

## World Summary Report



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## PureData

## Third Party Administration of Insurance & Pension Revenues

#### Third Party Administration of Insurance & Pension Revenues

PureData Express

The **PDF** *Express* report is an extract of the main database and provides a number of limited datasets for each of the countries covered. For users needing more information, detailed data on Third Party Administration of Insurance & Pension Revenues is available in several Editions and Database versions. Users can order (at a discount) any other Editions, or the full Database version, as required from the After-Sales Service or from any Dealer.

This research provides Market data for Third party administration of insurance & pension Lines.

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## **Market Consumption**

## **Third Party Administration of Insurance & Pension Revenues**

Reference: 524292\_L

This PDF Express report has 887 pages. Updated monthly.

Years covered: Historic data for the past 7 years, and Forecast data for the next 7 years.

Cost: \$950

**Delivery**: 24 hours as a downloaded PDF file, or shipped as a DVD-ROM.

#### Market Data in US\$

This report covers the following Markets:-

Market data is given in US\$ for each Country, by each Product listed below, by each Year: Historic data for the past 7 years, and Forecast data for the next 7 years.

#### THIRD PARTY ADMINISTRATION OF INSURANCE + PENSION REVENUES

- 1. Third party administration of insurance & pension Lines
- 2. Income from fiduciary activities, incl trust, custody, & escrow
- 3. Asset/investment portfolio management fees
- 4. Securities commissions
- 5. Insurance commissions
- 6. Life & accident insurance commissions
- 7. Health & medical insurance commissions
- 8. Property & casualty insurance commissions: personal lines
- 9. Property & casualty insurance commissions: commercial lines
- 10. Annuity insurance commissions
- 11. Other insurance commissions
- 12. Third party administration & management fees
- 13. Pension funds/plans: third party admin & management fees
- 14. Health and/or welfare funds/plans: third party administration and management fees
- 15. Workers comp self-insurance: third party admin & management fee
- 16. Other self-insurance: third party admin & management fees
- 17. Insurance claims adjusting/appraisal fees
- 18. Other insurance consulting fees
- 19. Fees from investment consulting and advice
- 20. Revenue from all other insurance-related activities
- 21. Gross rents from real properties
- 22. Other revenue

#### NAICS / SIC coded reports and databases

This is a Market database which is designed to be compatible with U.S. government databases.

For NAICS / SIC coded reports and databases, the report structures are an analogue of U.S. Department of Commerce / U.S. Census databases, but in a worldwide context.

For a full explanation of the NAICS coding system see: <u>http://www.census.gov/eos/www/naics/</u>

These Products, Services & Revenue Lines codes and definitions are determined by the U.S. Government agencies.

#### **PDF Express Description**

#### Third Party Administration of Insurance & Pension Revenues Report

The Third Party Administration of Insurance & Pension Revenues PDF Express Report gives data on each of the Products & Markets listed by 2 Time series: 7 years Historic data and 7 years Forecast data.

Each of the 23 Products & Markets are quantified in US\$, by each year (7 historic & 7 forecast years).

Financial data is provided for Third Party Administration of Insurance & Pension Revenues, by each year (7 historic & 7 forecast years), including complete aggregated Financials, Balance Sheets and Financial Margins and Ratios, by country.

A range of Industry Data is provided for Third Party Administration of Insurance & Pension Revenues, by country, by year. The Industry Data is based on 18,651 Companies and Entities which Supply or Distribute Third Party Administration of Insurance & Pension Revenues.

This Third Party Administration of Insurance & Pension Revenues Report is a PDF Express Edition. 887 pages. Updated monthly.

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Ghana

Algeria	Greece	Peru
Argentina	Guyana	Philippines
Australia	Honduras	Poland
Austria	Hong Kong	Portugal
Azerbaijan	Hungary	Romania
Bahrain	Iceland	Russia
Bangladesh	India	Saudi Arabia
Belarus	Indonesia	Serbia & Montenegro
Belgium	Iran	Singapore
Bolivia	Ireland	Slovakia
Bosnia & Herzegovina	Israel	Slovenia
Botswana	Italy	South Africa
Brazil	Jamaica	South Korea
Bulgaria	Japan	Spain
Cambodia	Kazakhstan	Sri Lanka
Canada	Kenya	Suriname
Chile	Kuwait	Sweden
Colombia	Kyrgyzstan	Switzerland
Costa Rica	Laos	Taiwan
Croatia	Latvia	Tanzania
Cuba	Lebanon	Thailand
Cyprus	Lithuania	The Netherlands
Czech Republic	Luxembourg	Tunisia
Denmark	Malawi	Turkey
Ecuador	Malaysia	Uganda
Egypt	Mexico	Ukraine
El Salvador	Morocco	United Arab Emirates
Estonia	New Zealand	United Kingdom
Finland	Nicaragua	United States
France	Nigeria	Uruguay
French Guiana	Norway	Uzbekistan
Georgia	Pakistan	Venezuela
Germany	Panama	Vietnam
	_	<b>—</b>

#### **Data Caveat**

The report databases are designed to give a common definition, unit of measure and quantification of markets in over 200 countries. The reports rely on data collection at various levels of the product flow; this effectively means, the producer, the distribution channels and the end user or consumers. This data is then correlated with any national and international statistical data produced by official agencies. Unfortunately, product flow data gathering in some countries is difficult, and furthermore the official statistical data is both inaccurate and sparse. In such circumstances, in some countries, we have to flag a Data Caveat as a warning. What this means is that in some countries the data is not sufficiently verifiable for statistical purposes and in those cases the data may not be presented.

Zambia

Paraguay

#### Market Notes & Definitions

#### ALL BUYING/PURCHASING DATA FIGURES ARE IN REAL TERMS : US\$

REAL TERMS are figures excluding the effects of inflation, thus the Forecasts and figures given can be readily converted into units or volume. This is done by applying the average prices for the base year and dividing the figures by this price for all years. Thus it is possible to easily ascertain both historic and forecasted product volume.

A "most recent published accounts" base is used because most company accounts are historic and thus clients will be able to compare the figures given in this report with their own company figures without the need for conversion or the need for inflators or multiplying factors.

#### AVERAGE SALES PRICES ARE NOT APPROPRIATE OR APPLICABLE TO THIS DATABASE

The effect of using Real Terms figures is that the forecasted figures will be depressed, as they do not include inflation, and figures from former years (i.e. before the Base Year) will be increased.

The Current or Base Year is at the convergent point as is the Current cost. This Current Cost usually increases because of the effects of inflation. The Real Terms figures do not include the effects of inflation and thus only increases or decreases if the actual product volume or units increase or decrease. In this way it is possible to evaluate the market and other figures more realistically.

The figures and the Trend figures represent an overall median probability trend line that is plotted to give the most probable course amongst the annual forecast scatter. Thus, the figures do not reflect year-on-year depressions and peaks in absolute terms, but instead represents a year-on-year modified trend line. The various SCENARIOS provided in the database reflect the differential forecasts specific to the factors being forecast.

The U.S. government uses the term Constant dollars (or "real" dollars) and this is defined thus: Output values converted to a base price level, calculated by dividing current (or actual) dollars by a deflator. Use of constant dollars eliminates the effects of price changes between the year of measurement and the base year and allows calculation of real changes in output.

#### **HISTORIC & FORECAST DATA TRANSITION PERIODS**

The HISTORIC DATA covers the last 7 years to the current year, and the MEDIAN FORECAST DATA series covers the next 7 years. There is always a transition period; which is in fact during the last two quarters, i.e. whilst the historic data is being collated. In addition the data given for the next two quarters is considered an estimate rather than a forecast. Thus the 12 month period around the database output date is an estimate.

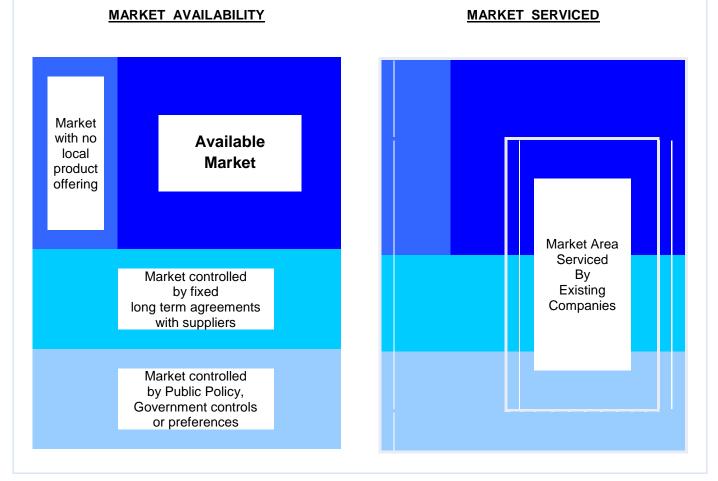
#### THE MARKET ENVIRONMENT

There are four basic issues to investigate when considering the market environment:

- 1. Market Growth3. Market/s Serviced2. Market Structure4. Customer & End User Factors
- 1. MARKET GROWTH (both short-term and medium term) is fully analysed in these sections.
- 2. THE MARKET STRUCTURE is critical for profitability.

3. MARKET SERVICED denotes the function between the products & services offered by companies and the particular market sector the marketing effort reaches. In addition, there is the MARKET AVAILABILITY which represents the 'real market' available to any particular company or supplier.

#### TOTAL AVAILABLE MARKET



Thus the Market Area Serviced is the sector of the market for which companies are offering a suitable product or service and Available Markets the sector of the market reached by a company's marketing effort. The areas marked as the overlap in the Market Area Serviced, i.e. the market sector for which companies are offering suitable product/s or services and which may theoretically be reached by a company's marketing activities, but of which part is controlled by either other Purchasers or Suppliers. The Market Availability is the total market perceived by the total Purchaser universe; however the Available Markets the market which is actually available to individual Suppliers.

The Market Area Serviced is the true market in terms of product/s and services, however parts of this market may be difficult or impossible to attain due to the control exerted by either the controlling Purchasers or Suppliers.

#### **HISTORIC DATA & TIME SERIES**

#### Last 7 Years to Current Year

This standard HISTORIC format is the most popular time series demanded by readers. Many readers feel that it is more important to know what is likely to happen in the recent past rather that what has transpired in the long-term past. The HISTORIC DATA in the database covers the years from 1997 to the Current Year.

#### FORECAST DATA & TIME SERIES : MEDIAN MARKET FORECAST

#### From the Current Year to the next 7 Years

The MEDIAN FORECAST DATA covers the next 7 years. This standard FORECAST format is the most popular format demanded by readers.

We can of course provide readers with other data on long-range forecast data and this is done as part of the After-Sales Service.

1. ALL FIGURES IN THIS SECTION ARE IN REAL TERMS: Current Year BASE

REAL TERMS are prices excluding the effects of inflation, thus the Market figure given can be readily converted into units or volume. This is done by applying the average sales prices for the Current Year and dividing the Market figures by this price for all years. Thus it is possible to easily ascertain previous and forecasted product volume.

A base year is used because company accounts are historic and thus readers will be able to compare the figures given in this volume with their own figures without the need for conversion or the need for inflators or multiplying factors.

The effect of using Real Terms figures is that the forecasted figures will be depressed, as they do not include inflation, and figures from former years will be increased.

2. The Market figures and the Trend figures represent an overall median probability trend line which is plotted to give the most probable course amongst the annual market forecast scatter. Thus the figures do not reflect year-on-year depressions and peaks in absolute terms, but instead represents a year-on-year modified trend line.

3. All analyses are based on correlations of the results of the Surveys of Suppliers, Distribution and Customers. Thus, for example, an analysis of Market Sectors will gain data firstly from the End User Surveys and secondly confirmations and correlations will be gained from the Surveys of Suppliers / Distributors. This in the opinion of the publishers is a very accurate method and is far superior than, for example, that which is used in the compilation of the majority of published governmental statistics.

4. All figures given in this volume refer only to the product/s covered and not to any other product or systems which may be connected or associated with the products covered.

5. The TREND figures given in the Industry section of this volume refers to the average year-on-year change in the period specified.

6. The YEAR-ON-YEAR TREND figures given in this volume refer to the average year-on-year change in the period specified

The AVERAGE GROWTH TRENDS figures refer to the long term trends over the period.

Thus the actual Trend is given by a year-on-year figure and the long-term Trends are given as a Real Terms Forecast.

#### DATABASE LONG-RANGE DATA & TIME SERIES

#### From 1972 until the Next 28 Years

The database contains a LONG-RANGE HISTORIC time series which covers the years from 1972. This is the standard long range HISTORIC format. We provide readers with this time series (on request) to enable long range regressional analysis for forecasting models which require an extended time period analysis.

The database contains a LONG-RANGE FORECAST time series which covers a period for the next 28 years. This is the standard long range forecast format and is usually used for planning production plant / capital projects, macro-economic trends and demographics data.

We can of course provide readers with other data on long-range historic and forecast data and this is done as part of the After-Sales Service.

#### EXCHANGE RATES + PURCHASING POWER PARITY

The report database and forecasting models do not use current market or bank exchange rates as these can be deceptive. The rates used are those of the base year in addition to a number of real value factors which reflect the actual or forecasted value of the product in each of the national markets over the period 1974 to 2028. A simple conversion of local currency into U.S. Dollars or any other national currency cannot be used to adequately represent products or services.

The report database and forecasting models are attempting to show the relative values of products or markets free from any extraneous effects of currency movements or government fiscal policy which arbitrarily alter currency exchange rates. Thus the currency calculations and data in the database are indicating relative unit values or the relative cost of the product or service in the national market.

We do not indicate the Currency Conversion Rate that you can use with any calculations and readers will have to apply their own discretion in this respect. Beware however, such calculations involving currency conversions can be artificial and do not reflect real values of either products or markets.

The diagram shows the problem of relating Product or Market Values or Costs in Real Terms (+), the National Currency Value in Real Terms (i.e. excluding the effects of Inflation) and the Value of another currency (the Converted Currency, given as \$) in relation to the National Currency.

#### **PRODUCT PARITY**

The basis of the data provided is to allow users to produce business plans and forecasting models across national and statistically diverse boundaries. Thus it is necessary to adopt a standard product definition which can be then applied across national borders. The product definition chosen is the U.S. government's NAICS product codes (and the previous SIC product codes where relevant). The problem is to apply these product definitions across the national boundaries. The U.S. government stubbornly clings to the imperial system of measurement and this further complicates the matter.

The use of PRODUCT PARITY is intended to allow trans-national business planning and forecasting (however readers can request data based on national product definitions), and in general terms Product Parity means that equivalent products are compared even where the exact technical specification, or quantification, of the product is not the same. Thus a 12oz liquid container as defined in the (Imperial measuring system) NAICS product codes is quantitatively equivalent to 35.5ml, however for the purposes of Product Parity it will be the equivalent of a 33ml liquid container in countries with a Metric measuring system. Similarly in non-Metric markets a 16oz or 1lb Imperial measure, whilst actually equivalent to 454g, will equate to a 450g product in Metric measure markets. For many products this 'Product Parity' will be based on the 'Purchasing Parity unit costs' -v- 'product

For many products this 'Product Parity' will be based on the 'Purchasing Parity unit costs' -v- 'product performance', rather than 'unit cost' -v- 'technical specifications'. This is because national markets impose different technical specifications on products which essentially fulfil the same customer requirement, and thus these products have a Product Parity which can be used for uniform, cross border, business planning and forecasting.

#### **Financial Notes & Definitions**

#### **HISTORIC & FORECAST FINANCIAL DATA TRANSITION PERIODS**

The HISTORIC DATA covers the last 7 years, and the FORECAST DATA series covers the next 7 years. There is always a transition period; which is in fact during the last two quarters, i.e. whilst the historic data is being collated. In addition the data given for the next two quarters is considered an estimate rather than a forecast. Thus the 12 month period around the output date is an estimate.

For the various Financial Scenarios it must be assumed that the Scenario factor or strategy being considered will not exert an impact on the forecast immediately and will not become evident for some time after its inception. Whilst the forecasting models used operates on a monthly time scale and does also take account of other temporal factors (for example seasonality of demand, industry accounting periods, stock taking scheduling, et al) it would be too pedantic to express the transition year in greater detail. Therefore in the forecast data a straight line plot is produced between the BASE year, through the transition period to the first full forecast year.

