

# Office Administrative Service Lines

## World Database Report & Database



Data Group Data <sup>Africa</sup> Group Data <sup>Asia</sup> Group Data <sup>Europe</sup> Group Data <sup>USA</sup> Group

**PureData**

established in 1974, and a



brand since 1981.

[www.datagroup.org](http://www.datagroup.org)



Database Ref: 56111\_L  
This database is updated monthly.

## Office Administrative Service Lines World Database Report & Database



### OFFICE ADMINISTRATIVE SERVICE LINES REPORT

The Office administrative services Lines Report & Database has the following information. The base report has 59 chapters, plus the Excel spreadsheets & Access databases specified.

This research provides World Database on Office administrative services 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.

### Contents

|                                                                   |    |
|-------------------------------------------------------------------|----|
| Description.....                                                  | 5  |
| OFFICE ADMINISTRATIVE SERVICE LINES WORLD REPORT + DATABASE ..... | 5  |
| Coverage .....                                                    | 8  |
| OFFICE ADMINISTRATIVE SERVICE LINES WORLD REPORT + DATABASE ..... | 8  |
| PRODUCTS & MARKETS COVERED .....                                  | 8  |
| 59 MARKET RESEARCH CHAPTER .....                                  | 9  |
| SPREADSHEET CHAPTERS.....                                         | 10 |
| REPORT EDITIONS.....                                              | 12 |
| World Report & Database.....                                      | 12 |
| Regional Report & Database.....                                   | 12 |
| Country Report & Database .....                                   | 12 |
| Town & Country Report & Database .....                            | 12 |
| Markets & Products.....                                           | 13 |
| Products & Markets covered:.....                                  | 14 |
| Geographic Coverage .....                                         | 15 |

|                                                     |    |
|-----------------------------------------------------|----|
| Financial data .....                                | 16 |
| Balance Sheet Data .....                            | 16 |
| Financial Margins & Ratios Data .....               | 16 |
| General Contents .....                              | 17 |
| Market Research Contents .....                      | 18 |
| Databases & Structures .....                        | 18 |
| NAICS / SIC coded reports and databases .....       | 20 |
| Spreadsheets .....                                  | 21 |
| Chapters .....                                      | 21 |
| Countries .....                                     | 24 |
| Methodology .....                                   | 27 |
| Deliverables .....                                  | 27 |
| Toolkits .....                                      | 28 |
| Proprietary Software package compatibility .....    | 30 |
| Resource Web .....                                  | 30 |
| Data Product levels .....                           | 31 |
| Real Time Support .....                             | 31 |
| Research & Survey Methodology Analysis .....        | 32 |
| Costs .....                                         | 33 |
| Delivery .....                                      | 33 |
| Payment .....                                       | 33 |
| Appendix 1 : Regional Report country coverage ..... | 34 |
| Appendix 2 : About the After-Sales Service .....    | 35 |
| Database specificity .....                          | 35 |
| Costs .....                                         | 35 |
| Delivery .....                                      | 35 |
| Telephone Support .....                             | 35 |
| Online Support .....                                | 35 |
| Quotations .....                                    | 35 |
| How to order After-Sales Services .....             | 36 |
| Modular research .....                              | 36 |
| 1. Market Research .....                            | 37 |
| Markets & Products .....                            | 37 |
| Part 1.1 .....                                      | 37 |
| Part 1.2 .....                                      | 37 |
| Part 1.3 .....                                      | 37 |
| Part 1.4 .....                                      | 37 |
| 2. Distribution Channels & End Users Data .....     | 37 |

|                                                                       |    |
|-----------------------------------------------------------------------|----|
| Distribution Channels & End Users.....                                | 37 |
| Distribution Channels.....                                            | 37 |
| End Users.....                                                        | 37 |
| 3. Survey Data.....                                                   | 38 |
| Supplementary Survey Data for the selected Products & Markets .....   | 38 |
| Products.....                                                         | 38 |
| Operations .....                                                      | 38 |
| Buyer & Decision Maker Profiles .....                                 | 38 |
| Trading Area .....                                                    | 38 |
| Competitors .....                                                     | 38 |
| Industry & Supplier Performance .....                                 | 38 |
| Distribution Channels.....                                            | 38 |
| Decision Makers .....                                                 | 38 |
| End Users.....                                                        | 38 |
| Corporate Data.....                                                   | 39 |
| Procurement & Input Data .....                                        | 40 |
| Sales Data .....                                                      | 40 |
| Trade Buyers & End User Data .....                                    | 40 |
| Survey Data .....                                                     | 41 |
| 4. Corporate Data.....                                                | 42 |
| Data Objectives for each Target Company .....                         | 42 |
| List of Target Companies.....                                         | 42 |
| Base data objectives for the Target Company .....                     | 43 |
| Specific Additional corporate data required on Target Companies ..... | 44 |
| Financial Data for the Target Company .....                           | 45 |
| Management Accounts .....                                             | 45 |
| Specific Additional Financial data required on Target Companies.....  | 45 |
| Balance Sheet and Management Ratios.....                              | 46 |
| 5. Additional Data .....                                              | 48 |
| Database Products supported by the After-Sales Service.....           | 49 |
| Database Compatibility .....                                          | 49 |
| Database Flowchart + Configuration.....                               | 50 |
| About DataGroup .....                                                 | 51 |
| DataGroup Clients.....                                                | 51 |

## Description

Office Administrative Service Lines

## OFFICE ADMINISTRATIVE SERVICE LINES WORLD REPORT + DATABASE

The Office Administrative Service Lines 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, Mozambique, 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.

