al		%
	100		<u> </u>	\sim		100			
4.		at was the percentage breakdown of an clients outside Canada by country?		ived	8.		at was the percentage breakdo de to suppliers outside Canad		
			Percentage					Percentage	
			F43221_g1					F61318_g1	
	a.	United States		%		a.	United States		%
			F43221_g2					F61318_g2	
	h	Maxiaa		%		h	Maxiaa		%
	b.	Mexico		70		b.	Mexico		70
	с.	other countries - please specify				c.	other countries - please spec	cify	
		by listing top 4 contributors:					by listing top 4 contributors:		
		B50002_1	F43222_1				B50003_1	F61319_1	
				%					%
		B50002_2	F43222_2				B50003_2	F61319_2	
				%					%
		B50002_3	F43222_3				B50003_3	F61319_3	
				%					%
				/0					70
		B50002_4	F43222_4				B50003_4	F61319_4	
				%					%

Contact person
Name of person to contact about this questionnaire:
First name

ristname	
Last name	
Title	
Email address	
Telephone number Extension number Fax number	
Telephone number Extension number Fax number Fax number hours hours	
hours	minutes
How long did you spend collecting the data and completing the questionnaire?	
Comments	
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.	
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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