The data in this section derives data from 18,651 worldwide companies and organisations (Suppliers and Distribution Channel members).

#### ALL FINANCIAL DATA FIGURES ARE IN REAL TERMS

#### FINANCIAL BALANCE SHEETS

the individual Market Scenario Forecasts. This ensures that one can use a standardized market measure to compare the Financial data and not have the additional complication of interpreting the financial data in relation to the market scenarios. 2 DOMESTIC SALES % Sales 3 EXPORTS % Sales 3 EXPORTS % Sales 5 INTEREST PAID % Sales 6 NON-TRADING INCOME % Sales 7 OPERATING PROFIT % Sales 8 DEPRECIATION: STRUCTURES % Sales 9 DEPRECIATION: STRUCTURES % Sales 10 DEPRECIATION: MISCELLANEOUS ITEMS % Sales 11 TOTAL DEPRECIATION % Sales 12 TRADING PROFIT % Sales 13 INTANGIBLE ASSETS % Sales 14 INTERMEDIATE ASSETS % Sales 15 FIXED ASSETS: STRUCTURES % Sales 16 FIXED ASSETS: STRUCTURES % Sales 17 FIXED ASSETS: PLANT AND EQUIPMENT % Sales 18 FIXED ASSETS: PLANT AND EQUIPMENT % Sales 14 INTERMEDIATE ASSETS % Sales 15 FIXED ASSETS: STRUCTURES % Sales 15 FIXED ASSETS: STRUCTURES % Sales 16 FIXED ASSETS: STRUCTURES % Sales 17 FIXED ASSETS: MISCELLANEOUS ITEMS % Sales 18 FIXED ASSETS: MISCELLANEOUS ITEMS % Sales 19 CAPITAL EXPENDITURE ON STRUCTURES % Sales 20 CAPITAL EXPENDITURE ON STRUCTURES % Sales 21 CAPITAL EXPENDITURE ON STRUCTURES % Sales 22 CAPITAL EXPENDITURE ON STRUCTURES % Sales 23 CAPITAL EXPENDITURE ON VEHICLES % Sales 24 TOTAL EXPENDITURE ON VEHICLES % Sales 25 CAPITAL EXPENDITURE ON VEHICLES % Sales 26 CAPITAL EXPENDITURE ON NATA PROCESSING EQUIPMENT % Sales 27 CAPITAL EXPENDITURE ON MISCELLANEOUS ITEMS % Sales 28 RETIREMENTS: STRUCTURES % Sales 26 RETIREMENTS: PLANT AND EQUIPMENT % Sales 27 RETIREMENTS: STRUCTURES % Sales	Row	TITLE	LEGEND
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22CAPITAL EXPENDITURE ON DATA PROCESSING EQUIPMENT% Sales23CAPITAL EXPENDITURE ON MISCELLANEOUS ITEMS% Sales24TOTAL CAPITAL EXPENDITURE% Sales25RETIREMENTS: STRUCTURES% Sales26RETIREMENTS: PLANT AND EQUIPMENT% Sales27RETIREMENTS: MISCELLANEOUS ITEMS% Sales	20	CAPITAL EXPENDITURE ON PLANT AND EQUIPMENT	% Sales
23CAPITAL EXPENDITURE ON MISCELLANEOUS ITEMS% Sales24TOTAL CAPITAL EXPENDITURE% Sales25RETIREMENTS: STRUCTURES% Sales26RETIREMENTS: PLANT AND EQUIPMENT% Sales27RETIREMENTS: MISCELLANEOUS ITEMS% Sales	21	CAPITAL EXPENDITURE ON VEHICLES	% Sales
24TOTAL CAPITAL EXPENDITURE% Sales25RETIREMENTS: STRUCTURES% Sales26RETIREMENTS: PLANT AND EQUIPMENT% Sales27RETIREMENTS: MISCELLANEOUS ITEMS% Sales	22	CAPITAL EXPENDITURE ON DATA PROCESSING EQUIPMENT	% Sales
25RETIREMENTS: STRUCTURES% Sales26RETIREMENTS: PLANT AND EQUIPMENT% Sales27RETIREMENTS: MISCELLANEOUS ITEMS% Sales	23	CAPITAL EXPENDITURE ON MISCELLANEOUS ITEMS	% Sales
26       RETIREMENTS: PLANT AND EQUIPMENT       % Sales         27       RETIREMENTS: MISCELLANEOUS ITEMS       % Sales	24	TOTAL CAPITAL EXPENDITURE	% Sales
27       RETIREMENTS: MISCELLANEOUS ITEMS       % Sales	25	RETIREMENTS: STRUCTURES	% Sales
	26	RETIREMENTS: PLANT AND EQUIPMENT	% Sales
28 TOTAL RETIREMENTS % Sales	27	RETIREMENTS: MISCELLANEOUS ITEMS	% Sales
	28	TOTAL RETIREMENTS	% Sales

Row	TITLE	LEGEND
29	TOTAL FIXED ASSETS	% Sales
30	FINISHED PRODUCT STOCKS	% Sales
31	WORK IN PROGRESS AS STOCKS	% Sales
32	MATERIALS AS STOCKS	% Sales
33	TOTAL STOCKS & INVENTORY	% Sales
33 34	DEBTORS	% Sales
	MISCELLANEOUS CURRENT ASSETS	% Sales
35 36	TOTAL CURRENT ASSETS	% Sales
	TOTAL CORRENT ASSETS	
37	CREDITORS	% Sales % Sales
38		
39		% Sales % Sales
40	MISCELLANEOUS CURRENT LIABILITIES	
41		% Sales
42		% Sales
43	SHAREHOLDERS FUNDS	% Sales
44		% Sales
45	MISCELLANEOUS LONG TERM LIABILITIES	% Sales
46	WORKERS	persons
47	HOURS WORKED	Hours
48	WORK IN 1ST QUARTER	% of Annual
49	WORK IN 2ND QUARTER	% of Annual
50	WORK IN 3RD QUARTER	% of Annual
51	WORK IN 4TH QUARTER	% of Annual
52	TOTAL EMPLOYEES	persons
53	RAW MATERIALS COST	% Sales
54	FINISHED MATERIALS COST	% Sales
55	FUEL COST	% Sales
56	ELECTRICITY COST	% Sales
57	TOTAL INPUT SUPPLIES / MATERIALS AND ENERGY COSTS	% Sales
58	PAYROLL COSTS	% Sales
59	WAGES	% Sales
60	DIRECTORS' REMUNERATIONS	% Sales
61	EMPLOYEE BENEFITS	% Sales
62	COMMISSIONS & INCENTIVES PAID	% Sales
63	TOTAL REMUNERATIONS	% Sales
64	SUB CONTRACTORS	% Sales
65	RENTAL & LEASING: STRUCTURES	% Sales
66	RENTAL & LEASING: PLANT AND EQUIPMENT	% Sales
67	TOTAL RENTAL & LEASING COSTS	% Sales
68	MAINTENANCE: STRUCTURES	% Sales
69		% Sales
70	TOTAL MAINTENANCE COSTS	% Sales
71	SERVICES PURCHASED	% Sales
72	COMMUNICATIONS COSTS	% Sales
73	MISCELLANEOUS EXPENSES	% Sales
74	SALES PERSONNEL VARIABLE & COMMISSION COSTS	% Sales
75	SALES EXPENSES AND COSTS	% Sales
76	SALES MATERIALS COSTS	% Sales
77	TOTAL SALES COSTS	% Sales
78	DISTRIBUTION FIXED COSTS	% Sales
79	DISTRIBUTION VARIABLE COSTS	% Sales
80	WAREHOUSING FIXED COSTS	% Sales

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Row	TITLE	
81	WAREHOUSING VARIABLE COSTS	% Sales
82	PHYSICAL HANDLING FIXED COSTS	% Sales
83	PHYSICAL HANDLING VARIABLE COSTS	% Sales
84	PHYSICAL PROCESS FIXED COSTS	% Sales
85	PHYSICAL PROCESS VARIABLE COSTS	% Sales
86	TOTAL DISTRIBUTION AND HANDLING COSTS	% Sales
87	MAILING & CORRESPONDENCE COSTS	% Sales
88	MEDIA ADVERTISING COSTS	% Sales
89	ADVERTISING MATERIALS & PRINT COSTS	% Sales
90	POS & DISPLAY COSTS	% Sales
91	EXHIBITION & EVENTS COSTS	% Sales
92	TOTAL ADVERTISING COSTS	% Sales
93	PRODUCT RETURNS & REJECTION COSTS	% Sales
94	PRODUCT INSTALLATION & RE-INSTALLATION COSTS	% Sales
95	PRODUCT BREAKDOWN & POST INSTALLATION COSTS	% Sales
96	PRODUCT SYSTEMS & CONFIGURATION COSTS	% Sales
97	PRODUCT SERVICE & MAINTENANCE COSTS	% Sales
98	CUSTOMER PROBLEMS & CUSTOMER COMPLAINT COSTS	% Sales
99	TOTAL AFTER-SALES COSTS	% Sales
100	TOTAL MARKETING COSTS	% Sales
101	NEW TECHNOLOGY EXPENDITURE	% Sales
102	NEW PRODUCTION TECHNOLOGY EXPENDITURE	% Sales
103	TOTAL RESEARCH AND DEVELOPMENT EXPENDITURE	% Sales
104	TOTAL OPERATIONAL & PROCESS COSTS	% Sales
105	DEBTORS WITHIN AGREED TERMS	% Sales
106	DEBTORS OUTSIDE AGREED TERMS	% Sales
107	UN-RECOVERABLE DEBTS	% Sales

#### **COMPANY FINANCIAL DATA DEFINITIONS**

	Definition:
	The best estimate of the percentage of immediate customers accounting for 50% of the sales of the business.
% SHARE OF 4 LARGEST FIRMS	The combined market shares of the four leading firms in the industry, expressed as a percentage.
	The actual, pre-tax net income expressed as a percentage of investment for the business, used to adjust the future estimates of ROI.
ASSET UTILIZATION	Sales as a ratio of total sales.
AVERAGE REMUNERATION	Total employee remuneration divided by the number of employees.
BORROWING RATIO	Total debt as a ratio of net worth.
	The average % percentage of standard capacity utilized during the year. Standard capacity is the sales value of the maximum output the business can sustain with:
	<ul><li>a) facilities normally in operation and</li><li>b) current constraints (e.g. technology, work rules, labour practices, etc.)</li></ul>
CAPITAL EMPLOYED	The sum of long term liabilities. It represents the counterpart of the net assets employed by the firm.
CREDIT PERIOD	Debtors over sales times 365 days.
CREDITORS RATIO	Creditors over sales times 365 days.
CREDITORS	Trade creditors and bills payable within one year.
CURRENT RATIO	Current assets as a ratio of current liabilities.
DEBT GEARING RATIO	Long term loans as a ratio of net worth.
DEBTORS	Trade debtors and trade bills receivable due within one year.
DEPRECIATION	Includes amounts written off tangible fixed assets, including leased assets.
DIRECTORS REMUNERATION	Includes all payments made to directors including pension fund contributions, ex-gratia payments and payments to directors' family.
DISCOUNT CASH FLOW YIELD RATE	The internal rate of return after tax earned in this business when this strategy is executed. It is the time discount rate at which discounted cash flow plus residual is equal to initial investment.
DISCOUNTED CASH FLOW	The cash generated over ten years from net income, less the cash absorbed by increases in the net investment in the business. The annual cash flows are discounted to a present value, using the time discount rate.
INCOME (10 YEARS)	From pre-tax net income in each year is deducted a capital charge on the increase in investment since the base period to reflect the cost of these funds. The time discount rate is then applied to obtain the present value of the income stream for the 10 year period.
DOMESTIC REVENUES	Wherever applicable, domestic Revenues represent the proportion of total turnover generated locally less exports produced by the same companies.
EMPLOYEES UNIONIZED	The percentage of total employees of the business who are unionized.
EQUITY GEARING	Shareholders' funds as a ratio of total liabilities.
EXPORTS / REVENUES	Exports divided by Revenues.
EXPORTS	This figure will be shown where it has been disclosed.
FIFO VALUATION	The accounting method used for inventory valuation FIFO, or other method (e.g. LIFO).
FIXED ASSETS / EMPLOYEES	Fixed assets divided by the number of employees.
	Property, plant, fixtures and fittings, office equipment and motor vehicles wholly owned and shown at their written down book value.
	Gross book value of plant & equipment expressed as a percentage of Revenues. Gross book value includes original value of buildings, real estate manufacturing & transportation equipment.
FIXED CAPITAL INTENSITY	The gross book value of plant and equipment, expressed as a percentage of Revenues.
FORECAST REAL MARKET GROWTH RATE (% / YEAR)	An estimate of the future annual real growth rate of the served market.
FORECAST SELLING GROWTH RATE % p.a.	A forecast of the annual growth rate of the selling prices.