28 Products/Markets covered.

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

1. World Summary Report (PDF) of about 834 pages
2. World Summary Report (Word Format) of about 834 pages
3. Executive Summary (.htm) about 900 pages
4. Executive Briefing (.htm) about 90 pages
5. Data Pages about 2051 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 9913
10. 4 Access databases: about 9675 tables
11. Excel templates, Software tools & utilities, and reference documents: 200 documents
12. Maps & Diagrams: 571

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: 56111\_L.

---

## Coverage

### OFFICE ADMINISTRATIVE SERVICE LINES WORLD REPORT + DATABASE

The Market for Office Administrative Service Lines in each country by Products & Services.

This database covers NAICS/SIC code: 56111\_L. Products/Services classified by 5-Digit US Commerce Department Code and then defined by each 6 to 10-Digit Product Codes.

The Office Administrative Service Lines 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

### OFFICE ADMINISTRATIVE SERVICE LINES

1. Office administrative services Lines
  2. Financial auditing services
  3. Bookkeeping, compilation, payroll, & taxation services
  4. Information technology (IT) technical consulting services
  5. Custom computer application design & development services
  6. Computer systems design, development, & integration services
  7. Information technology infrastructure and network management services
  8. Management consulting services: Actuarial consulting services
  9. Management services: Construction management
  10. Management services: Other management services
  11. Facilities management services, excl computer
  12. Management consulting services
  13. Administrative & general management consulting services
  14. Human resources consulting services
  15. Marketing consulting services
  16. Process, physical distribution, & logistics consulting services
  17. Other management consulting services
  18. Scientific/technical consulting services
  19. Public relations services, general
  20. Architectural services, general
  21. Engineering services, general
  22. Research and development services, general
  23. Executive search services, incl retained search
  24. Merchandise sales
  25. Sales of merchandise, general
-



- 26. All other receipts
- 27. All other operating receipts

## 59 MARKET RESEARCH CHAPTER

- 1 Administration
  - 2 Advertising
  - 3 Buyers - Commercial Operations
  - 4 Buyers - Competitors
  - 5 Buyers - Major City
  - 6 Buyers - Products
  - 7 Buyers - 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.

28 Products covered for over 200 Countries: 2051 pages, 9913 spreadsheets, 9675 database tables, 571 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.

---

## REPORT EDITIONS

### Office Administrative Service Lines

The World Database on Office Administrative Service Lines is available in several editions, and also there are various additional elements available from the After-Sales Service.

#### World Report & Database

The World Report & Database gives market data for Office Administrative Service Lines 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 & Database

There are 9 Regional reports available which give market data for Office Administrative Service Lines 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 & Database

There are Office Administrative Service Lines Country Reports available for most countries. Country Reports provide detailed information on the target country.

Cost: \$ 1250

#### Town & Country Report & Database

The Office Administrative Service Lines 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

## OFFICE ADMINISTRATIVE SERVICE LINES

### Markets & Products

The report will give market data for each of the below Office Administrative Service Lines Product and Market Sectors, by year Historic: from 2007, and a Forecast by year to 2028 & 2049. Data will be given for about 200 countries.

To see what such Country spreadsheets looks like see:

<http://www.datagroup.org/MOM.xls>

[http://www.datagroup.org/XLS\\_File\\_Samples/Germany\\_Market.xls](http://www.datagroup.org/XLS_File_Samples/Germany_Market.xls)

[http://www.datagroup.org/XLS\\_File\\_Samples/Germany\\_Market\\_Values.xls](http://www.datagroup.org/XLS_File_Samples/Germany_Market_Values.xls) (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_Dollar_Euro.xls)

[http://www.datagroup.org/XLS\\_File\\_Samples/WORLD\\_Market\\_Values\\_Yen\\_Yuan.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_Dollar_Euro.xls)

[http://www.datagroup.org/XLS\\_File\\_Samples/Europe\\_Market\\_Values\\_Yen\\_Yuan.xls](http://www.datagroup.org/XLS_File_Samples/Europe_Market_Values_Yen_Yuan.xls)

Year / Country Totals (2007 to 2028 & 2045).

[http://www.datagroup.org/XLS\\_File\\_Samples/Year\\_2010\\_Country\\_Values\\_Dollars.xls](http://www.datagroup.org/XLS_File_Samples/Year_2010_Country_Values_Dollars.xls)

The Office Administrative Service Lines 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 (Office administrative services 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.

28 Products/Markets are covered, 2051 pages, 9913 spreadsheets, 9675 database tables, 571 illustrations.

Updated monthly. 12 month After-Sales Service.

NAICS / SIC / Product Code definition: 56111\_L : Office administrative services Product Lines

---

**Products & Markets covered:**

**OFFICE ADMINISTRATIVE SERVICE LINES**

1. Office administrative services Lines
2. Financial auditing services
3. Bookkeeping, compilation, payroll, & taxation services
4. Information technology (IT) technical consulting services
5. Custom computer application design & development services
6. Computer systems design, development, & integration services
7. Information technology infrastructure and network management services
8. Management consulting services: Actuarial consulting services
9. Management services: Construction management
10. Management services: Other management services
11. Facilities management services, excl computer
12. Management consulting services
13. Administrative & general management consulting services
14. Human resources consulting services
15. Marketing consulting services
16. Process, physical distribution, & logistics consulting services
17. Other management consulting services
18. Scientific/technical consulting services
19. Public relations services, general
20. Architectural services, general
21. Engineering services, general
22. Research and development services, general
23. Executive search services, incl retained search
24. Merchandise sales
25. Sales of merchandise, general
26. All other receipts
27. All other operating receipts

## Geographic Coverage

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

**See Data Caveat below.**

## Financial data

The databases will give Financial data for each of the below Office Administrative Service Lines 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: <http://www.datagroup.org/FOM.xls>

Total Sales, Domestic Sales, Exports, Pre-tax Profit, Interest Paid, Non-trading Income, Operating Profit, Depreciation: Structures, Depreciation: Plant and Equipment, Depreciation: Miscellaneous Items, Total Depreciation, Trading Profit, Intangible Assets, Intermediate 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

### Office Administrative Service Lines World Database

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<br>& Illustrations | Spreadsheets &<br>Database tables |
|----------|-------|--------------|-----------------------------------|-----------------------------------|
| 59       | 2074  | Online & DVD | c. 550                            | c. 9000                           |

The Office Administrative Service Lines 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 (Office administrative services 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.

28 Products/Markets are covered, 2051 pages, 9913 spreadsheets, 9675 database tables, 571 illustrations.

Updated monthly. 12 month After-Sales Service.

## Databases & Structures

### Root Folder



### Office Administrative Service Lines Report Database

This folder contains a number of general files, plus the various main Chapter Files.

### 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:-

1. [MR\\_Executive\\_Summary\\_Brief.html](#) of about 70 pages.
2. [MR\\_Executive\\_Summary.html](#) of about 950 pages.

-  **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 the 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**
  -  **MAPS**
  -  **MDB** Access databases
    -  MarketResearch.mdb  
 MarketResearch.mdb Table List
    -  World.mdb  
 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]



## Documents & Manuals

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:-

1. Data Manuals on the Report Contents
2. Documents & Templates on the Report Contents
3. Help files on the Report Contents
4. Manuals & Templates on the Report Contents

## 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 and databases, the report structures, datasets, field names, et al, are an analogue of U.S. Department of Commerce databases, and the U.S. Census databases, are designed to provide an analogue of U.S. Census data, 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: <http://www.census.gov/eos/www/naics/>

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.

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 

Industry 

Market 

Competitive 

Critical Parameters 

Decision Makers 

Market Segmentation 

Marketing Costs 

Performance 

Product Launch 

## Chapters

- 1 OVERSEAS DEVELOPMENT
- 2 ADMINISTRATION
- 3 ADVERTISING
- 4 BUYERS – COMMERCIAL OPERATIONS
- 5 BUYERS – COMPETITORS
- 6 BUYERS – MAJOR CITY
- 7 BUYERS – PRODUCTS
- 8 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              |
| 21 | 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 | Financial Forecast | Financial Margins | Historic Financial | Historic Costs | Industry Norms |
|----------------------|--------|-----------------|--------------------|-------------------|--------------------|----------------|----------------|
| Albania              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Algeria              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Angola               | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Argentina            | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Armenia              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Aruba                | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Australia            | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Austria              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Azerbaijan           | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Bahamas              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Bahrain              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Bangladesh           | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Barbados             | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Belarus              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Belgium              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Belize               | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Bermuda              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Bhutan               | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Bolivia              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Bosnia & Herzegovina | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Botswana             | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Brazil               | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Brunei               | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Bulgaria             | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Cambodia             | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Cameroon             | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Canada               | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Chad                 | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Chile                | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| China                | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Colombia             | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Costa Rica           | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Cote d'Ivoire        | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Croatia              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Cuba                 | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Cyprus               | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Czech Republic       | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Denmark              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Dominica             | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Dominican Republic   | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Ecuador              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Egypt                | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| El Salvador          | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Estonia              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Ethiopia             | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Finland              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| France               | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| French Guiana        | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Gabon                | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Gambia               | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Georgia              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Germany              | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Ghana                | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Greece               | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Guadeloupe           | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |
| Guatemala            | Market | Forecast        | Forecast           | Forecast          | Historic           | Historic       | Norms          |