FRAGMENTATION	
INAGMENTATION	expressed as a percentage. For example, if 5 of a business's 100 immediate customers represent 50% Revenue, immediate customer fragmentation is 5%.
INCOME GEARING	Interest paid as a percentage of profit before tax and before interest paid.
INDUSTRY (SIC/NAICS) GROWTH, LONG RUN	The annual long term (10 year) growth rate of the SIC/NAICS industry in which the business is located, expressed as a percentage.
INDUSTRY CONCENTRATION RATIO	The amount of industry shipments accounted for by the four largest firms in the industry expressed as a percentage.
INTANGIBLE ASSETS	Non-tangible assets such as good will, trademarks, patents and copyrights owned.
INTEREST PAID	Gross interest paid. It should be noted that many private companies either do not disclose this figure in full or aggregate short-term, long-term and hire purchase interest together.
INTERMEDIATE ASSETS	Includes investments in subsidiary and associated companies, trade investments and other unquoted investments, insurance premiums on life policies, and Advanced Corporation Tax recoverable. In addition, amounts due from other Group companies (as necessary), associated and affiliated companies, receivable after one year and with no stated fixed repayment terms will be included. Long term portions of trade and sundry debtors will also be included, wherever they are disclosed separately in the accounts.
INVENTORY / REVENUES	The sum of raw materials, work-in-process inventory and finished goods inventory (each net of reserve for losses) as a percentage of Revenues.
INVESTMENT / REVENUES	<ul> <li>Investment as a percentage of Revenues. Investment can be measured in any of the following ways:</li> <li>a) net book value of plant and equipment plus working capital</li> <li>b) equity plus long-term debt</li> <li>c) total assets employed minus current liabilities attributable to the business.</li> </ul>
INVESTMENT / VALUE ADDED	Investment expressed as a percentage of value added. Value added is adjusted for profits to minimize that portion of the relationship with ROI which is caused by under or overstated earnings.
INVESTMENT PER EMPLOYEE	Average investment, expressed in monetary units per employee.
LONG TERM LOANS	Includes long term portions of bank & other institutional loans, mortgages, hire purchase repayments and leasing obligations, all of which are due after one year. Also, amounts due to group, associated & affiliated companies payable after one year are included.
MARKET POSITION	<ul><li>A factor combining:</li><li>a) MARKET SHARE: the share of the served market for the business, expressed as a percentage.</li></ul>
	b) RELATIVE MARKET SHARE: the market share of the business relative to the combined market share of the three leading competitors, expressed as a percentage. For example if ones business has 30% of the market and the three largest competitors have 20%, 10% and 10%: 30 divided by $(20+10+10) = 75\%$ .
MARKET SHARE GROWTH RATE	b) RELATIVE MARKET SHARE: the market share of the business relative to the combined market share of the three leading competitors, expressed as a percentage. For example if ones business has 30% of the market and the three largest competitors have 20%, 10% and 10%: 30 divided by
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GROWTH RATE MARKET SHARE	<ul> <li>b) RELATIVE MARKET SHARE: the market share of the business relative to the combined market share of the three leading competitors, expressed as a percentage. For example if ones business has 30% of the market and the three largest competitors have 20%, 10% and 10%: 30 divided by (20+10+10) = 75%.</li> <li>The annual growth rate of market share expressed as a percentage.</li> </ul>
GROWTH RATE MARKET SHARE INSTABILITY	<ul> <li>b) RELATIVE MARKET SHARE: the market share of the business relative to the combined market share of the three leading competitors, expressed as a percentage. For example if ones business has 30% of the market and the three largest competitors have 20%, 10% and 10%: 30 divided by (20+10+10) = 75%.</li> <li>The annual growth rate of market share expressed as a percentage.</li> <li>The instability of the market share of the business, measured as the sum of the absolute values of the business's annual market share changes.</li> </ul>
GROWTH RATE MARKET SHARE INSTABILITY MARKET SHARE MARKETING EXPENSES /	<ul> <li>b) RELATIVE MARKET SHARE: the market share of the business relative to the combined market share of the three leading competitors, expressed as a percentage. For example if ones business has 30% of the market and the three largest competitors have 20%, 10% and 10%: 30 divided by (20+10+10) = 75%.</li> <li>The annual growth rate of market share expressed as a percentage.</li> <li>The instability of the market share of the business, measured as the sum of the absolute values of the business's annual market share changes.</li> <li>The share of the served market expressed as a percentage.</li> <li>The sum of salesforce, advertising, promotion and other marketing expenses expressed as a</li> </ul>
GROWTH RATE MARKET SHARE INSTABILITY MARKET SHARE MARKETING EXPENSES / REVENUES MISCELLANEOUS	<ul> <li>b) RELATIVE MARKET SHARE: the market share of the business relative to the combined market share of the three leading competitors, expressed as a percentage. For example if ones business has 30% of the market and the three largest competitors have 20%, 10% and 10%: 30 divided by (20+10+10) = 75%.</li> <li>The annual growth rate of market share expressed as a percentage.</li> <li>The instability of the market share of the business, measured as the sum of the absolute values of the business's annual market share changes.</li> <li>The share of the served market expressed as a percentage.</li> <li>The sum of salesforce, advertising, promotion and other marketing expenses expressed as a percentage of Revenues. Does not include costs of physical distribution.</li> <li>Cash and near cash items such as quoted investments and tax reserve certificates. Also sundry debtors, prepayments &amp; accrued income due within one year, plus amounts due from group companies, associated &amp; affiliated companies receivable within one year.</li> <li>Sundry creditors, accrued expenses and prepaid income including dividends, corporation tax, social security and other sundry amounts payable within one year.</li> </ul>
GROWTH RATE MARKET SHARE INSTABILITY MARKET SHARE MARKETING EXPENSES / REVENUES MISCELLANEOUS CURRENT ASSETS MISCELLANEOUS	<ul> <li>b) RELATIVE MARKET SHARE: the market share of the business relative to the combined market share of the three leading competitors, expressed as a percentage. For example if ones business has 30% of the market and the three largest competitors have 20%, 10% and 10%: 30 divided by (20+10+10) = 75%.</li> <li>The annual growth rate of market share expressed as a percentage.</li> <li>The instability of the market share of the business, measured as the sum of the absolute values of the business's annual market share changes.</li> <li>The share of the served market expressed as a percentage.</li> <li>The sum of salesforce, advertising, promotion and other marketing expenses expressed as a percentage of Revenues. Does not include costs of physical distribution.</li> <li>Cash and near cash items such as quoted investments and tax reserve certificates. Also sundry debtors, prepayments &amp; accrued income due within one year, plus amounts due from group companies, associated &amp; affiliated companies receivable within one year.</li> <li>Sundry creditors, accrued expenses and prepaid income including dividends, corporation tax,</li> </ul>
GROWTH RATE MARKET SHARE INSTABILITY MARKET SHARE MARKETING EXPENSES / REVENUES MISCELLANEOUS CURRENT ASSETS MISCELLANEOUS CURRENT LIABILITIES MISCELLANEOUS LONG TERM LIABILITIES NET ASSETS	<ul> <li>b) RELATIVE MARKET SHARE: the market share of the business relative to the combined market share of the three leading competitors, expressed as a percentage. For example if ones business has 30% of the market and the three largest competitors have 20%, 10% and 10%: 30 divided by (20+10+10) = 75%.</li> <li>The annual growth rate of market share expressed as a percentage.</li> <li>The instability of the market share of the business, measured as the sum of the absolute values of the business's annual market share changes.</li> <li>The share of the served market expressed as a percentage.</li> <li>The sum of salesforce, advertising, promotion and other marketing expenses expressed as a percentage of Revenues. Does not include costs of physical distribution.</li> <li>Cash and near cash items such as quoted investments and tax reserve certificates. Also sundry debtors, prepayments &amp; accrued income due within one year, plus amounts due from group companies, associated &amp; affiliated companies receivable within one year.</li> <li>Sundry creditors, accrued expenses and prepaid income including dividends, corporation tax, social security and other sundry amounts payable within one year.</li> <li>Deferred and future taxation, minority interests, pension funds and similar liabilities, provisions for liabilities and charges due.</li> <li>The net assets employed are obtained by subtracting total current liabilities from the total assets.</li> </ul>
GROWTH RATE MARKET SHARE INSTABILITY MARKET SHARE MARKETING EXPENSES / REVENUES MISCELLANEOUS CURRENT ASSETS MISCELLANEOUS CURRENT LIABILITIES MISCELLANEOUS LONG TERM LIABILITIES	<ul> <li>b) RELATIVE MARKET SHARE: the market share of the business relative to the combined market share of the three leading competitors, expressed as a percentage. For example if ones business has 30% of the market and the three largest competitors have 20%, 10% and 10%: 30 divided by (20+10+10) = 75%.</li> <li>The annual growth rate of market share expressed as a percentage.</li> <li>The instability of the market share of the business, measured as the sum of the absolute values of the business's annual market share changes.</li> <li>The share of the served market expressed as a percentage.</li> <li>The sum of salesforce, advertising, promotion and other marketing expenses expressed as a percentage of Revenues. Does not include costs of physical distribution.</li> <li>Cash and near cash items such as quoted investments and tax reserve certificates. Also sundry debtors, prepayments &amp; accrued income due within one year, plus amounts due from group companies, associated &amp; affiliated companies receivable within one year.</li> <li>Sundry creditors, accrued expenses and prepaid income including dividends, corporation tax, social security and other sundry amounts payable within one year.</li> <li>Deferred and future taxation, minority interests, pension funds and similar liabilities, provisions for liabilities and charges due.</li> <li>The net assets employed are obtained by subtracting total current liabilities from the total assets.</li> </ul>
GROWTH RATE MARKET SHARE INSTABILITY MARKET SHARE MARKETING EXPENSES / REVENUES MISCELLANEOUS CURRENT ASSETS MISCELLANEOUS LONG TERM LIABILITIES NET ASSETS NET WORTH NEW PRODUCT SALES / REVENUES	<ul> <li>b) RELATIVE MARKET SHARE: the market share of the business relative to the combined market share of the three leading competitors, expressed as a percentage. For example if ones business has 30% of the market and the three largest competitors have 20%, 10% and 10%: 30 divided by (20+10+10) = 75%.</li> <li>The annual growth rate of market share expressed as a percentage.</li> <li>The instability of the market share of the business, measured as the sum of the absolute values of the business's annual market share changes.</li> <li>The share of the served market expressed as a percentage.</li> <li>The sum of salesforce, advertising, promotion and other marketing expenses expressed as a percentage of Revenues. Does not include costs of physical distribution.</li> <li>Cash and near cash items such as quoted investments and tax reserve certificates. Also sundry debtors, prepayments &amp; accrued income due within one year, plus amounts due from group companies, associated &amp; affiliated companies receivable within one year.</li> <li>Sundry creditors, accrued expenses and prepaid income including dividends, corporation tax, social security and other sundry amounts payable within one year.</li> <li>Deferred and future taxation, minority interests, pension funds and similar liabilities, provisions for liabilities and charges due.</li> <li>The net assets employed are obtained by subtracting total current liabilities from the total assets.</li> <li>Equals shareholders' funds less the intangible assets.</li> <li>Percentage of sales accounted for by new products. New products are those products introduced during the three preceding years.</li> </ul>
GROWTH RATE MARKET SHARE INSTABILITY MARKET SHARE MARKETING EXPENSES / REVENUES MISCELLANEOUS CURRENT ASSETS MISCELLANEOUS LONG TERM LIABILITIES NET ASSETS NET WORTH NEW PRODUCT SALES / REVENUES NEWNESS OF PLANT & EQUIPMENT (NBV / GBV)	<ul> <li>b) RELATIVE MARKET SHARE: the market share of the business relative to the combined market share of the three leading competitors, expressed as a percentage. For example if ones business has 30% of the market and the three largest competitors have 20%, 10% and 10%: 30 divided by (20+10+10) = 75%.</li> <li>The annual growth rate of market share expressed as a percentage.</li> <li>The instability of the market share of the business, measured as the sum of the absolute values of the business's annual market share changes.</li> <li>The share of the served market expressed as a percentage.</li> <li>The sum of salesforce, advertising, promotion and other marketing expenses expressed as a percentage of Revenues. Does not include costs of physical distribution.</li> <li>Cash and near cash items such as quoted investments and tax reserve certificates. Also sundry debtors, prepayments &amp; accrued income due within one year, plus amounts due from group companies, associated &amp; affiliated companies receivable within one year.</li> <li>Sundry creditors, accrued expenses and prepaid income including dividends, corporation tax, social security and other sundry amounts payable within one year.</li> <li>Deferred and future taxation, minority interests, pension funds and similar liabilities, provisions for liabilities and charges due.</li> <li>The net assets employed are obtained by subtracting total current liabilities from the total assets.</li> <li>Equals shareholders' funds less the intangible assets.</li> <li>Percentage of sales accounted for by new products. New products are those products introduced during the three preceding years.</li> <li>Newness of plant and equipment, measured as the ratio of Net Book Value to Gross Book Value.</li> </ul>
GROWTH RATE MARKET SHARE INSTABILITY MARKET SHARE MARKETING EXPENSES / REVENUES MISCELLANEOUS CURRENT ASSETS MISCELLANEOUS LONG TERM LIABILITIES NET ASSETS NET WORTH NEW PRODUCT SALES / REVENUES NEWNESS OF PLANT &	<ul> <li>b) RELATIVE MARKET SHARE: the market share of the business relative to the combined market share of the three leading competitors, expressed as a percentage. For example if ones business has 30% of the market and the three largest competitors have 20%, 10% and 10%: 30 divided by (20+10+10) = 75%.</li> <li>The annual growth rate of market share expressed as a percentage.</li> <li>The instability of the market share of the business, measured as the sum of the absolute values of the business's annual market share changes.</li> <li>The share of the served market expressed as a percentage.</li> <li>The sum of salesforce, advertising, promotion and other marketing expenses expressed as a percentage of Revenues. Does not include costs of physical distribution.</li> <li>Cash and near cash items such as quoted investments and tax reserve certificates. Also sundry debtors, prepayments &amp; accrued income due within one year, plus amounts due from group companies, associated &amp; affiliated companies receivable within one year.</li> <li>Sundry creditors, accrued expenses and prepaid income including dividends, corporation tax, social security and other sundry amounts payable within one year.</li> <li>Deferred and future taxation, minority interests, pension funds and similar liabilities, provisions for liabilities and charges due.</li> <li>The net assets employed are obtained by subtracting total current liabilities from the total assets.</li> <li>Equals shareholders' funds less the intangible assets.</li> <li>Percentage of sales accounted for by new products. New products are those products introduced during the three preceding years.</li> </ul>

OPERATING PROFIT MARGIN         Operating profit as a percentage of sales.           OPERATING PROFIT PRE-TAX PROFIT MARGIN         Pre-tax profit plus interest, less non-trading income.           PRE-TAX PROFIT MARGIN         The net trading profit lique doctard after diducting all operating expenses including depreciation & finance charges but before deduction of tax, dividends, subvertions or group relief and other appropriations. Consider dompanias. Items described as exceptional are included. These described as diverse of associations companies. Items described as exceptional are included. These described as diverse of associations (companies, items described as exceptional are included. These described as diverse of associations (companies, items described as exceptional are included. These described as diverse of associations (companies, items described as exceptional are included. These described as diverse of associations (companies). Items describes as exceptional are included. These describes are appropriate customers in packaging, product design, features and functions, process and describes and functions of the size of services. In 2 expenses expressed as a % newnee. Processing and handling of goods. Sales are the net Revenues billed including less revenues. REAL MARKET GROWTH The instorcial annual growth rate of the market which the business serves, expressed as a percentage.           REAL MARKET GROWTH REAL MARKET GROWTH The reverse of easing and sale presentes for these data by the solic process in provements to reduce the cost of producing. Processing and handling of goods. Sales are then reverse the solic solarity to competitors and salary levels are of the size of solarity or yours are as at 160%. rolative salary levels are solarity in the versing of the size of solarity. For the solarity of the solareses of the data goreentage.           R	REMUNERATION		
PRE-TAX PROFIT MARGIN Pre-tax profits as a percentage of sales.         The net trading profit figure declared after deducting all operating expenses including depreciation & finance charges but before deduction of tax, chivdends, subventions or group relief and other appropriations. Consolidated data is included where applicable in respect of the share of profits & losses of associated or organies. Itema described as exceptional are included. Those described as extraording ytems are excluded.           PROFIT / EMPLOYEES         Profit before tax divided by the number of employees.           PURCHASE AMOUNT         The typical amount of products or services bought by an immediate customer in a single IMMEDIATE CUSTOMERS.           RESEARCHA         Product or Services R & D expenses public Process R & D expenses expressed as a % Revenue.           REVENUES         Provide or Services R & D expenses include all expenses for innovation & advances in the products or Services: including inprovements in packaging, product design, features and functions. Process R & D expenses provements to reduce the cost of producing, processing and handling of goods. States are the net 100%, if ones wage relates and salary levels relative to competitors. Competitors wage rates relative to leading competitors and salary levels relative to competitors wage rates and sulty levels are 105%, add ones areading.           RELATIVE         The average of hourly wage rates relative to leading competitors in the subiness relative to its leading competitors. Competitors: Competitors is the product of service R and salary levels relative to a service than and salary levels relative to its leading competitors. Competitors is the subil wage rates are 105%, if dates and salary levels relative to its leading competitors. Competitors wage rate	•••	Operating profit as a percentage of sales.	
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SALES / FIXED ASSETSSales as a ratio of fixed assets.SALESGross turnover recorded, including overseas sales, inter-group sales and exports, but excluding Value Added Tax or Sales Tax.SALESThe net sales billed, including lease revenues.SELLING PRICE GROWTH RATEThe annual growth rate of selling prices charged, expressed as a percentage.SHAREHOLDERS FUNDSThe sum of issued, ordinary, and preference share capital, all reserves, the profit and loss balance (retained profits) and government grants.SHORT TERM LOANSIncludes short term portions of loans, bank overdrafts, hire purchase repayments & leasing obligations, due within one year. Plus amounts due to affiliated entities within one year.STANDARD PRODUCTS / SERVICESThe products or services of the business more or less standardized for all customers, or are they designed or produced to order for individual customers.		percentage of average investment including fixed and working capital at book value, but excluding	
SALESGross turnover recorded, including overseas sales, inter-group sales and exports, but excluding Value Added Tax or Sales Tax.SALESThe net sales billed, including lease revenues.SELLING PRICE GROWTH RATEThe annual growth rate of selling prices charged, expressed as a percentage.SHAREHOLDERS FUNDSThe sum of issued, ordinary, and preference share capital, all reserves, the profit and loss balance (retained profits) and government grants.SHORT TERM LOANSIncludes short term portions of loans, bank overdrafts, hire purchase repayments & leasing obligations, due within one year. Plus amounts due to affiliated entities within one year.STANDARD PRODUCTS / SERVICESThe products or services of the business more or less standardized for all customers, or are they designed or produced to order for individual customers.	SALES / EMPLOYEES	Sales divided by the number of employees.	
Value Added Tax or Sales Tax.SALESThe net sales billed, including lease revenues.SELLING PRICE GROWTHThe annual growth rate of selling prices charged, expressed as a percentage.RATESHAREHOLDERS FUNDSThe sum of issued, ordinary, and preference share capital, all reserves, the profit and loss balance (retained profits) and government grants.SHORT TERM LOANSIncludes short term portions of loans, bank overdrafts, hire purchase repayments & leasing obligations, due within one year. Plus amounts due to affiliated entities within one year.STANDARD PRODUCTS / SERVICESThe products or services of the business more or less standardized for all customers, or are they designed or produced to order for individual customers.	SALES / FIXED ASSETS	Sales as a ratio of fixed assets.	
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RATE         SHAREHOLDERS FUNDS       The sum of issued, ordinary, and preference share capital, all reserves, the profit and loss balance (retained profits) and government grants.         SHORT TERM LOANS       Includes short term portions of loans, bank overdrafts, hire purchase repayments & leasing obligations, due within one year. Plus amounts due to affiliated entities within one year.         STANDARD PRODUCTS / SERVICES       The products or services of the business more or less standardized for all customers, or are they designed or produced to order for individual customers.			
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obligations, due within one year. Plus amounts due to affiliated entities within one year.           STANDARD PRODUCTS / SERVICES         The products or services of the business more or less standardized for all customers, or are they designed or produced to order for individual customers.	SHAREHOLDERS FUNDS		
SERVICES designed or produced to order for individual customers.	SHORT TERM LOANS		
STOCK TURNOVER Sales as a ratio of stocks.			
	STOCK TURNOVER	Sales as a ratio of stocks.	