## Office Administrative Service Lines

|                      |        |          |          |          |          |          |       |
|----------------------|--------|----------|----------|----------|----------|----------|-------|
| Guinea               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Guinea-Bissau        | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Guyana               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Haiti                | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Honduras             | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Hong Kong            | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Hungary              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Iceland              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| India                | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Indonesia            | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Iran                 | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Iraq                 | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Ireland              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Israel               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Italy                | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Jamaica              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Japan                | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Jordan               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Kazakhstan           | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Kenya                | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Kuwait               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Kyrgyzstan           | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Laos                 | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Latvia               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Lebanon              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Lesotho              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Liberia              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Libya                | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Liechtenstein        | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Lithuania            | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Luxembourg           | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Macedonia            | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Madagascar           | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Malawi               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Malaysia             | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Malta                | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Martinique           | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Mauritius            | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Mexico               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Moldova              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Monaco               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Mongolia             | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Morocco              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Mozambique           | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Namibia              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Nepal                | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Netherlands          | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Netherlands Antilles | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| New Caledonia        | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| New Zealand          | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Nicaragua            | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Nigeria              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Norway               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Oman                 | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Pakistan             | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Panama               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Papua New Guinea     | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Paraguay             | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Peru                 | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Philippines          | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |

## Office Administrative Service Lines

|                      |        |          |          |          |          |          |       |
|----------------------|--------|----------|----------|----------|----------|----------|-------|
| Poland               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Portugal             | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Puerto Rico          | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Qatar                | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Reunion              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Romania              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Russia               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Saudi Arabia         | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Senegal              | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Serbia & Montenegro  | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Sierra Leone         | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Singapore            | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Slovakia             | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Slovenia             | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| South Africa         | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| South Korea          | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Spain                | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Sri Lanka            | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Suriname             | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Swaziland            | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Sweden               | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| Switzerland          | Market | Forecast | Forecast | Forecast | Historic | Historic | Norms |
| 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 a general description of the methodology used to prepare this database see: [Methodology](#)

For more information on DataGroup methodology please ask for a copy of the DataGroup Methodology Manual.

## Deliverables

The report will be provided as follows:

1. Executive Brief (90 pages) & Executive Summary (900 pages).
2. Online downloadable Zipped Database & Report.
3. Back-up DVD with Report and Report Database.
4. 12 months [After-Sales Service](#).
5. 1-2 hour Teleconference / Teamviewer presentation of the report findings if required. See After-Sales Service
6. Dedicated web site access for the report & databases if required. See After-Sales Service.

## Toolkits

To assist users there are various Toolkits available on request:

### Toolkit 1 & Toolkit 2

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.



### DVD 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

Because all DataGroup and Data Institute database are directly compatible with U.S. Government databases (especially the Department of Commerce, US census, NIST, Treasury, et al) 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 and Data Institute databases with the same software. In generate DataGroup and Data Institute databases use the same database parameters, structures and field names as those found in US Government databases, and thus uses can correlate and query databases without undue difficulty.

10. Utilities & Tools

### DVD 2

11. Database Utilities
12. Enterprise Resource Planning
13. 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 DVD 3

There are about 40 Statistical packages provided in this Toolkit. These are Open-Source packages which are generally free to use.

There are about 40 Statistical packages provided in this Toolkit.

These are Open-Source packages which are generally free to use.

The following packages are available:-

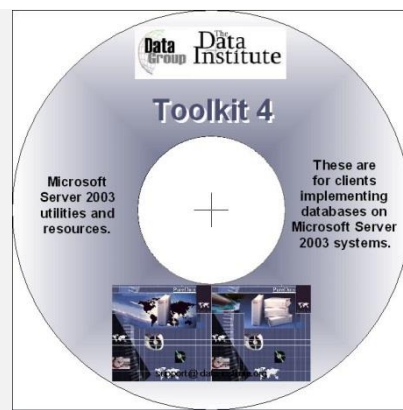
acsiX, ADaMSoft, ADMB, AMPL, Analyse-it, Analytica, Angoss, APMonitor, ASReml, Automlab, Baudline, Bayesian Filtering Library, BMDP, BV4.1, CalEst, Ch, Chronux, COMSOL Script, CSPro, DADiSP, DAP, Data Applied, Dataplot, Demetra+, EJS, ELKI, Epi Info, Euler Mathematical Toolbox, EViews, FAME, FEniCS Project, 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 Numerical Libraries, Izenda, JAGS, JHepWork, JMP, JMulTi, Julia, KPP, LabPlot, LISREL, Macsyma, Madagascar, MadArtSoft, Madeline, Maple, Mathcad, Mathmagix, Mathematica, MATLAB, MCSim, MedCalc, Minitab, MINUIT, MLwiN, Mondrian, NCAR Command Language, NCSS, NMath Stats, numberGo Publisher, NumXL, Octave, O-Matrix, OpenBUGS, OpenEpi, OpenMx, OptimJ, Orange, Origin, OriginPro, PARI/GP, Partek, PAW, Perl Data Language, 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 & Toolkit 5

These are optional Toolkits which are supplied on request.