STOCKS	Stocks and work in progress (net of progress repayments) held.	
TOTAL CURRENT ASSETS	The sum of stocks, debtors and other current assets, representing the portion assets which is realizable within a year.	
TOTAL CURRENT LIABILITIES	The sum of trade creditors, short term debt and other current liabilities.	
TOTAL DEBT / WORKING CAPITAL	Total debt as a ratio of working capital.	
TOTAL DEBT	This amount is obtained by adding short term loans to the long term loans.	
TOTAL LIABILITIES	The sum of capital employed and total current liabilities.	
TRADING PROFIT MARGIN	Trading profit as a percentage of sales.	
TRADING PROFIT	Operating profit plus depreciation.	
VALUE ADDED / EMPLOYEES	Value added (adjusted for profits) expressed in monetary terms per employee.	
VERTICAL INTEGRATION	Value added as a percentage of sales. Both value added & sales are adjusted for profits to minimize that portion of the relationship with ROI affected by under or overstated earnings.	
WAGES / REVENUES	Employee remuneration divided by Revenues.	
WORKING CAPITAL / REVENUES	Working capital over Revenues.	
WORKING CAPITAL	The short-term funding to carry out day to day trading activities, it is obtained by subtracting total current liabilities from the current assets.	

#### **Industry Norms Definitions**

The data in this section derives data from 18,651 worldwide companies and organisations (Suppliers and Distribution Channel members).

Norms for the Product industry are shown in this section. This represents the major industry sector data for the industry in each country and as such forms the basis of international comparison.

Only the most critical factors should be compared with the various scenarios given above as industry averages can at best represent an indication and not a specific point of measure.

Reliance on Industry Norms is often used by analysts in order to support theories and suppositions and these are in turn used for investment scenarios. In fact Industry Norms or Averages are not tangible as they combine and manipulate data from companies in wide ranging activities.

Much of the benefit in the analysis of Industry Norms is to use the data to provide guide-lines or parameters which can be seen to define and identify issues for the target industry sector.

Since these Industry Norms should be representative of the entire industry it is wise to provide an average which encompasses all the major countries in the trade cell.

#### **INDUSTRY NOTES + DEFINITIONS**

- 01. OEM & Manufacturers Market Level
- 02. Wholesale & Distributor Market Level
- 03. Retailer & Added Value Retailer Market Level
- 04. End User & Consumer Market Level
- 05. Discounted & Promotional Market Level
- 06. Plant & Equipment Average Annual Investment
- 07. Product Prices / Market Average Index
- 08. New Products Introduction Index
- 09. Relative output of Products of a Superior Quality Index
- 10. Index of Comparative Salesforce and Selling Expenditure
- 11. Index of Comparative Advertising Expenditure
- 12. Index of Comparative General Promotional Expenditure
- 13. Product Adoption Rates
- 14. Product Sales Conversion Rates
- 15. Average Annual Sales Growth Rate
- 16. Capacity Utilization as a measure of Standard Capacity
- 17. Standardized Products & Services Index
- 18. Relative Employee Compensation Index
- 19. Instable Market Share as an Index of Total Market Share
- 20. Relative Forward Integration Index
- 21. Plant and Equipment Investment greater than Depreciation Plant and Equipment Investment Equal to Depreciation Plant and Equipment Investment Less than Depreciation Plant and Equipment Investment - Unallocated
- 22. Plant and Equipment in Use within the range 0-3 years

- Plant and Equipment in Use within the range 3-6 years Plant and Equipment in Use within the range 6-9 years Plant and Equipment in Use over years 9 old / Unallocated
- 23. Supplier Concentration = 8 Largest
   Supplier Concentration = 20 Largest
   Supplier Concentration = 50 Largest
   Supplier Concentration = Unspecified / Unallocated
- 24. Immediate Wholesale & Retail Customers Immediate OEM and Manufacturing Customers Immediate Consumer and End User Customers Immediate Non-Specific Customers / Unallocated
- 25. Enterprises within the Range 1-19 Employees Enterprises within the Range 20-99 Employees Enterprises within the Range 100+ Employees Enterprises within Unspecified / Unallocated Employee Ranges
- 26. Buyer Age Profile in the range 0-19 Years
  Buyer Age Profile in the range 20-24 Years
  Buyer Age Profile in the range 25-34 Years
  Buyer Age Profile in the range 35-44 Years
  Buyer Age Profile in the range 45-54 Years
  Buyer Age Profile in the range 55-64 Years
  Buyer Age Profile in the range 65+ / Unallocated Years
- 27. Buyer Profile in the AB Social Group
  Buyer Profile in the C1 Social Group
  Buyer Profile in the C2 Social Group
  Buyer Profile in the DE / Unallocated Social Group
- 28. End User Age Profile in the range 0-19 Years End User Age Profile in the range 20-24 Years End User Age Profile in the range 25-34 Years End User Age Profile in the range 35-44 Years End User Age Profile in the range 45-54 Years End User Age Profile in the range 55-64 Years End User Age Profile in the range 65+ / Unallocated Years
- 29. End User Profile in the AB Social Group End User Profile in the C1 Social Group End User Profile in the C2 Social Group
- 01. End User Profile in the DE / Unallocated Social Group

18,651 Companies Third Party Administration of Insurance & Pension Revenues Corporate Intelligence

## **Corporate Data**

Third Party Administration of Insurance & Pension Revenues

This database contains data on 18,651 significant worldwide Companies (Suppliers and Distribution Channel members).

Once users have identified from the **PDF** *Express* document the Products or Services of interest, together with the Countries of interest (based on the Markets, Profitability, Industry data, and other criteria) a next step is to access data on the Company Targets, i.e. the individual Companies, Organisations and other Entities.

#### Users can get the data in several sections.

The **Procurement Data** provides information on the \$ Values and/or Quantities/Volumes of Materials, Products and Services purchased by individual Companies and Organisations. In addition to the Materials, Products & Services listed above, additional breakdowns and more detailed product and service data is available from the raw surveys.

The **Sales Data** provides information on the \$ Values and/or Quantities/Volumes of Products and Services sold by individual Companies and Organisations. In addition to the Products & Services listed above, additional breakdowns and more detailed product and service data is available from the raw surveys.

The **Trade Buyer & End User Data** provides information on the Trade Buyers and End Users of individual Companies and Organisations.

The **Survey Data** provides information on the Surveys of Products & Services, Operations, Buyer & Decision Maker Profiles, Trading Area, and Competitors.

The **Corporate Data** provides information on target companies or organisations and this will give readers a detailed understanding of the target.

#### **Cost + Delivery**

Costs depend on the data required. A quotation of cost and delivery will be provided on request from the After-Sales Service (see below).

#### **Procurement & Input Data**

#### Demand for Input Materials, Products & Services

The Procurement Data provides information on the \$ Values and/or Quantities/Volumes of Materials, Products and Services purchased by individual Companies and Organisations.

In addition to the Materials, Products & Services listed, additional breakdowns and more detailed product and service data is available from the raw surveys.

This will always include data, by year Historic: from 1997, and a Forecast by year to 2049. Data can be provided for up to 200 countries.

The client can specify Input Materials / Product / Services breakdowns as needed.

#### **Sales Data**

#### Sales of Products & Services

The Sales Data provides information on the \$ Values and/or Quantities/Volumes of Products and Services sold by individual Companies and Organisations.

In addition to the Products & Services listed above, additional breakdowns and more detailed product and service data is available from the raw surveys.

This will always include data, by year Historic: from 1997, and a Forecast by year to 2049. Data can be provided for up to 200 countries.

The client can specify Product / Services Market breakdowns as needed.

### Trade Buyers & End User Data

#### **Trade Buyers**

This data can investigate the Trade Buyers in the selected industries. The data is based on a series of existing Databases and raw survey data. The client can specify information as needed.

#### **End Users**

This data can investigate the End Users in the selected industries. The data is based on a series of existing Databases and raw survey data. The client can specify information as needed.

## Survey Data

#### Survey Data for the Products & Industries

Each survey (Suppliers, Distribution Channels, Decision Makers, Trade Buyers and End Users) contains 5 subsets for Products, Physical Operations, Buyer & End Users, Trading Area, & Competitors in the selected Industries.

Products	The client can specify information as needed.
Physical Operations	The client can specify information as needed.
Buyer & Decision Maker Profiles	The client can specify information as needed.
Trading Area	The client can specify information as needed.
Competitors	The client can specify information as needed.

These surveys cover the Industries, Products, Competitors, Operations and Product Flows in terms of the Suppliers, Distributors, Decision Makers, and End Users.

#### **Industry & Supplier Performance**

One can investigate the product Industry in the selected Industries. Industry Performance Survey results. The client can specify information as needed.

#### **Distribution Channels**

One can investigate the product Distribution Channels in the selected Industries. Distribution Survey results. The client can specify information as needed.

#### **Decision Makers**

One can investigate the product Buyers and Purchasing Decision Makers in the selected Industries. Purchasing Decision Makers Survey results. The client can specify information as needed.

#### **Trade Buyers & End Users**

One can investigate the End Users in the selected Industries. Trade Buyer & End User Survey results. The client can specify information as needed.

### **Corporate Data**

This database contains data on 18,651 significant Companies (Suppliers and Distribution Channel members) worldwide.

The Corporate Data provides information on target companies or organisations and this will give readers a detailed understanding of the target company.

This part is provided as a PDF file or a Word file, as specified by the client.

#### Sample Data Objectives for each Target Company

The data objectives have to be set by the client and were possible these will be achieved by the research. For example:-

- 1. Financials: historical sales, forecasted sales, gross profit margin.
  - a. By industry sector and application sector as defined by the client.

For example, for the sales made by a Target Company those products sold to specific categories of customers, how much of their revenue is generated from providing various products, or application to specific categories of customers, et cetera.

- 2. A list of products produced by the Target Company or sourced from other suppliers.
- 3. Type of distribution channel, e.g. direct sales to End Users, OEM sales, via specifiers, via importers or distributor, partnering with third party providers, et cetera.
- 4. Partners by type (e.g. specifiers, product distributor, customer service partner) per country
- 5. Pricing by product sector defined by the client.
- 6. Discount structures
- 7. Capacity by product/market defined
- 8. Availability of products (% of product in stock versus product to be ordered)
- 9. Sales by the type of Support for all categories specified by the client.
- 10. The average Modernization and Upgrades period by Product Sector defined by the client.
- 11. Customer Perceptions
- 12. The size (in terms of number) of management team per country, number of field sales persons per country, number of customer service staff per country.
- 13. Countries covered by the competitors, production sites (city), customer service sites (city), headcount, documentation.
- 14. Technology and innovation: innovative technology or application developments.
- 15. Et cetera... The client can specify any particular data which needs to be covered.

#### **List of Target Companies**

The Client may either select the target themselves, or can specify the Top 10 or Top 15 in the World / Europe / individual Country / et cetera. The client can specify here which Target Companies are to be covered.

#### Base data objectives for the Target Company

Key Personnel:

- 1. Chairman
- 2. Chief Executive
- 3. Directors:
- 4. Executives:

Corporate Summary:

- 5. Company Description
- 6. Company History
- Company Fisioly
   Legal Entity & Ownership
   Company Facilities
   Company Key Assets

- 10. Mainline product / service
- 11. Product / services provided
- 12. Parent Company
- 13. Bankers
- 14. Year established
- 15. Current employees
- 16. Issued capital
- 17. Shareholders
- 18. Last published turnover
- 19. Subsidiaries
- 20. Associated companies
- 21. Companies represented
- 22. Agencies
- 23. Physical processing locations
- 24. Capital investment
- 25. Advertising expenditure
- 26. Advertising media
- 27. Advertising posture
- 28. Sales promotion activity
- 29. Method of selling
- 30. Distribution
- 31. Distribution network
- 32. Use of distribution channels

#### Future Strategy Planning & Implementation:

- 57. Philosophy
- 58. Product Development
- 59. Internet Strategy
- 60. Marketing Strategy
- 61. Sales Strategy
- 62. Strategic Alliances
- 63. Operations

#### **Exit Strategies:**

#### Management:

- 72. Organisational Structure
- 73. Leadership
- 74. Staff Members

Corporate Observations:

- 33. Premises
- 34. Product Brands
- 35. Product Sales Channels
- 36. Products Carried & Services Offered
- 37. Consumer Features & Benefits
- 38. Current Industry Analysis
- 39. Competition
- 40. Competitive Advantage
- 41. Target Industries
- 42. Target Customers
- 43. Current Strategy & Implementation
- 44. Current Management
- 45. Current Financial Plan
- 46. Investment Fund Sources & Use of Funds
- 47. Future Target Customers
- 48. Future Process Trends
- 49. Future Industry Analysis
- 50. Projected Industry Size
- 51. Planned Products & Services
- 52. Development Plans

#### SWOT Analysis:

- 53. Strengths
- 54. Weaknesses
- 55. Opportunities
- 56. Threats

#### Goals:

- 64. Renovations, stocking, staff & marketing.
- 65. Industry Penetration
- 66. Penetrate & raise awareness in markets.
- 67. Achieving a higher profit margin.
- 68. Building the customer base.
- 69. Generate repeat and referral sales.
- 70. Expansion potential.
- 71. Reputation as a quality Supplier.

#### Financial Plans:

- 75. Finance Requirements
- 76. Use of Funds
- 77. Cash Flow
- 78. Balance Sheet Topics
- 79. Financial Assumptions

Specific Additional corporate data required on Target Companies

The client can specify any particular corporate data which is needed:

80. -81. -82. - .../

These above items are a qualitative analysis of the Target Company. This data is derived from the Surveys of Industry sources, Distribution Channels and Buyers of the products supplied by the target company. This data is not quantified, but is presented as the qualified and subjective opinions of those responding to the surveys.

#### **Financial Data for the Target Company**

The financial data is provided in sections:-

- 1. the most salient Management figures and margins, and
- 2. a full Balance Sheet and Management Accounts simulation.

#### **Management Accounts**

Management figures for the Target Company: Management figures for the Target Company:

- 1. Product Revenue
- 2. Product Profitability as a % Revenue
- 3. Total Process Space
- 4. Average Site Process Space
- 5. Average Site Revenues
- Average Site Establishment Cost
   Fixed Assets: Premises
- 8. Fixed Assets: Equipment
- 9. Fixed Assets: Miscellaneous Items
- 10. Fixed Assets
- 11. Capital Expenditure on Premises
- 12. Capital Expenditure on Plant
- 13. Capital Expenditure on Equipment
- 14. Cap. Expend. on Data Processing
- 15. Capital Expenditure on Misc. Items
- 16. Total Capital Expenditure
- 17. Retirements: Premises
- 18. Retirements: Plant & Equipment
- 19. Retirements: Miscellaneous Items
- 20. Total Retirements

- 21. Total Fixed Assets
- 22. Finished Product Stocks
- 23. Work in Progress as Stocks
- 24. Materials as Stocks
- 25. Total Stocks / Inventory
- 26. Debtors
- 27. Miscellaneous Current Assets
- 28. Total Current Assets
- 29. Total Assets
- 30. Creditors
- 31. Short Term Loans
- 32. Miscellaneous Current Liabilities
- 33. Total Current Liabilities
- 34. Net Assets / Capital Employed
- 35. Long Term Loans
- 36. Miscellaneous Long Term Liabilities
- 37. Shareholders' Funds
- 38. Process Workers
- 39. Total Employees

Specific Additional Financial data required on Target Companies The client can specify any particular Financial data which is needed.