Microsoft Server 2003 utilities and resources. These are for clients implementing databases on Microsoft Server 2003 systems.

Microsoft Server 2008 utilities and resources for clients implementing databases on Microsoft Server 2008 systems. Microsoft Server 2012 migration utilities are also provided in this Toolkit.



**DVD 4** Microsoft Server 2003 utilities and resources. These are for clients implementing databases on Microsoft Server 2003 systems.

**DVD 5** Microsoft Server 2008 utilities and resources for clients implementing databases on Microsoft Server 2008 systems. Microsoft Server 2012 migration utilities are also provided in this Toolkit.

## 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, Kualifoundation, 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 All-in-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 more detailed view of a typical Resource Web:

<http://www.eni-italy.info> produced for ENI, the Italian Oil group

## **This Office Administrative Service Lines Report & Database is an Entry Level product**

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 as well as the Notes and Definitions links found in each Chapter. There are subtle statistical nuances to some of the spreadsheets and databases which will help the user to fine-tune their models and forecasts to obtain maximum effect and greater accuracy. The database flow chart and database description should be consulted when applying statistical and modelling software.

### **Data Product levels**

Because of the sheer volume of data potentially available from DataGroup it has been necessary to create a number of product levels which can provide clients with as little or as much data as one needs. Clients can upgrade their Product level if required.

#### Entry level

Entry level products provide the most basic degree of information supplied by DataGroup. This product can be used to build upon for various business forecasting and planning application. Typically for a World Database this level will produce a database and spreadsheet count of over 9,000 record sets. Each record, if converted into graphs, will itself produce between 1 to 300 graphs.

#### Corporate Modelling level

The Corporate level modelling products provide the tools and information for medium and long term corporate forecasting and planning. These products are bespoke and are specific to the client company in question. Typically this level will produce a count of 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 and long term forecasting and planning. These products are bespoke and are specific to the industry and/or geographic reach of the client company in question. Typically this level will produce a database and spreadsheet count of over 39,000 record sets.

#### Presentation level

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

### **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**
  - External Validity
  - Sampling Terminology
  - Statistical Terms in Sampling
  - Probability Sampling
  - Nonprobability Sampling
- **Measurement**
  - Construct Validity
    - Measurement of Validity Types
    - Construct Validity
    - Convergent & Discriminant Validity
    - Threats to Construct Validity
    - Nomological Networks
    - Multi-trait / Multi-method Matrix
    - Pattern Matching Construct Validity
  - Reliability
    - True Score
    - Measurement Error
    - Reliability
    - Type of Reliability Analysis
    - 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
    - Interviews
    - Appraisal of Survey Method
  - Scaling
    - General Issues in Scaling
    - Thurstone Scaling
    - Likert Scaling
    - Guttman Scaling
  - Qualitative Measures
    - Qualitative Discussion
    - Qualitative Data
    - Qualitative Approach
    - Qualitative Method
    - Qualitative Validity
  - Unobtrusive Measures
- **Design**
  - Internal 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 Selection & 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
    - Other Quasi-Experimental Design
  - Relationships of Pre-Post Designs
  - Formulation of the Designs
  - Modification & Experimentation
- **Analysis**
  - Conclusion Validity
    - Threats to Validity
    - Validity Improvements
    - Statistical Control
  - Data Preparation
  - Descriptive Statistics
    - Correlation
  - Inferential Statistics
    - T-Test
    - Indicator Variables
    - General Linear Model
    - Post-test-Only Analysis
    - Factorial Design Analysis
    - Randomized Block Analysis
    - Analysis of Covariance
    - Non-equivalent Group Analysis
    - 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.



## Costs

### Report & Database Cost

Office Administrative Service Lines World Report: Cost: \$ 2850

Office Administrative Service Lines Regional Report: Cost: \$ 1850

Office Administrative Service Lines Country Report: Cost: \$ 1250

Office Administrative Service Lines Town + Country Report: Cost: \$ 2850

## Delivery

Account Holders: 59 minutes. Retail Clients: Online delivery in 8 hours; plus a back-up DVD shipped in 1 working day if required.

## Payment

If you wish to order this report, please send us an order quoting your account number, or request an Invoice.

## 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](#)  
[Jamaica](#)  
[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](#)  
[Eire](#)  
[Estonia](#)  
[Georgia](#)  
[Germany](#)  
[Greece](#)  
[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\\*](#)  
[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\\*](#)  
[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 non-account 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 7-10 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. The client will need to install the TeamViewer software on their own computer to allow online assistance.

### **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 data processing and standard data formats are always less expensive to produce than Ad Hoc work.

What this means is that it is frequently less expensive to obtain a World or Regional report or database rather than separate country data.

## 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.

To insert information objectives Clients do so in **Red**

Once the After-Sales Service have a final specification, we will then produce a static PDF document which will form the basis of the contract.

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.

## 1. Market Research

### Markets & Products

Clients can order data for additional Product and Market Sectors. This will always include data, by year Historic: from 2007, and a Forecast by year to 2028 & 2049. Data can be provided for up to 200 countries.