#### **Balance Sheet and Management Ratios**

Balance Sheet and Management Accounts for the Target Company: 📓 as an Excel file:

- 1. Return on Capital
- 2. Return on Assets
- 3. Return on Shareholders' Funds
- 4. Pre-tax Profit Margins
- 5. Operating Profit Margin
- 6. Trading Profit Margin
- 7. Return on Investment
- 8. Assets Utilisation (Sales to Total Assets)
- 9. Sales as a ratio of Fixed Assets
- 10. Stock Turnover (Sales as a ratio of Stocks)
- 11. Credit Period
- 12. Creditors' Ratio
- 13. Default Debtors / Ratio of Total Debtors
- 14. Un-Recoverable Debts Ratio of Total Debts
- 15. Working Capital / Sales
- 16. Materials & Energy Costs as a % Revenue
- 17. Added Value
- 18. Investment as a Ratio of Added Value
- 19. Value of Plant & Equipment % Revenue
- 20. Vertical Integration (Value Added % Revenue)
- 21. Research & Development Investment
- 22. Capital Expenditure Investment % Revenue
- 23. Marketing Costs as a % Revenue
- 24. Current Ratio (Current Assets/Liabilities)
- 25. Quick Ratio
- 26. Borrowing Ratio Total Debt ratio of Net Worth)
- 27. Equity Ratio (Shareholders Funds : Liabilities)
- 28. Income Gearing
- 29. Total Debt as a ratio of Working Capital
- 30. Debt Gearing Ratio
- 31. Average Remuneration (all employees)
- 32. Profit per Employee
- 33. Sales per Employee
- 34. Remunerations / Sales
- 35. Fixed Assets per Employee
- 36. Capital Employed per Employee
- 37. Total Assets per Employee
- 38. Value of Average Investment per Employee
- 39. Value Added per Employee
- 40. Materials Costs as a % Revenue
- 41. Wage Costs as a % Revenue
- 42. Payroll and Wages as a Ratio to Materials
- 43. Variable Costs as a % Revenue
- 44. Fixed Costs as a % Revenue
- 45. Fixed Costs as a Ratio of Variable Costs
- 46. Distribution Costs as a % Revenue
- 47. Warehousing Costs as a % Revenue
- 48. Physical Costs as a % Revenue
- 49. Fixed as a Ratio of Variable Distribution Costs
- 50. Fixed Ratio of Variable Warehousing Costs
- 51. Fixed as a Ratio of Variable Physical Costs
- 52. Fixed Ratio of Variable Total Distribution Costs
- 53. Product Returns Costs % Revenue
- 54. Product Installation Costs as a % Revenue
- 55. Product Breakdown Costs as a % Revenue
- 56. Product Systems Costs as a % Revenue
- 57. Product Service & Associated Costs
- 58. Customer & Associated Costs % Revenue
- 59. Work in Progress: Finished Products
- 60. Stock

- 61. Un-recoverable Debts Ratio of Total Debt
- 62. Un-recoverable Debts Ratio Within Terms
- 63. Total Sales Costs as a % Revenue
- 64. Total Distribution Costs as a % Revenue
- 65. Total Advertising Costs as a % Revenue
- 66. Total After-Sales Costs as a % Revenue
- 67. Total Customer Compensation Costs
- 68. Total Variable Marketing Costs % Revenue69. Total Fixed Marketing Costs % Revenue
- 70. Total Fixed Marketing Costs % Revenue
- 71. Variable Sales Personnel Costs: Marketing
- 72. Variable Distribution Ratio Marketing Costs
- 73. Variable Advertising Costs : Marketing Co
- 74. Variable After-Sales Costs : Marketing Costs
- 75. Sales Personnel Variable Costs : Sales
- 76. Sales Personnel Variable Costs : Debtors
- 77. Sales Personnel Variable Costs
- 78. Exports as a % Revenue
- 79. \$ Hourly Pay Rate
- 80. \$ Hourly Wage Rate
- 81. Capital Employed
- 82. Return on Capital
- 83. Return on Assets
- 84. Return on Shareholders' Funds
- 85. Pre-tax Profit Margins
- 86. Operating Profit Margin
- 87. Trading Profit Margin
- 88. Return on Investment
- 89. Assets Utilisation (Sales : Total Assets)
- 90. Sales / Fixed Assets Ratio Work in Progress
- 91. Stock Turnover (Sales as a ratio of Stocks)
- 92. Credit Period
- 93. Creditors' Ratio
- 94. Default Debtors Ratio of Total Debtors

Vertical Integration Ratio

- 95. Un-Recoverable Debts Ratio of Total Debts
- 96. Working Capital / Sales

Current Ratio

Borrowing Ratio

Income Gearing

**Debt Gearing Ratio** 

Profit per Employee

Sales per Employee

Remunerations / Sales

Fixed Assets per Employee

Total Assets per Employee

Value Added per Employee

Capital Employed per Employee

**Quick Ratio** 

Equity Ratio

97. Materials & Energy Costs as a % Revenue

Research & Development Investment

Total Debt as a ratio of Working Capital

Average Remuneration (all employees)

Value of Average Investment / Employee

31

Marketing Costs as a % Revenue

Value of Plant & Equipment as a % Revenue

Capital Expenditure Investment % Revenue

98. Added Value99. Investment as a Ratio of Added Value

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## Supplementary Data

The client can specify information as needed.

This section can be used to specify non-Industry or non-Corporate data and research, for example:-

- Product Data
- Distribution Data
- Processes
- Technologies
- Macro-Economic Issues
- Political Issues
- National Legislation and Regulations
- Product Certification and Conformity Issues
- Demographic Data
- Physical & Geographical data (for example, Highways, Elevations, et al)
- Business Resources
- Et cetera...





## **Database** Editions

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To claim your Coupon please contact your usual Dealer, and you will be supplied with the Database Edition of your choice.

World Database: Cost \$ 2850, less the Coupon value of \$500.

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Country & City Database: Cost \$ 2850, less the Coupon value of \$500.

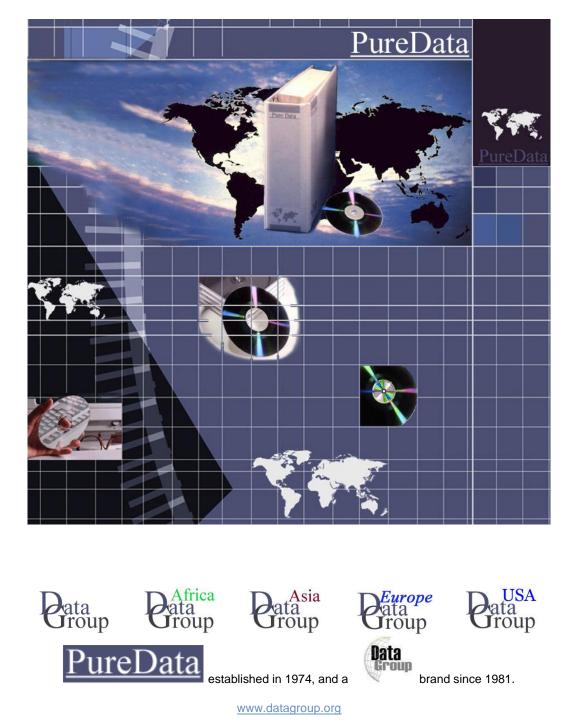
Country Database: Cost \$ 1250, less the Coupon value of \$300.

#### Delivery

Online delivery of a Zipped file in 24 hours; plus an optional back-up DVD shipped in 1 working day.

# PureData Database

## Third Party Administration of Insurance & Pension Revenues





Database Ref: 524292 L This database is updated monthly.

## **Third Party Administration of Insurance & Pension Revenues World Report Database**



Market Research Reports

#### THIRD PARTY ADMINISTRATION OF INSURANCE + PENSION REVENUES WORLD REPORT

The Third party administration of insurance & pension Lines Report has the following information. The base report has 59 chapters, plus the Excel spreadsheets & Access databases specified.

This research provides World Data on Third party administration of insurance and pension funds Product Lines. The report is available in several Editions and Parts and the contents and cost of each part is shown below. The Client can choose the Edition required; and subsequently any Parts that are required from the After-Sales Service.

#### **Report Description**

Third Party Administration of Insurance & Pension Revenues

The Third Party Administration of Insurance & Pension Revenues World Report + Database provides data on the net market for the Products and Services covered in each of 205 countries. The Products and Services covered (Third party administration of insurance & pension Lines) are classified by the 5-Digit United States Commerce Department Major Product Codes and each Product and Services is then further defined and analysed by each 6 to 10-Digit United States Commerce Department Product Codes.

23 Products/Markets are covered, 2149 pages, 9713 spreadsheets, 9623 database tables, 564 illustrations.

Updated monthly. 12 month After-Sales Service.

#### **Overview**

## THIRD PARTY ADMINISTRATION OF INSURANCE + PENSION REVENUES WORLD REPORT + DATABASE

The Third Party Administration of Insurance & Pension Revenues World Report + Database gives Market Consumption for Products + Services for over 200 countries by 6 to 10-Digit NAICS Product Codes by 3 Time series: From 2007, Forecast to 2028 & 2045.

Countries covered: Albania, Algeria, Angola, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Bolivia, Bosnia and Herzegovina, Botswana, Brazil, Bulgaria, Cambodia, Cameroon, Canada, Chile, China, Colombia, Costa Rica, Cote d'Ivoire, Croatia, Cuba, Cyprus, Czech Republic, Denmark, Dominica, Dominican Republic, Ecuador, Egypt, Eire, El Salvador, Eritrea, Estonia, Ethiopia, Finland, France, French Guiana, Gabon, Gambia, Georgia, Germany, Ghana, Greece, Guadeloupe, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Hungary, Iceland, India, Indonesia, Iran, Iraq, Israel, Italy, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Laos, Latvia, Lebanon, Lesotho, Liberia, Libya, Lithuania, Luxembourg, Macedonia, Madagascar, Malawi, Malaysia, Malta, Martinique, Mexico, Moldova, Montenegro, Morocco, Mozambigue, Namibia, Netherlands, Netherlands Antilles, New Zealand, Nicaragua, Nigeria, Norway, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Reunion, Romania, Russia, Saudi Arabia, Senegal, Sierra Leone, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Sudan (2 states), Suriname, Swaziland, Sweden, Switzerland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan, Uganda, Ukraine, United Arab Emirates, United Kingdom, United States, Uruguay, Uzbekistan, Venezuela, Vietnam, Zambia, Zimbabwe.

#### **59 MARKET RESEARCH CHAPTERS**

SPREADSHEET CHAPTERS: Market Consumption - in US\$ by Country by Product/Service by Year. Market, Financial, Competitive, Market Segmentation, Industry, Critical Parameters, Marketing Costs, Markets, Decision Makers, Performance, Product Launch.

WORLD & COUNTRY DATA MARKET DATABASES & SPREADSHEETS FINANCIAL DATABASES & SPREADSHEETS INDUSTRY DATABASES & SPREADSHEETS

Data includes Market Consumption by individual Product / Service, Per-Capita Consumption, Marketing Costs & Margins, Product Launch Data, Buyers, End Users & Customer Profile, Consumer Demographics. Historic Balance Sheets, Forecast Financial Data, Industry Profile, National Data.

The report and database is supplied as a Zip file containing the reports and databases.

23 Products/Markets covered.

The World Report + Database will contain about 21,000 files, including:

- 1. World Summary Report (PDF) of about 890 pages
- 2. World Summary Report (Word Format) of about 890 pages
- 3. Executive Summary (.htm) about 900 pages
- 4. Executive Briefing (.htm) about 90 pages

5. Data Pages about 2149 pages

- 6. Chapters and General (.htm) Pages: about 9,000 pages
- 7. Reference documents (PDF): 140
- 8. Templates which can be used to produce internal reports or documents (Word): 160
- 9. Excel spreadsheet: about 9713
- 10. 4 Access databases: about 9623 tables
- 11. Excel templates, Software tools & utilities, and reference documents: 200 documents
- 12. Maps & Diagrams: 564

Note:

All HTM (.htm) files can be opened in Word and are designed to be paginated and indexed; and can then be output as a Word document, a PDF document, a PowerPoint file, printed hardcopy, et cetera.

All Excel spreadsheets can be opened and processed with Excel; and can be used to produce other Microsoft office document formats, PDF files, printed hardcopy, et cetera.

All Access database tables can be used and processed programmatically. The database are not locked or protected in any way.

Merge text, tables & databases for your own reports, spreadsheet calculations & modelling.

The Excel spreadsheets and Access tables are designed to be an analogue of the U.S. Government databases, specifically the U.S. Census of Manufactures and the U.S. Business Census. As such these reports are presented as Excel spreadsheets and Access tables which are compatible in structure and field names to U.S. Government databases.

There are a large number of Excel spreadsheets and Access tables in each report which are compatible with governmental and NGO databases as well as proprietary database handling software.

The Report + Database are dynamically generated, date stamped and output for each client order; and the client name is shown on the reports & databases.

Clients usually receive their orders via a download link in about 2-3 hours after the publishers receive the order.

Updated monthly. 12 month After-Sales Service.

A 65 page Methodology Manual is available on request.

Toolkits are available on request: 5 DVDs containing over 20GB of Reference documents, Database Utilities, Enterprise Planning, Integrated Development Environment tools, Statistical tools, Software packages, Server add-ons, et al.

This database covers NAICS/SIC code: 524292\_L.

## Contents

# THIRD PARTY ADMINISTRATION OF INSURANCE + PENSION REVENUES WORLD REPORT + DATABASE

The Market for Third Party Administration of Insurance & Pension Revenues in each country by Products & Services.

This database covers NAICS/SIC code: 524292\_L. Products/Services classified by 5-Digit US Commerce Department Code and then defined by each 6 to 10-Digit Product Codes.

The Third Party Administration of Insurance & Pension Revenues World Report + Database covers:

TIME SERIES : Historic from 2007, Forecast to 2028 & 2045. Data given at industry / distribution channel / service or product line level.

## **PRODUCTS & MARKETS COVERED**

## THIRD PARTY ADMINISTRATION OF INSURANCE + PENSION REVENUES

- 1. Third party administration of insurance & pension Lines
- 2. Income from fiduciary activities, incl trust, custody, & escrow
- 3. Asset/investment portfolio management fees
- 4. Securities commissions
- 5. Insurance commissions
- 6. Life & accident insurance commissions
- 7. Health & medical insurance commissions
- 8. Property & casualty insurance commissions: personal lines
- 9. Property & casualty insurance commissions: commercial lines
- 10. Annuity insurance commissions
- 11. Other insurance commissions
- 12. Third party administration & management fees
- 13. Pension funds/plans: third party admin & management fees
- 14. Health and/or welfare funds/plans: third party administration and management fees
- 15. Workers comp self-insurance: third party admin & management fee
- 16. Other self-insurance: third party admin & management fees
- 17. Insurance claims adjusting/appraisal fees
- 18. Other insurance consulting fees
- 19. Fees from investment consulting and advice
- 20. Revenue from all other insurance-related activities
- 21. Gross rents from real properties
- 22. Other revenue

## **59 MARKET RESEARCH CHAPTER**

- 1 Administration
- 2 Advertising
- 3 Buyers Commercial Operations

4 Buyers - Competitors 5 Buyers - Major City 6 Buyers - Products 7 Buvers - Trade Cell 8 Competitive Industry Analysis 9 Competitor Analysis **10 Country Focus** 11 Distribution **12 Business Decision Scenarios** 13 Capital Costs Scenarios 14 Cashflow Option Scenarios **15 Cost Structure Scenarios** 16 Historic Industry Balance Sheet 17 Historic Marketing Costs & Margins 18 Investment + Cost Reduction Scenarios **19 Market Climate Scenarios** 20 Marketing Costs 21 Marketing Expenditure Scenarios 22 Marketing Margins 23 Strategic Options Scenarios 24 Survival Scenarios **25 Tactical Options Scenarios** 26 Geographic Data 27 Industry Norms 28 Major City Market Analysis **29 Capital Access Scenarios** 30 Market Cashflow Scenarios **31 Economic Climate Scenarios** 32 Market Investment + Costs Scenarios 33 Marketing Expenditure Scenarios 34 Market Risk Scenarios 35 Market Strategic Options 36 Market Survival Options **37 Market Tactical Options** 38 Marketing Expenditure -v- Market Share 39 Marketing Strategy Development 40 Markets 41 Operational Analysis 42 Overseas Development 43 Personnel Management 44 Physical Distribution + Customer Handling 45 Pricing 46 Process + Order Handling 47 Product Analysis **48 Product Development 49 Product Marketing Factors** 50 Product Mix 51 Product Summary

- 52 Profit Risk Scenarios
- 53 Promotional Mix
- 54 Salesforce Decisions
- 55 Sales Promotion
- 56 Surveys

57 Targets - Product + Market 58 Technology 59 Trade Cell Analysis.

## **SPREADSHEET CHAPTERS**

PRODUCT CONSUMPTION - in US\$ by Country by Product/Service by Year: From 2007, Forecast to 2028 & 2045. Market, Financial, Competitive, Market Segmentation, Industry, Critical Parameters, Marketing Costs, Markets, Decision Makers, Performance, Product Launch.