#### Part 1.1

The client can specify Product & Market breakdowns as needed:

#### Part 1.2

The client can specify Product & Market breakdowns as needed:

#### Part 1.3

The client can specify Product & Market breakdowns as needed:

#### Part 1.4

The client can specify Product & Market breakdowns as needed:

## 2. Distribution Channels & End Users Data

### Distribution Channels & End Users

#### Distribution Channels

This section can investigate the Product Distribution Channels in the selected Markets. The data is based on a series of existing DataGroup databases:-

The client can specify information as needed

#### End Users

This section can investigate the End Users of the Products in the selected markets. The data is based on a series of existing DataGroup databases:-

The client can specify information as needed

### 3. Survey Data

#### Supplementary Survey Data for the selected Products & Markets

Each survey (Suppliers, Distribution Channels, Decision Makers, and End Users) contains 5 sub-sets for Products, Supplier Operations, Buyer & End Users, Trading Area, & Competitors in the selected Markets.

|                                 |                                              |
|---------------------------------|----------------------------------------------|
| Products                        | The client can specify information as needed |
| 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 Markets, 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 Markets. Industry Performance Survey results. **The client can specify information as needed.**

#### Distribution Channels

One can investigate the product Distribution Channels in the selected Markets. 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 Markets. Purchasing Decision Makers Survey results. **The client can specify information as needed.**

#### End Users

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

**67,200 Companies**  
**Office Administrative Service Lines**

**Corporate** Intelligence

## **Corporate Data**

### **Office Administrative Service Lines**

**This database contains data on 67,200 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 sub-sets for Products, Physical Operations, Buyer & End Users, Trading Area, & Competitors in the selected Industries.

|                                            |                                               |
|--------------------------------------------|-----------------------------------------------|
| <b>Products</b>                            | The client can specify information as needed. |
| <b>Physical Operations</b>                 | The client can specify information as needed. |
| <b>Buyer &amp; Decision Maker Profiles</b> | The client can specify information as needed. |
| <b>Trading Area</b>                        | The client can specify information as needed. |
| <b>Competitors</b>                         | 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.**

## 4. Corporate Data

Corporate data is available; however this data has to be verified by a telephone survey to ensure that the data is up-to-date. In addition some data will need to be updated, collated and analysed for each target company.

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

### Data Objectives for each Target Company

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

1. Financials: historical sales, forecasted sales, gross profit margin.
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...

### 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 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
7. Legal Entity & Ownership
8. Company Facilities
9. 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

### Corporate Observations:

33. Premises
34. Product Brands
35. Product Sales Channels
36. Products Carried & Services Offered
37. Consumer Features & Benefits
38. Current Market Analysis
39. Competition
40. Competitive Advantage
41. Target Markets
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 Market Analysis
50. Projected Market Size
51. Planned Products & Services
52. Development Plans

Swot Analysis:

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

Future Strategy Planning & Implementation:

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

Goals:

- 64. Renovating premises, stocking, staff hiring and marketing.
- 65. Market Penetration
- 66. Penetrate and raise awareness in the targeted 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.

Exit Strategies

Management:

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

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.**

---

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:  as an Excel file:

- |                                          |                                         |
|------------------------------------------|-----------------------------------------|
| 1. Product Revenue                       | 21. Total Fixed Assets                  |
| 2. Product Profitability as a % of Sales | 22. Finished Product Stocks             |
| 3. Total Process Space                   | 23. Work in Progress as Stocks          |
| 4. Average Site Process Space            | 24. Materials as Stocks                 |
| 5. Average Site Revenues                 | 25. Total Stocks / Inventory            |
| 6. Average Site Establishment Cost       | 26. Debtors                             |
| 7. Fixed Assets: Premises                | 27. Miscellaneous Current Assets        |
| 8. Fixed Assets: Equipment               | 28. Total Current Assets                |
| 9. Fixed Assets: Miscellaneous Items     | 29. Total Assets                        |
| 10. Fixed Assets                         | 30. Creditors                           |
| 11. Capital Expenditure on Premises      | 31. Short Term Loans                    |
| 12. Capital Expenditure on Plant         | 32. Miscellaneous Current Liabilities   |
| 13. Capital Expenditure on Equipment     | 33. Total Current Liabilities           |
| 14. Cap. Expend. on Data Processing      | 34. Net Assets / Capital Employed       |
| 15. Capital Expenditure on Misc. Items   | 35. Long Term Loans                     |
| 16. Total Capital Expenditure            | 36. Miscellaneous Long Term Liabilities |
| 17. Retirements: Premises                | 37. Shareholders' Funds                 |
| 18. Retirements: Plant & Equipment       | 38. Process Workers                     |
| 19. Retirements: Miscellaneous Items     | 39. Total Employees                     |
| 20. Total Retirements                    |                                         |