WORLD & NATIONAL REPORT MARKET DATABASE & SPREADSHEETS: 1332 World Database tables & Spreadsheets covering business scenarios. 1435 World Database tables & Spreadsheets covering Markets, Market Forecast, Financial Forecast, Financial Margins, Historic Financial, Historic Costs, Industry Norms for each country. 3816 National Database tables & Spreadsheets covering business scenarios.

FINANCIAL SPREADSHEETS & DATABASES: 188 Balance Sheet, Financial Margins & Ratios for each of 103 Business Scenarios - by Country by Year - From 2007, Forecast to 2028 & 2045.

INDUSTRY SPREADSHEETS & DATABASES: 820 Database tables & Spreadsheets covering Historic Industry Balance Sheet Data, Forecast Industry Financial Data, Industry Profiles & Norms - by Country by Year - From 2007, Forecast to 2028 & 2045.

NATIONAL DATA - by Country by Year.

The report and database is supplied as a Zip file containing the reports and databases. Readers can access & reproduce the information for their own documents or reports. Tables & databases as Access & Excel formats enable readers to produce their own spreadsheet calculations and modelling.

23 Products covered for over 200 Countries: 2149 pages, 9713 spreadsheets, 9623 database tables, 564 diagrams & maps.

This database is updated monthly. 12 months Full After-Sales Services & Updates available from the publishers.

This report is also available as 9 Regional Reports: Canada and the USA, Central America (31 countries), South America (13 countries), Europe (45 countries), Eurasia (4 countries), Middle East (19 Countries), Africa (54 countries), Asia (48 countries), and Oceania (20 countries). This report is also available for individual countries.

# DATABASE EDITIONS

## **Third Party Administration of Insurance & Pension Revenues**

The report on Third Party Administration of Insurance & Pension Revenues is available is several editions, and also there are various additional elements available from the After-Sales Service.

## **World Report**

The World Report gives market data for Third Party Administration of Insurance & Pension Revenues on each of the Product and Market Sectors for about 200 countries. There are data caveats on country data because in certain countries the data may not be available.

Cost: \$ 2850

## **Regional Report**

There are 9 Regional reports available which give market data for Third Party Administration of Insurance & Pension Revenues on each of the Product and Market Sectors for countries in a particular Region. There are data caveats for some country data because in certain countries the data may not be available.

- 1. Canada & USA
- 2. Central America (31 Countries)
- 3. South America (13 Countries)
- 4. Europe (44 Countries)
- 5. Eurasia (4 Countries)
- 6. Middle East (19 Countries)
- 7. Africa (54 Countries)
- 8. Asia (24 Countries)
- 9. Oceania (17 Countries)

See the countries in each Regional Report : Appendix 1

Cost: \$ 1850

## **Country Report**

There are Third Party Administration of Insurance & Pension Revenues Country Reports available for most countries. Country Reports provide detailed information on the target country.

Cost: \$ 1250

## **Town & Country Report**

The Third Party Administration of Insurance & Pension Revenues Town + Country Reports provides users with commercial intelligence on markets and industry in a particular country, plus market, financial and industry data on each of the significant Cities and Towns in the country. For the larger countries, like China, India, the USA, Brazil, et al, the data is generally limited to the top 500 Cities and Towns within the country.

Cost: \$ 2850

# THIRD PARTY ADMINISTRATION OF INSURANCE + PENSION REVENUES

## Markets & Products

The report will give market data for each of the below Third Party Administration of Insurance & Pension Revenues Product and Market Sectors, by year Historic: from 2007, and a Forecast by year to 2028. Data will be given for about 200 countries.

To see what such Country spreadsheets looks like see:

<u>http://www.datagroup.org/M0M.xls</u> <u>http://www.datagroup.org/XLS\_File\_Samples/Germany\_Market.xls</u> <u>http://www.datagroup.org/XLS\_File\_Samples/Germany\_Market\_Values.xls</u> (US\$, Euros, Yen & Yuan)

In addition aggregate Market data is given as:

World / Global Totals (in US\$, Euros, Yen and Yuan) http://www.datagroup.org/XLS\_File\_Samples/WORLD\_Market\_Values\_Dollar\_Euro.xls http://www.datagroup.org/XLS\_File\_Samples/WORLD\_Market\_Values\_Yen\_Yuan.xls

9 Regional (Canada & USA, Central America, South America, Europe, Eurasia, Middle East, Africa, Asia, Oceania) Totals (in US\$, Euros, Yen and Yuan):

http://www.datagroup.org/XLS\_File\_Samples/Europe\_Market\_Values\_Dollar\_Euro.xls http://www.datagroup.org/XLS\_File\_Samples/Europe\_Market\_Values\_Yen\_Yuan.xls

Year / Country Totals (2007 to 2028).

http://www.datagroup.org/XLS File Samples/Year 2010 Country Values Dollars.xls

The Third Party Administration of Insurance & Pension Revenues World Report + Database provides data on the net market for the Products and Services covered in each of 205 countries. The Products and Services covered (Third party administration of insurance & pension Lines) are classified by the Major Products and each Product / Service is then further defined and analysed by subsidiary Product. 23 Products/Markets are covered, 2111 pages, 9674 spreadsheets, 9653 database tables, 542 illustrations. Updated monthly. 12 month After-Sales Service.

NAICS / SIC Product definition: 524292\_L : Third party administration of insurance and pension funds Product Lines

## **Products & Markets covered**

## THIRD PARTY ADMINISTRATION OF INSURANCE + PENSION REVENUES

- 1. Third party administration of insurance & pension Lines
- 2. Income from fiduciary activities, incl trust, custody, & escrow
- 3. Asset/investment portfolio management fees
- 4. Securities commissions
- 5. Insurance commissions
- 6. Life & accident insurance commissions
- 7. Health & medical insurance commissions
- 8. Property & casualty insurance commissions: personal lines
- 9. Property & casualty insurance commissions: commercial lines
- 10. Annuity insurance commissions
- 11. Other insurance commissions
- 12. Third party administration & management fees
- 13. Pension funds/plans: third party admin & management fees
- 14. Health and/or welfare funds/plans: third party administration and management fees
- 15. Workers comp self-insurance: third party admin & management fee
- 16. Other self-insurance: third party admin & management fees
- 17. Insurance claims adjusting/appraisal fees
- 18. Other insurance consulting fees
- 19. Fees from investment consulting and advice
- 20. Revenue from all other insurance-related activities
- 21. Gross rents from real properties
- 22. Other revenue

# **Geographic Coverage**

Albania Algeria Angola Argentina Armenia Aruba Australia Austria Azerbaijan Bahamas **Bahrain** Bangladesh Barbados **Belarus Belgium Belize Bhutan Bolivia** Bosnia + Herzegovina **Botswana** Brazil **Brunei Bulgaria Burma** Cambodia Cameroon Canada Chile China Colombia **Republic of Congo** D R Congo - Zaire Costa Rica Cote d'Ivoire Croatia Cuba Cyprus **Czech Republic** Denmark Dominica **Dominican Republic** Ecuador Egypt **El Salvador Estonia** Ethiopia Finland France French Guiana Gabon Gambia Georgia

Germany Ghana Greece Guadeloupe Guatemala Guinea Guinea-Bissau Guyana Haiti Honduras Hong Kong Hungary Iceland India Indonesia Iran Iraq Ireland Israel Italy Jamaica Japan Jordan Kazakhstan Kenya Korea South Kuwait **Kyrgyzstan** Laos Latvia Lebanon Lesotho Liberia Libya Lithuania Luxembourg Macedonia Madagascar Malawi Malaysia Martinique Mauritius Micronesia Mexico Moldova Mongolia Morocco Mozambique Namibia Netherlands **Netherlands Antilles** New Zealand

Nicaragua Nigeria Norway Oman Pakistan Panama Papua Paraguay Peru **Philippines** Poland Portugal Puerto Rico Qatar Reunion Romania Russia Saudi Arabia Senegal Serbia + Montenegro Sierra Leone Singapore Slovakia Slovenia South Africa Spain Sri Lanka Sudan Suriname Swaziland Sweden Switzerland Syria Taiwan Tajikistan Tanzania Thailand Trinidad Tunisia Turkey Turkmenistan Uganda Ukraine **United Arab Emirates United Kingdom United States** Uruquay Uzbekistan Venezuela Vietnam Zambia Zimbabwe

See Data Caveat below.

# **Financial data**

The databases will give Financial data for each of the below Third Party Administration of Insurance & Pension Revenues Financial Data and Margins, by country, by year Historic from 2007, and a Forecast by year to 2028. Data will be given for EACH of the countries covered.

## **Balance Sheet Data**

To see what such a spreadsheet looks like: <u>http://www.datagroup.org/FOM.xls</u>

Total Sales, Domestic Sales, Exports, Pre-tax Profit, Interest Paid, Non-trading Income, Operating Profit, Depreciation: Structures Plant and Equipment, Depreciation: Miscellaneous Items, Total Depreciation, Trading Profit, Intangible Assets, Intermediate Depreciation: Assets, Fixed Assets: Structures, Fixed Assets: Plant and Equipment, Fixed Assets: Miscellaneous Items, Fixed Assets, Capital Expenditure on Structures, Capital Expenditure on Plant and Equipment, Capital Expenditure on Vehicles, Capital Expenditure on Data Processing Equipment, Capital Expenditure on Miscellaneous Items, Total Capital Expenditure, Retirements: Structures, Retirements: Plant and Equipment, Retirements: Miscellaneous Items, Total Retirements, Total Fixed Assets, Finished Product Stocks, Work in Progress as Stocks, Materials as Stocks, Total Stocks / Inventory, Debtors, Total Maintenance Costs, Services Purchased, Miscellaneous Current Assets, Total Current Assets, Total Assets, Creditors, Short Term Loans, Miscellaneous Current Liabilities, Total Current Liabilities, Net Assets / Capital Employed, Shareholders Funds, Long Term Loans, Miscellaneous Long Term Liabilities, Workers, Hours Worked, Work in 1st Quarter, Work in 2nd Quarter, Work in 3rd Quarter, Work in 4th Quarter, Total Employees, Raw Materials Cost, Finished Materials Cost, Fuel Cost, Electricity Cost, Total Input Supplies / Materials and Energy Costs, Payroll Costs, Wages, Directors' Remunerations, Employee Benefits, Employee Commissions, Total Employees Remunerations, Sub Contractors, Rental & Leasing: Structures, Rental & Leasing: Plant and Equipment, Total Rental & Leasing Costs, Maintenance: Structures, Maintenance: Plant and Equipment, Communications Costs, Miscellaneous Expenses, Sales Personnel Variable & Commission Costs, Sales Expenses and Costs, Sales Materials Costs, Total Sales Costs, Distribution Fixed Costs, Distribution Variable Costs, Warehousing Fixed Costs, Warehousing Variable Costs, Physical Handling Fixed Costs, Physical Handling Variable Costs, Physical Process Fixed Costs, Physical Process Variable Costs, Total Distribution and Handling Costs, Mailing & Correspondence Costs, Media Advertising Costs, Advertising Materials & Print Costs, POS & Display Costs, Exhibition & Events Costs, Total Advertising Costs, Product Returns & Rejection Costs, Product Installation & Re-Installation Costs, Product Breakdown & Post Installation Costs, Product Systems & Configuration Costs, Product Service & Maintenance Costs, Customer Problem Solving & Customer Complaint Costs, Total After-Sales Costs, Total Marketing Costs, New Technology Expenditure, New Production Technology Expenditure, Total Research and Development Expenditure, Total Operational & Process Costs, Debtors within Agreed Terms, Debtors Outside Agreed Terms, Un-recoverable Debts.

## **Financial Margins & Ratios Data**

To see what such a spreadsheet looks like: http://www.datagroup.org/GOM.xls

Return on Capital, Return on Assets, Return on Shareholders' Funds, Pre-tax Profit Margins, Operating Profit Margin, Trading Profit Margin, Return on Investment, Assets Utilisation (given as a ratio of Sales to Total Assets), Sales as a ratio of Fixed Assets, Stock Turnover (Sales as a ratio of Stocks), Credit Period, Creditors' Ratio (given as Creditors divided by Sales times 365 days), Default Debtors given as a Ratio of Total Debtors, Un-Recoverable Debts given as a Ratio of Total Debts, Working Capital / Sales, Materials & Energy Costs as a % of Sales, Added Value, Investment as a Ratio of Added Value, Value of Plant & Equipment as a % of Sales, Vertical Integration (Value Added as a % of Sales), Research & Development Investment as a % of Sales, Capital Expenditure Investment as a % of Sales, Marketing Costs as a % of Sales, Current Ratio (Current Assets as a ratio of Current Liabilities), Quick Ratio, Borrowing Ratio (or Total Debt as a ratio of Net Worth), Equity Ratio (Shareholders Funds as a ratio of Total Liabilities), Income Gearing, Total Debt as a ratio of Working Capital, Debt Gearing Ratio (Long Term Loans as a ratio of Net Worth), Average Remuneration (all employees - full and part), Profit per Employee, Sales per Employee, Remunerations / Sales, Fixed Assets per Employee, Capital Employed per Employee, Total Assets per Employee, Value of Average Investment per Employee, Value Added per Employee, Materials Costs as a % of Sales, Wage Costs as a % of Sales, Payroll and Wages as a Ratio to Materials, Variable Costs as a % of Sales, Fixed Costs as a % of Sales, Fixed Costs as a Ratio of Variable Costs, Distribution Costs as a % of Sales, Warehousing Costs as a % of Sales, Physical Costs as a % of Sales, Fixed as a Ratio of Variable Distribution Costs, Fixed as a Ratio of Variable Warehousing Costs, Fixed as a Ratio of Variable Physical Costs, Fixed as a Ratio of Variable Total Distribution & Handling Costs, Product Returns & Rejections Costs as a % of Sales, Product Installation & Associated Costs as a % of Sales, Product Breakdown & Associated Costs as a % of Sales, Product Systems & Associated Costs as a % of Sales, Product Service & Associated Costs as a % of Sales, Customer Complaint & Associated Costs as a % of Sales, Stock Work in Progress & Materials as a Ratio of Finished Products, Stock Materials as a Ratio of Work in Progress, Un-recoverable Debts as a Ratio of Total Debt, Un-recoverable Debts as a Ratio of Debts Within Agreed Terms, Total Sales Costs as a % of Sales, Total Distribution & Handling Costs as a % of Sales, Total Advertising Costs as a % of Sales, Total After-Sales Costs as a % of Sales, Total Customer Compensation Costs as a % of Sales, Total Variable Marketing Costs as a % of Sales, Total Fixed Marketing Costs as a % of Sales, Total Fixed Marketing Costs as a Ratio of Total Variable Marketing Co, Variable Sales Personnel Costs as a Ratio of Marketing Costs, Variable Distribution & Handling Costs as a Ratio of Marketing Costs, Variable Advertising Costs as a Ratio of Marketing Costs, Variable After-Sales Costs as a Ratio of Marketing Costs, Sales Personnel Variable Costs as a Ratio of Sales, Sales Personnel Variable Costs as a Ratio of Debtors, Sales Personnel Variable Costs as a Ratio of Un-Recoverable Debtors, Exports as a % of Sales, \$ Hourly Pay Rate, \$ Hourly Wage Rate, Capital Employed.

# **General Contents**

## Third Party Administration of Insurance & Pension Revenues World Report

This report provides users with commercial intelligence on markets and industries in over 200 countries. The report analyses the world markets with a basic point of reference, namely a base country. The Client can select the base reference country when ordering the database.

These reports are formatted to give both a narrative description of the various matters covered as well as provide readers with the ability to directly use the Chapters (via Microsoft Word or compatible word processors) to produce their own reports and documentation. Experienced users will be able to use the spreadsheet and databases to generate highly detailed narrative reports, charts and graphics - as well as sophisticated business and commercial forecasts and models. The databases are provided in both Excel spreadsheets and an Access database. Explanatory notes are provided as Word documents or in PDF formats.

As an entry level product the narrative is necessarily illustrative in its terminology and seeks to provide a basic degree of business logic and theory which indicates the rational applied in the forecasting and modelling methodology.

The databases are specifically designed to provide users with a uniform and consistent numeric measure of both (normally) quantifiable values as well as conceptual factors which are (usually) only capable of qualification. Experienced users will know how to apply forecasting and modelling software to the numeric data provided to generate highly detailed and discrete business planning models. The databases provided in this report can be used directly with databases on other product, markets and industries in other countries. The databases are specifically designed to be transnational, currency neutral, inflation and purchasing parity adjusted, product parity and product equivalent adjusted, opportunity cost adjusted, and numerically compatible; they all can be linked or merged programmatically in business planning models to provide multi-national and multi-level analysis.

The report databases are designed to give a common definition, unit of measure and quantification of markets in over 200 countries. These reports rely on data collection at various levels of the product flow; this effectively means, the producer, the distribution channels and the end user or consumers. This data is then correlated with any national and international statistical data produced by official agencies. Unfortunately, product flow data gathering in some countries is difficult, and furthermore the official statistical data is both inaccurate and sparse. In such circumstances, in some countries, we have to flag a Data Caveat as a warning.

#### **Choice of Base Reference Country**

As report databases are generated specifically for each client order, the client can select which Base Country the database uses. The choice of a Base Country is important as it puts the database into the client's own perspective. This is important, for example, in respect of Purchasing Parity data or the results of End User Survey data where the world data is presented from the relative position of the Base Country. Where a client does not specify a Base Reference country, the database is generated with the Base Reference country being the same country as the client.

# **Market Research Contents**

Please also see the Notes to the contents: Notes

Within each heading there are links with detailed descriptions and explanation of the contents; these can be opened when the link is clicked.

Chapters	Pages	Volumes	Diagrams, Maps & Illustrations	Spreadsheets & Database tables
59	2111	Online & DVD	c. 550	Excel Spreadsheets: 9674 Access tables: 9653

The Third Party Administration of Insurance & Pension Revenues World Report + Database provides data on the net market for the Products and Services covered in each of 205 countries. The Products and Services covered (Third party administration of insurance & pension Lines) are classified by the Major Products and each Product / Service is then further defined and analysed by subsidiary Product. 23 Products/Markets are covered, 2111 pages, 9674 spreadsheets, 9653 database tables, 542 illustrations. Updated monthly. 12 month After-Sales Service.

#### NAICS / SIC coded reports and databases

This database is a Market database which is designed to be compatible with U.S. government databases.

For NAICS / SIC coded reports & databases, the report structures, datasets, field names, et al, are analogues of U.S. Department of Commerce and U.S. Census databases, and are designed to provide compatibility with U.S. Government databases, but in a worldwide context. The products are described under their NAICS or SIC coding. This coding system classifies products within Product Codes.

For a full explanation of the NAICS coding system see: <u>http://www.census.gov/eos/www/naics/</u>

These product / revenue lines codes are of course determined by the U.S. Government agencies.

However if users want additional data then this can be extracted from the various databases and surveys as part of the After-Sales Service.

Databases &	Structures
Root Folder	<ul> <li>Third Party Administration of Insurance &amp; Pension Revenues Report Database This folder contains a number of general files, plus the various main Chapter Files.</li> <li>Summary Documents The Report contains 2 Summary documents for the Market Research which can be opened in a Browser or as a Word document and paginated. If required these files can then be saved as PDF files:-</li> <li>MR_Executive_Summary_Brief.html will render into about 70 pages.</li> <li>MR_Executive_Summary.html will render into about 950 pages.</li> </ul>
	Market Research
	This folder contains the main Market Research files.
	Corporate Research
	Where the database is specified as having Corporate Intelligence, this folder contains the main Corporate Research files.
	Research Data
	This folder contains the Market Research files which are specific to this edition of the report.
	BUSINESS PLANNING
	This folder contains the Business Plan Documents & Boilerplates Also see the Business Plan Images folder in Toolkit 1
	BASE_FOLDERS Significant folders include:-
	CHAPTERS in HTM HTM files listing the Chapter contents
	Cities HTM files listing Cities & Towns in the database
	HELP Help documents Also see the HELP folder in Toolkit 1           MADS         MADS
	MAPS MDB Access databases
	MarketResearch.mdb
	World.mdb
	B World.mdb Table List
	World_Product_Sectors.mdb World_Product_Sectors.mdb Table List
	Corporate.mdb
	Corporate.mdb Table List
	Base.mdb General & Database Reference tables in 'Base_mdb_Database.zip' file [Size 75.8MB]

Data.exe Supplemental Database extraction [Optional. 547 databases for Modelling Level products. Size 2.56GB]
Auxiliary_Data.exe Auxiliary Database extraction [Optional. 44 databases for Modelling Level products. Size 298MB]
Data_Help.exe Help file extraction [Optional. 10,400 help files for Modelling Level products. Size 34MB]
NAICS Classifications
REFERENCE Reference documents: 2 2 2 k Reference documents: 2 2
XLS Eusiness Planning & Database Reference Spreadsheets
XLS_Corporate Corporate Spreadsheets Corporate File List
XLS_MarketResearch Market Research Spreadsheets Market Research File List

#### **Documents & Manuals**

Т

There are additional resources to be found in Toolkit 1 which can be used to assist the interpretation and manipulation of the database. These are:-

- Data Manuals on the Report Contents
   Documents & Templates on the Report Contents
   Help files on the Report Contents
   Manuals & Templates on the Report Contents

For a detailed Table of Contents for each chapter, database or spreadsheet: **click** on the **Blue headings shown below.** This will open a page in your browser which fully specifies the contents of that heading.

# Spreadsheets Financial ♥ Competitive ♥ Critical Parameters ♥ Critical Parameters ♥ Decision Makers ♥ Market Segmentation ♥ Market Segmentation ♥ Marketing Costs ♥ Performance ♥ Performance ♥ Product Launch ♥

- 1 OVERSEAS DEVELOPMENT
- 2 ADMINISTRATION
- <sup>3</sup> ADVERTISING
- 4 BUYERS COMMERCIAL OPERATIONS
- <sup>5</sup> BUYERS COMPETITORS
- 6 BUYERS MAJOR CITY
- 7 BUYERS PRODUCTS
- <sup>8</sup> BUYERS TRADE CELL
- 9 COMPETITIVE INDUSTRY ANALYSIS
- 10 COMPETITOR ANALYSIS
- 11 COUNTRY FOCUS
- 12 DISTRIBUTION
- 13 FINANCIAL BUSINESS DECISION SCENARIOS
- 14 FINANCIAL CAPITAL COSTS FINANCIAL SCENARIOS
- 15 FINANCIAL CASHFLOW OPTION SCENARIOS
- 16 FINANCIAL COST STRUCTURE SCENARIOS
- 17 FINANCIAL HISTORIC INDUSTRY BALANCE SHEET
- 18 FINANCIAL HISTORIC MARKETING COSTS & MARGINS
- 19 FINANCIAL INVESTMENT + COST REDUCTION SCENARIOS
- 20 FINANCIAL MARKET CLIMATE SCENARIOS
- <sup>21</sup> FINANCIAL MARKETING COSTS
- 22 FINANCIAL MARKETING EXPENDITURE SCENARIOS
- 23 FINANCIAL MARKETING MARGINS
- 24 FINANCIAL STRATEGIC OPTIONS SCENARIOS
- 25 FINANCIAL SURVIVAL SCENARIOS
- 26 FINANCIAL TACTICAL OPTIONS SCENARIOS
- 27 GEOGRAPHIC DATA
- 28 INDUSTRY NORMS
- 29 MAJOR CITY MARKET ANALYSIS
- 30 MARKET CAPITAL ACCESS SCENARIOS
- 31 MARKET CASHFLOW SCENARIOS

- 32 MARKET ECONOMIC CLIMATE SCENARIOS
- 33 MARKET INVESTMENT + COSTS SCENARIOS
- 34 MARKET MARKETING EXPENDITURE SCENARIOS
- 35 MARKET RISK SCENARIOS
- 36 MARKET STRATEGIC OPTION SCENARIOS
- 37 MARKET SURVIVAL OPTION SCENARIOS
- 38 MARKET TACTICAL OPTION SCENARIOS
- 39 MARKETING EXPENDITURE -v- MARKET SHARE
- 40 MARKETING STRATEGY DEVELOPMENT
- 41 MARKETS
- 42 OPERATIONAL ANALYSIS
- 43 PERSONNEL MANAGEMENT
- 44 PHYSICAL DISTRIBUTION + CUSTOMER HANDLING
- 45 PRICING
- 46 PROCESS + ORDER HANDLING
- 47 PRODUCT ANALYSIS
- 48 PRODUCT DEVELOPMENT
- 49 PRODUCT MARKETING FACTORS
- 50 PRODUCT MIX
- 51 PRODUCT SUMMARY
- 52 PROFIT RISK SCENARIOS
- 53 PROMOTIONAL MIX
- 54 SALESFORCE DECISIONS
- 55 SALES PROMOTION
- 56 SURVEYS
- 57 TARGETS PRODUCT + MARKET
- 58 TECHNOLOGY
- 59 TRADE CELL ANALYSIS

Countries	Market Market	Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast	Forecast Forecast	Margins Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast Forecast	Financial Historic Historic Historic Historic Historic Historic Historic Historic Historic Historic Historic Historic	Costs Historic Historic Historic Historic Historic Historic Historic Historic Historic Historic Historic Historic Historic Historic Historic Historic	Norms Norms Norms Norms Norms Norms Norms Norms Norms Norms Norms Norms Norms
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El Salvador	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
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Syria	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Taiwan	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Tajikistan	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Tanzania	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Thailand	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Trinidad & Tobago	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Tunisia	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Turkey	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Turkmenistan	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Uganda	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Ukraine	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
United Arab Emirates	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
United Kingdom	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
United States	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Uruguay	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Uzbekistan	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Venezuela	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Vietnam	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Virgin Islands	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Zambia	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms
Zimbabwe	Market	Forecast	Forecast	Forecast	Historic	Historic	Norms

#### **The Data Caveat**

The report databases are designed to give a common definition, unit of measure and quantification of markets in over 200 countries. These reports rely on data collection at various levels of the product flow; this effectively means, the producer, the distribution channels and the end user or consumers. This data is then correlated with any national and international statistical data produced by official agencies. Unfortunately, product flow data gathering in some countries is difficult, and furthermore the official statistical data is both inaccurate and sparse. In such circumstances, in some countries, we have to flag a Data Caveat as a warning. What this means is that in some countries the data is not sufficiently verifiable for statistical purposes and in those cases the data may not be presented.

## Methodology

For more information on methodology please download a copy of the Methodology Manual:

http://www.datagroup.org/DataGroup\_Methodology\_Manual.pdf

## Deliverables

The Database Edition is provided as follows:

- Executive Summary Word document (887 pages) + Executive Summary PDF (887 pages).
   World Edition: Executive Brief (90 html pages) + Executive Summary (900 html pages).
- 2. Online downloadable Zipped version of the report.
- 3. Back-up DVD with Report and Report Database (Optional).
- 4. 12 months After-Sales Service.
- 5. 1-2 hour Teleconference / Teamviewer presentation if required. See After-Sales Service.
- 6. Dedicated web site access for the report & databases if required. See After-Sales Service.

## **About this Database**

As an entry level product the narrative is necessarily illustrative in its terminology and seeks to provide a basic degree of business logic and theory which indicates the rational applied in the forecasting and modelling methodology. First time users should read the Database Introduction and the Notes & Definitions links found in each Chapter. There are statistical nuances to some of the spreadsheets & databases which will help the user to fine-tune their models & forecasts to obtain greater accuracy.

#### **Data Product levels**

Because of the sheer volume of data potentially available it has been necessary to create a number of product levels which can provide clients with as little or as much data as needed.

#### Database Entry level

Entry level products provide the most basic degree of information supplied. This product can be used to build upon for various business forecasting and planning application. A World Report will have a database of over 9,000 record sets.

#### Corporate Modelling level

The Corporate level modelling products provide the tools and information for medium and long term corporate forecasting and planning. Typically this level have over 24,000 record sets.

#### Econometric Modelling level

The Econometric level modelling products provide the tools and information for industry level, national, and international medium & long term forecasting and planning. Over 39,000 record sets.

#### Presentation level

The Presentation level products provide the information sought by a client company is a graphical or audio-visual format which is bespoke for the particular needs and applications of the client.

## Toolkits

To assist users there are various Toolkits available on request.

The Files, Data, Documents, Software, Tools, Utilities and other items provided on these DVDs are supplied for the sole use of the recipient. These items are the property of the publishers concerned and they may not be released or distributed without the express permission of the publisher of each item.



#### Toolkit 1

- 1. Data Manuals
- 2. Document Templates
- 3. Help files
- 4. Manuals Templates
- 5. Microsoft Utilities
- 6. OpenOffice
- 7. Business Plan Images
- 8. Reference files
- 9. US Census Data Tools
- 10. Utilities & Tools

#### Toolkit 2

- 1. Database Utilities
- 2. Enterprise Resource Planning
- 3. Integrated Development Environment

If you intend to implement DataGroup and Data Institute databases online (internet or intranet) then an Integrated Development Environment is often the easiest route to data dissemination and data manipulation.

#### Toolkit 3

There are about 40 Statistical packages provided in this Toolkit. These are Open-Source packages which are generally free to use: acsIX, ADaMSoft, ADMB, AMPL, Analyse-it, Analytica, Angoss, APMonitor, ASReml, Automlab, Baudline, Bayesian Filtering Library, BMDP, BV4.1, CalEst, Ch, Chronux, COMSOL Script, CSPro, DADiSP, DAP, Data Applied, Dataplot, Demetra+, EJS, ELKI, Epi Info, Euler Mathematical Toolbox, EViews, FAME, FEniCS Project, Fityk, FlexPro, GAUSS, Genedata Analyst, GenStat, GeoDA, GLIM, GNU Data Language, GraphPad InStat, GraphPad Prism, gretl, Hermes, IBM SPSS Modeler, IBM SPSS Statistics, IDAMS/WinIDAMS, IDL, IGOR Pro, IMSL Num. Libraries, Izenda, JAGS, JHepWork, JMP, JMuITi, Julia, KPP, LabPlot, LISREL, Macsyma, Madagascar, MadArtSoft, Madeline, Maple, Mathcad, Mathemagix, Mathematica, MATLAB, MCSim, MedCalc, Minitab, MINUIT, MLwiN, Mondrian, NCAR Com Language, NCSS, NMath Stats, Go Publisher, NumXL, Octave, O-Matrix, OpenBUGS, OpenEpi, OpenMx, OptimJ, Orange, Origin, OriginPro, PARI/GP, Partek, PAW, Perl DL, Ploticus, Primer-E Primer, PSPP, PV-WAVE, Q research software, QtiPlot, Quantum, R, R Commander, R Rattle GUI, RapidMiner, RATS, Revolution Analytics, ROOT, Sage, SALOME, Salstat, SAS, scikit-learn, Scilab, SciPy, SHAZAM, Shogun, SigmaStat, SigmaXL, Simfit, Simul, SOCR, SOFA Statistics, SPC XL, Speakeasy, S-PLUS, SPSS, Stata, Statgraphics, STATISTICA, Statistical Lab, Stat-JR, Stats Helper, StatXact, SUDAAN, Systat, The Unscrambler, Trilinos, Unistat, VisSim, Waffles, Weka, WinBUGS, Winpepi, X-12-ARIMA, XLfit, Xlisp-stat, XploRe, Yorick.