## 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:

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> <li>1. Return on Capital</li> <li>2. Return on Assets</li> <li>3. Return on Shareholders' Funds</li> <li>4. Pre-tax Profit Margins</li> <li>5. Operating Profit Margin</li> <li>6. Trading Profit Margin</li> <li>7. Return on Investment</li> <li>8. Assets Utilisation (Sales to Total Assets)</li> <li>9. Sales as a ratio of Fixed Assets</li> <li>10. Stock Turnover (Sales as a ratio of Stocks)</li> <li>11. Credit Period</li> <li>12. Creditors' Ratio (given as Creditors divided by Sales times 365 days)</li> <li>13. Default Debtors / Ratio of Total Debtors</li> <li>14. Un-Recoverable Debts Ratio of Total Debts</li> <li>15. Working Capital / Sales</li> <li>16. Materials &amp; Energy Costs as a % of Sales</li> <li>17. Added Value</li> <li>18. Investment as a Ratio of Added Value</li> <li>19. Value of Plant &amp; Equipment % of Sales</li> <li>20. Vertical Integration (Value Added % Sales)</li> <li>21. Research &amp; Development Investment % Sales</li> <li>22. Capital Expenditure Investment % of Sales</li> <li>23. Marketing Costs as a % of Sales</li> <li>24. Current Ratio (Current Assets/Liabilities)</li> <li>25. Quick Ratio</li> <li>26. Borrowing Ratio Total Debt ratio of Net Worth)</li> <li>27. Equity Ratio (Shareholders Funds ratio Total Liabilities)</li> <li>28. Income Gearing</li> <li>29. Total Debt as a ratio of Working Capital</li> <li>30. Debt Gearing Ratio (Long Term Loans ratio of Net Worth)</li> </ol> | <ol style="list-style-type: none"> <li>31. Average Remuneration (all employees)</li> <li>32. Profit per Employee</li> <li>33. Sales per Employee</li> <li>34. Remunerations / Sales</li> <li>35. Fixed Assets per Employee</li> <li>36. Capital Employed per Employee</li> <li>37. Total Assets per Employee</li> <li>38. Value of Average Investment per Employee</li> <li>39. Value Added per Employee</li> <li>40. Materials Costs as a % of Sales</li> <li>41. Wage Costs as a % of Sales</li> <li>42. Payroll and Wages as a Ratio to Materials</li> <li>43. Variable Costs as a % of Sales</li> <li>44. Fixed Costs as a % of Sales</li> <li>45. Fixed Costs as a Ratio of Variable Costs</li> <li>46. Distribution Costs as a % of Sales</li> <li>47. Warehousing Costs as a % of Sales</li> <li>48. Physical Costs as a % of Sales</li> <li>49. Fixed as a Ratio of Variable Distribution Costs</li> <li>50. Fixed as a Ratio of Variable Warehousing Costs</li> <li>51. Fixed as a Ratio of Variable Physical Costs</li> <li>52. Fixed Ratio of Variable Total Distribution Costs</li> <li>53. Product Returns Costs % of Sales</li> <li>54. Product Installation Costs as a % of Sales</li> <li>55. Product Breakdown Costs as a % of Sales</li> <li>56. Product Systems Costs as a % of Sales</li> <li>57. Product Service &amp; Associated Costs % of Sales</li> <li>58. Customer &amp; Associated Costs % Sales</li> <li>59. Stock Work in Progress &amp; Materials as a Ratio of Finished Products</li> <li>60. Stock Materials as a Ratio of Work in Progress</li> </ol> |
| <ol style="list-style-type: none"> <li>61. Un-recoverable Debts Ratio of Total Debt</li> <li>62. Un-recoverable Debts Ratio Within Terms</li> <li>63. Total Sales Costs as a % of Sales</li> <li>64. Total Distribution Costs as a % of Sales</li> <li>65. Total Advertising Costs as a % of Sales</li> <li>66. Total After-Sales Costs as a % of Sales</li> <li>67. Total Customer Compensation Costs</li> <li>68. Total Variable Marketing Costs % of Sales</li> <li>69. Total Fixed Marketing Costs % of Sales</li> <li>70. Total Fixed Marketing Costs : Ratio of Total Variable Marketing Costs</li> <li>71. Variable Sales Personnel Costs: Marketing</li> <li>72. Variable Distribution Ratio Marketing Costs</li> <li>73. Variable Advertising Costs : Marketing</li> <li>74. Variable After-Sales Costs as a Ratio of Marketing Costs</li> <li>75. Sales Personnel Variable Costs : Sales</li> <li>76. Sales Personnel Variable Costs : Debtors</li> <li>77. Sales Personnel Variable Costs</li> <li>78. Exports as a % of Sales</li> <li>79. \$ Hourly Pay Rate</li> <li>80. \$ Hourly Wage Rate</li> <li>81. Capital Employed</li> <li>82. Return on Capital</li> <li>83. Return on Assets</li> <li>84. Return on Shareholders' Funds</li> </ol>                                                                                                                                                                                                                                                        | <ol style="list-style-type: none"> <li>91. Stock Turnover (Sales as a ratio of Stocks)</li> <li>92. Credit Period</li> <li>93. Creditors' Ratio</li> <li>94. Default Debtors Ratio of Total Debtors</li> <li>95. Un-Recoverable Debts Ratio of Total Debts</li> <li>96. Working Capital / Sales</li> <li>97. Materials &amp; Energy Costs as a % of Sales</li> <li>98. Added Value</li> <li>99. Investment as a Ratio of Added Value</li> <li>100. Value of Plant &amp; Equipment as a % of Sales</li> <li>101. Vertical Integration Ratio</li> <li>102. Research &amp; Development Investment as a % of Sales</li> <li>103. Capital Expenditure Investment % Sales</li> <li>104. Marketing Costs as a % of Sales</li> <li>105. Current Ratio</li> <li>106. Quick Ratio</li> <li>107. Borrowing Ratio</li> <li>108. Equity Ratio</li> <li>109. Income Gearing</li> <li>110. Total Debt as a ratio of Working Capital</li> <li>111. Debt Gearing Ratio</li> <li>112. Average Remuneration (all employees)</li> <li>113. Profit per Employee</li> <li>114. Sales per Employee</li> <li>115. Remunerations / Sales</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