#### Toolkit 4

Utilities & resources for clients using databases on Microsoft Server 2003 systems.

#### Toolkit 5

Utilities & resources for clients using databases on Microsoft Server 2008 systems. Also, Microsoft Server 2012 migration utilities.

with U.S. Government databases it is sometimes useful for users to use US Government data handling tools to manage not only US Government data, but also the data provided by DataGroup and Data Institute. Alternatively, if you are already using this US Government software you can simply access the DataGroup & Data Institute databases with the same software. In generate DataGroup & Data Institute use the same database parameters, structures and field names as those found in US Government databases, and thus users can correlate and query databases without undue difficulty.

Because all DataGroup & Data Institute database are directly compatible

## Proprietary Software package compatibility

If you use proprietary corporate planning software then it is easy to use these databases as they are compatible with the following packages:-

#### Some Compatible Software products (See the Database Support site for a full list)

Project Management Software: 24SevenOffice, Assembla, AtTask, Basecamp, Central Desktop, Cerebro, Clarizen, codeBeamer, Collabtive, Concerto, Contactizer, CredAbility.info, dotProject, Easy Projects .NET, eGroupWare, FastTrack Schedule, Feng Office Community Edition, FogBugz, GanttProject, Gemini, Genius Inside, Glasscubes, Huddle, Hyperoffice, InLoox, JIRA, Journyx, Kayako, KForge, KPlato, Launchpad, LiquidPlanner, LisaProject, MacProject, MantisBT, MatchWare MindView 3 Business, Merlin, MicroPlanner X-Pert, Microsoft Office Project Server, Microsoft Project, Mingle, O3spaces, OmniPlan, Open Workbench, OpenProj, Oracle Project Portfolio Management, Planisware 5, Planner Suite, Pmplus+, Primavera Project Planner, Project KickStart, Project.net, Project-Open, Projectplace, ProjectSpaces, Projektron BCS, PSNext, QdPM, QuickBase, Redmine, Rachota, SAP RPM, Smartsheet, TaskJuggler, Teamcenter, Teamwork, Tenrox, Trac, TrackerSuite.Net, Ubidesk, VPMi, WorkLenz, WorkPLAN Enterprise, workspace.com, WebSPOC, Wrike, Zoho Projects

ERP Packages: Adempiere, BlueErp, Compiere, Dolibarr, Fedena, GNU Enterprise, JFire, Kuali Foundation, LedgerSMB, OFBiz, Openbravo, OpenERP, Opentaps, Postbooks, SQL-Ledger, Tryton, WebERP, 1C:Enterprise, 24SevenOffice Start / Premium / Professional, abas ERP, Accpac, Agresso Business World, AMS Advantage, BatchMaster ERP, Bowen & Groves, CGram Enterprise, Clear Enterprise, Comarch Altum, Compass ERP, Compiere, Comprehensive Patient Administrator, COA Solutions Ltd - Smart Business Suite, Consona Corporation – Intuitive / Made2manage / AXIS / Cimnet / Encompix / DTR, Epicor Enterprise, Global Shop Solutions One-System ERP Solutions, HansaWorld, ERP Adage (Adage), ERP LN (Baan), ERP LX (BPCS) ,ERP SL (SyteLine), ERP Swan (Swan), ERP SX.Enterprise (SX.Enterprise), ERP VE (Visual Enterprise), ERP XA (MAPICS), IFS Applications, JD Edwards EnterpriseOne & JD Edwards World, JustFoodERP.com, kVASy4, Kingdee, Lawson M3 / Movex, Lawson S3, Log-net, Maximo (MRO), Microsoft Dynamics AX, Microsoft Dynamics GP, Microsoft Dynamics NAV, Microsoft Dynamics SL, Momentum, MyWorkPLAN, NetSuite, Openda QX, OpenMFG, Oracle e-Business Suite, Paradigm, PeopleSoft, Plex Online, QAD Enterprise Applications, Ramco Enterprise Series 4.x, Ramco e.Applications, Ramco On Demand ERP, MAS 90, MAS 200, MAS 500, Technology One, SAGE ACCPPAC, SAGE Pro ERP, SAGE ERP X3, SAP Business Suite, SAP Business ByDesign, SAP Business One, SAP Business One, SASP Business One, Technology One, TaskHub, SYSPRO, SYS-APPS, mySAP, Visibility.net, WorkPLAN Enterprise

Enterprise Feedback Management Systems: SynGro, Perseus (Vovici), Clicktools, DatStat, Inquisite, SPSS, FIRM (Confirmit), NetReflector, Allegiance, Enetrix, Satmetrix, RightNow Technologies, Mindshare Technologies, Data Illusion, KeySurvey (WorldAPP), Kinetic Data, CustomerSat (MarketTools), Medallia, Interview SA, Surveynomics, Invoke Solutions, Qualtrics, Fizzback, Grimmersoft, QuestManager, QuestBack, Globalpark, DataCycles, Dub Studios, eLustro, Kinesis Survey Technologies, Knowledge Wave, myK (myKnowledge), mySurveyLab.com, QuickSearch, Ransys, ResponseTek Networks Corp., TalkFreely, XTCO, Zarca

## **Resource Web**

Sometimes clients also want the data loaded onto a password protected dedicated website for the use of their staff and/or any other persons they may authorise.

The main benefit of these Resource Webs is that the data is available to all the client's staff and professional advisors wherever they may be, and also when data is updated or new data is added then there is a common and know point of access for that data. Resource Webs are maintained for the use of the client for a period of 12 months from the data of the last data addition or update to that site.

These dedicated web sites are provided as part of the After-Sales Service.

http://www.datagroup.org/about-resource-webs.html

For a view of a typical Resource Web: <u>http://www.eni-italy.info</u> produced for ENI, the Italian Oil group

## **Real Time Support**

The After-Sales Service can offer client Real-Time Support. This usually involves using a software utility called TeamViewer (an installation program can be found in the Toolkit on your DVD or Hard Disk Drive) which allows the After-Sales Service support staff to directly link to the client's computer and work with the users in real time.

## **Research & Survey Methodology Analysis**

Some client may wish to understand the statistical and methodological basis of the specific research conducted and this can be provided as part of the After-Sales Service.

#### Statistical Appraisal of Datasets (via the After-Sales Service)

Sampling

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- External Validity
- Sampling Terminology
- Statistical Terms in Sampling
- Probability Sampling
- Nonprobability Sampling

#### Measurement

- Construct Validity
  - Measurement of Validity Types
  - o Construct Validity
  - Convergent & Discriminant Validity
  - Threats to Construct Validity
  - Nomological Networks
  - o Multi-trait / Multi-method Matrix
  - Pattern Matching Construct Validity
- Reliability
  - True Score
  - o Measurement Error
  - o Reliability
  - Type of Reliability Analysis
  - o Validity
- Levels of Measurement
- Survey Research
  - Survey Type
  - Selecting the Survey Method
  - Construction of the Survey
    - Questions
    - Question Content
    - Response Format
    - Question Wording
    - Question Placement
  - o Interviews
  - Appraisal of Survey Method
- Scaling
  - General Issues in Scaling
  - o Thurstone Scaling
  - o Likert Scaling
  - o Guttman Scaling
- Qualitative Measures
  - Qualitative Discussion
  - o Qualitative Data
  - Qualitative Approach
  - Qualitative Method
  - Qualitative Validity
- Unobtrusive Measures

- DesignInternal Validity
  - Establishing Cause & Effect
  - Single Group Threats
    - Regression to the Mean
  - Multiple Group Threats
  - Social Interaction Threats
  - Design Development
- Design Type
  - Experimental Designs
    - Two-Group Experimental Design
      - Probabilistic Equivalence
      - Random Assignment
    - Classifying Experimental Designs
    - Factorial Design
      - Factorial Design Variations
    - Randomized Block Design
    - Covariance Design
    - Hybrid Experimental Design
  - Quasi-Experimental Designs
    - Non-equivalent Groups Design
    - Regression-Discontinuity Design
    - o Other Quasi-Experimental Design
- Relationships of Pre-Post Designs
- Formulation of the Designs
- Modification & Experimentation

#### Analysis

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- Conclusion Validity
  - Threats to Validity
    - Validity Improvements
  - Statistical Control
- Data Preparation
- Descriptive Statistics
   Correlation
- Inferential Statistics
  - o T-Test
  - o Indicator Variables
  - o General Linear Model
  - Post-test-Only Analysis
  - Factorial Design Analysis
  - $\circ \quad \text{Randomized Block Analysis} \\$
  - o Analysis of Covariance
  - o Non-equivalent Group Analysis
  - o Regression-Discontinuity Analysis
  - Regression Displacement Analysis

The data for this particular datasets is correlated with base data norms, over several time series, to calculate the statistical parameters for the specific datasets. Client can order this analysis at any time during the 12 months After-Sales Service period.

## Appendix 1 : Regional Report country coverage

#### Canada & USA Canada

United States

#### Central America

Antigua and Barbuda\* Aruba **Bahamas Barbados** Belize Bermuda\* Cayman Islands\* Costa Rica Cuba Dominica **Dominican Republic El Salvador** Grenada\* Guadeloupe Guatemala Haiti **Honduras** <u>Jamaica</u> Martinique Mexico Netherlands Antilles Nicaragua Panama Puerto Rico Saint Kitts and Nevis\* Saint Lucia\* Saint Vincent Grenadines\* Trinidad and Tobago US Virgin Islands\*

#### South America

Argentina Bolivia Brazil Chile Colombia Ecuador French Guiana Guyana Paraguay Peru Suriname Uruguay Venezuela Europe Albania Andorra\* Armenia Austria **Belarus** Belgium Bosnia + Herzegovina Bulgaria Croatia Cyprus **Czech Republic** Denmark Finland France E<u>ire</u> **Estonia** Georgia Germany Gree<u>ce</u> Greenland\* Hungary Iceland Italy Latvia Liechtenstein\* Lithuania Luxembourg Macedonia Malta\* Moldova Montenegro Netherlands Norway Poland Portugal Romania Serbia\* Slovakia Slovenia Spain Sweden Switzerland United Kingdom Ukraine Eurasia

Kazakhstan Kyrgyzstan Russia Uzbekistan Middle East Afghanistan<sup>\*</sup> Azerbaijan Bahrain Iran Iraq Israel Jordan Kuwait Lebanon Oman Pakistan Qatar Saudi Arabia Syria Tajikistan Turkey Turkmenistan **United Arab Emirates** Yemen\* Asia Bangladesh Brunei\*

Burma\* Cambodia China India Indonesia Japan Laos Malaysia Mongolia\* Nepal\* North Korea\* **Philippines** Singapore South Korea Sri Lanka Taiwan Thailand Vietnam

## Oceania

Australia Fiji Islands\* French Polynesia\* Kiribati\* Micronesia\* New Caledonia\* New Zealand Papua New Guinea Africa Algeria Angola Benin\* Botswana **Burkina Faso\*** Burundi\* Cameroon Cape Verde\* Cen African Rep\* Chad\* Cote d'Ivoire Democratic Republic Congo\* Djibouti\* Egypt Equatorial Guinea\* **Eritrea** Ethiopia Gabon Gambia Ghana **Guinea** Guinea-Bissau **Kenya** Lesotho Liberia Libya Madagascar Malawi Mali\* Mauritania\* Morocco Mozambique Namibia Niger\* Nigeria Republic Congo\* Rwanda<sup>\*</sup> S Tome Principe\* Senegal Seychelles\* Sierra Leone Somalia\* South Africa Sudan\* Swaziland Tanzania Tunisia Uganda Zambia

Zimbabwe

The countries marked \* indicate a data caveat due to local survey conditions.

## Appendix 2 : About the After-Sales Service

The DataGroup / Data Institute After-Sales Service are an independent unit which provides support to DataGroup / Data Institute users. The After-Sales Service is a stand-alone unit which is not connected to any particular Distributor, Reseller or Retailer.

The support is provided on a contractual basis to Account Holders; and on an Ad Hoc basis to retail and nonaccount users.

#### **Database specificity**

The After-Sales Service can only provide support for the specific database(s) licenced to the user. We cannot generally provide data from unrelated databases, unless there is a specific agreement for this.

#### Costs

The current cost is \$95 per hour; this includes all researchers / computer / database access costs. This costing is based on work which is scheduled at off-peak times.

#### Delivery

We normally seek to fulfil orders in 7-14 days. For more urgent After-Sales Service work the costs depend on the client's time frame and the availability of our researchers.

#### **Telephone Support**

Account Holders receive telephone support via their Account Manager. We are unable to offer telephone support to Ad Hoc or retail clients unless there is a specific agreement for this.

#### **Online Support**

Account Holders receive online support via their Account Manager. We are able to offer online support to Ad Hoc or retail clients by specific agreement for this.

#### Quotations

Client will usually be provided with a formal proposal and quotation for After-Sales Service work. This will underline the work which is to be provided and the cost of that work.

## How to order After-Sales Services

The After-Sales Service is most effective if users plan their orders sequentially, i.e. extract the basic data which will then lead to more complex data or correlations. This also helps to reduce costs as the use of automated processing & standard data formats are always less expensive to produce than Ad Hoc work.

#### Modular research

Once the After-Sales Service understands the general data requirements they will send the Client a Modular Proposal as a Word document. The Client can then select the Parts required, and amend or modify the information objectives.

The best method to organise the ordering of data is as follows:-

- 1 Additional Market Research Data
- 2 Distribution Channels & End Users
- 3 Survey Data
- 4 Corporate Data
- 5 Additional Requirements

Once a client has specified exactly what data is needed, and that specification is available, then the After-Sales Service will produce a written quotation of cost and delivery time.

## **Database Products supported by the After-Sales Service**

The After-Sales Service support most DataGroup / Data Institute products and databases, including those shown below.

#### **Database Compatibility**

The increased use of Database Management Systems, Business Planning and Control Systems, Enterprise Resource Planning, Management Information Systems, and other tools amongst management professionals has produced a critical need for the harmonisation of data across various software applications and systems platforms. The After-Sales Service ensures that its output, where required, will be fully compatible with DataGroup / Data Institute products and databases.

For this reason all the databases and reports provided use harmonised database and data sets; thereby users can obtain any database from any of the publishers, for any of their brands, with the assurance that these databases are fully compatible and can be used in conjunction with one another and the various platforms, operating systems and software.



The DataGroup Stiftung has, since 2007, undertaken the harmonisation and convergence of the database specifications and definitions of the various database providers. This is to allow users a uniform and standardised reference to use with their planning and forecasting; and to allow cross-database functionality.



The data sets, modules and standards shown are now fully harmonised and standardised to allow data and software interflow and cross-platform usage of the databases. Users may obtain older data dictionaries and standards, and/or data sets and data dictionaries for their own national standards. The standard product and market definitions have been harmonised and are provided (in the standard database products supplied), often as the NAICS classifications. Users wishing to remain with the previous SIC classifications may obtain these databases under that classification system. Users requiring other (U.N., European, Japanese, et cetera) classification definitions and norms may obtain those as necessary. Accounting standards are also harmonised according to the U.S. regulatory norms; however other norms are available. Data dictionary and data definition bridges and converters are available to allow users to update or standardise their databases.

#### **Database Flowchart + Configuration**

The flowchart provides the minimum configuration for the databases provided by the DataGroup / Data Institute publishers & brands. All the data, time and record sets of these databases are fully compatible.

#### http://www.datagroup.org/BASE\_FOLDERS/CHAPTER\_HTM/Ch\_dg\_dataflow.htm

The output provided by the After-Sales Service will respect the standard data configuration to ensure compatibility.

## About DataGroup

DataGroup was formed in 1974 by a group of management consultants and information technology specialists whom had previous worked with, amongst other organisations, the U.S. Department of Commerce, Bank of America, Chase Econometrics, The Marketing Strategies Institute, the OECD in Paris, and MITI in Tokyo. DataGroup was established in order to develop a systemised, computerised, and uniform methodology to facilitate real world forecasting models for macro-economic, micro-economic, market, product, and industry purposes.

For full details of DataGroup's history please see: About DataGroup

## **DataGroup Clients**

DataGroup do not publish a list of current client list due to client confidentiality; however a partial list of client in the period 1975 to 2000 is shown here: <u>DataGroup Client 1975-2000</u>



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