|                                               |                                             |
|-----------------------------------------------|---------------------------------------------|
| 85. Pre-tax Profit Margins                    | 116. Fixed Assets per Employee              |
| 86. Operating Profit Margin                   | 117. Capital Employed per Employee          |
| 87. Trading Profit Margin                     | 118. Total Assets per Employee              |
| 88. Return on Investment                      | 119. Value of Average Investment / Employee |
| 89. Assets Utilisation (Sales : Total Assets) | 120. Value Added per Employee               |
| 90. Sales as a ratio of Fixed Assets          |                                             |

NB: These above tables use standard Accounting terms, as used by accountants and financial managers. The Balance Sheet formats are used by accountants when they produce management accounts for companies and when they audit company financial results. The Balance Sheets are not the same as the Cashflow projections. Balance sheets are done on an Annual basis and Cashflow projections are done on a Monthly basis. These documents are usually produced as interactive/dynamic Excel sheets, thus if one set of data is changed (for example Payroll Costs) then this automatically changes the other data in the Balance Sheet or Cashflow projection.

## Background to the Derived Financial calculations

There is a radical difference between the published financial data of companies and the Derived Financial calculations shown in these reports.

Whereas a company's published financial data may rely on the auditor's opinion that it is a fair representation of that company's financial situation, it may not reflect the actual financial circumstances of that company.

This is especially critical when evaluating Net Assets or Shareholders Funds. Essentially the Shareholders Funds are what assets would be realisable if the company was liquidated. These are the Liquidated Net Assets of the enterprise.

The software used to produce these calculations search for the realisable assets of the company. Those realisable assets tend to be found as Stock and Inventory (at the current product level valuation), and other Tangible Assets like the actual or current market value of owned Property.

Intangible Assets like intellectual property rights, or goodwill, are only valuable where market conditions are buoyant and optimistic, and allow for the on-going exploitation of such assets.

Certain items, like leased property holdings, are assets during buoyant market conditions in market specific locations; however in depressed market conditions or depressed market locations, these items are a liability because the company are tied to unprofitable locations and are constrained by the terms of the property leases, and other costs.

In many jurisdictions there will be liabilities due to national and local taxes and duties, outstanding social security contributions, and redundancy liabilities. Where a company is trading in difficult market conditions these items should be considered as liabilities chargeable against Shareholder Funds.

The Derived Financial calculations pay particular attention to the off balance sheet activities of the company, and the legal context to those activities. In addition assets which have been mortgaged or pledged or against which there is a charge cannot be regarded as assets; and a calculation must be made in relation to the actual market value of the assets set off against the amount of the charge. In many instances this produces a negative figure, and this is listed as a net liability and deducted from the Net Assets figure.

## 5. Additional Data

**The client can specify information as needed.**

This section can be used to specify non-Market 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 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. The DataGroup Stiftung has undertaken to maintain support for the older data dictionary standards and definitions until 2018; however users are urged to update at their earliest convenience.

### Database Flowchart + Configuration

The flowchart provides the minimum configuration for the databases provided by the DataGroup / Data Institute publishers and 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](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: [DataGroup Client 1975-2000](#)



Published by The DataGroup Stiftung, Vaduz, Liechtenstein. Copyright © by DataGroup Stiftung. All rights reserved. No part of the contents of this document may be reproduced for third party distribution or transmitted to third parties in any form or by any means without the written permission of the publisher. DataGroup publications are available worldwide only through authorized distributors.

All trademarks are recognized and are used as only an identifier and as Fair Comment as allowed in United States copyright law and the decisions of the European Court. Microsoft, Word, Excel, Access, Windows, and associated logos and identifiers are trademarks of Microsoft Corporation. The copyright and trademarks of the U.S. Government Printing Office, Bureau of the Census, U.S. Department of Commerce, U.S. Office of Management and Budget, U.S. General Accounting Office, National Technical Information Service and other U.S. Government Departments and Agencies are recognized. The copyright and trademarks of all publishers and producers of ancillary documentation and software are recognized.