



Research reports available from World Wide Worx 2009

Where the new studies listed below are not available, clients who order these reports will be supplied with previous versions at no additional cost until the new reports are ready.

Internet-related studies

Internet Access in SA 2008

The latest in Arthur Goldstuck's annual study of the Internet access market in South Africa, this flagship report is based on 14 years of studying this crucial market. The 2008 edition extends the previous edition's analysis of the penetration and impact of broadband Internet access to wireless broadband, as well as the impact of new undersea cables and efforts to bridge the digital divide.

Code: ISP08

Available

Cost: R9800 excl. VAT

Online retail in South Africa 2009

This annual study of the online retail market in South Africa examines the state of online versus traditional retail, business models and strategies, and provides statistics on the size of the online retail market in various categories and sectors. The report includes a database of sites using e-commerce or deployed as part of online marketing strategies. More than 200 online retailers are surveyed and more than a 1000 sites included in the report.

Code: RET09

Due: 3rd Quarter 2009

Cost: R9800 excl. VAT

Online Media in South Africa 2009

Online media in South Africa is dominated by a few large publishers, but less well-known publishers are contributing to a dramatic surge in adspend. What are the strategies, trends and philosophies among the market leaders? How do the offerings of the major media houses compare with those of newcomers? This definitive study of the formal online media market in South Africa examines the state of online media and provides statistics on the size of the online media and advertising in various categories.

Code: MED08

Available

Cost: R9800 excl. VAT

Online banking in South Africa 2009

A survey of the online banking initiatives of South Africa's major banks, highlighting relative strengths and weaknesses, and quantifying the market. Includes a comparative analysis of the web site usability, security and content strategy of each of the online banking sites, namely Absa, FNB, Investec, Nedbank, and Standard.

Code: BANK09

Due: 3rd Quarter 2009

Cost: R18 800 excl. VAT

Voice over Internet Protocol (VoIP) in SA 2008

A sequel to the first study of the potential for Voice over IP among SA businesses, including a survey of 100 corporations, more than a 1000 SMEs. The 2005 study correctly forecast that VoIP would achieve limited takeup among small business during its first year of legal availability. The new study examines the impact of VoIP during the first two years, and provides a technology outlook for Internet Protocol in the telecommunications industry.

Code: VOIP08

Available

Cost: R9800 excl. VAT

WiMAX in South Africa 2008

WiMAX is both loved and hated in the IT and telecommunications sectors, depending on vested interests, experience in pilot projects, and the impact of case studies. This groundbreaking research report examines expected impact among South African corporations and small and medium enterprises, and factors behind those expectations.

Code: WIM08

Available

Cost: R9800 excl. VAT

SME research

Each of the SME Surveys examines different aspects of factors that influence the survival and growth of small and medium enterprises. As a result, they continue to be made available for purchase when new editions are released. The 2005 study is made available at no cost to clients of the later studies.

SME Survey 2006

The 2006 edition of the SME Survey saw 6000 respondents interviewed on the enabling environment for starting and running a small and medium enterprise in South Africa. It also unveiled the SME Satisfaction Index for the first time, and again revisited factors behind the competitiveness of SMEs.

Code: SME06

Available

Cost : R9800 excl. VAT

SME Survey 2007

The 2007 edition of the SME Survey once again includes 6000 respondents. This year's survey drills down into the use of a variety of resources in order to uncover the factors that differentiate competitive from uncompetitive SMEs. It also delves into what keeps small business decision-makers awake at night.

Code: SME07

Available

Cost : R9800 excl. VAT

SME Survey 2008

The 2008 edition of the SME Survey includes 5000 respondents. This year's survey examines the impact of infrastructural challenges, such as load-shedding, high interest rates and high fuel costs on SMEs. It also delves further into what keeps small business decision-makers awake at night.

Code: SME08

Available

Cost : R9800 excl. VAT

SME Survey 2009

The 2009 edition of the SME Survey explores the impact of the global financial crisis and the looming recession on small businesses. It also explores what approaches are being taken to address these challenges.

Code: SME08

Due: 4th Quarter 2009

Cost : R9800 excl. VAT

Business strategy reports

Self Service Strategies in SA 2007

A report on the state of customer self-service in South Africa, its evolution into multi-channel strategies and its integration into CRM, with research conducted among the country's leading commercial billers.

Code: CSS07

Available

Cost: R8400 excl. VAT

Value in Rewards Programmes 2007

The 4th study of South African loyalty programmes, conducted by Razor's Edge Business Intelligence with World Wide Worx, includes an in-depth analysis of major rewards programmes, detailing the value offered by the programmes to their members and a table of features summarising core characteristics of each of the surveyed programmes. Each programme is rated against a wide range of criteria that define the value mix – the package of direct and value-added benefits – offered to members.

Code: LOY07

Available

Cost: R16 800 excl. VAT

Software in the South African Enterprise 2009

A study of the usage, priorities and expectations of software in South African corporations and medium-sized enterprises, conducted with nFold. Provides insights into issues in purchasing and implementing software, performance of software and major trends in enterprise software.

Code: SOF08

Due: 2nd Quarter 2009

Cost: R9 800 excl. VAT

HR research

The following studies are conducted jointly between World Wide Worx and Insightss research, specialists in human resource strategy and market intelligence:

Information Systems in HR in South Africa 2009

Exploring the usage of information systems for the management and advancement of human resources processes and strategy in South Africa. Based on interviews with corporate HR decision-makers.

Code: HRIS08

Due : 3rd Quarter 2009

Cost: R9800 excl. VAT

Workforce in Crisis: Talent management trends in South Africa 2009

Exploring the changes in workforce trends, strategies and the management of talent in South Africa. Based on interviews with corporate executives and HR decision-makers.

Code: HRTM08

Due : 3rd Quarter 2009

Cost: R9800 excl. VAT

Mobile technology

Each of the Mobility studies has a distinct focus, and it is therefore recommended that the studies from each successive year be perused in tandem with each other.

Mobility 2006

1. The impact of mobile and wireless technology on corporate SA 2006

The role played by cellular, wireless and mobile technologies, from phones to laptops to wireless LANs and satellite technology in the corporate environment. Based on face-to-face interviews with 100 corporate decision-makers in South Africa.

Code: MCORP06 Available

Cost: R9 800 excl. VAT

2. The impact of mobile and wireless technology on SMEs in SA 2006

The role played by cellular, wireless and mobile technologies, from phones to PDAs and laptops to wireless LANs, in the small and medium business environment. Based on telephonic interviews with more than 1100 SME decision-makers in South Africa.

Code: MSME06 Available

Cost: R9 800 excl. VAT

3. The impact of mobile and wireless technology on the SA consumer 2006

The role played by cellular, wireless and mobile technologies in the daily lives of South Africans at work, home and play. The most comprehensive segmentation yet of the mobile market, based on face-to-face interviews with more than 1000 South Africans.

Code: MPUB06 Available

Cost: R9 800 excl. VAT

Full set of 3 reports (total value R29 400)

Code: MOB2006 **Cost: R26 500 excl. VAT**

Mobility 2007

1. The impact of mobile and wireless technology on corporate SA 2007

The role played by cellular, wireless and mobile technologies, from phones to laptops to wireless LANs and satellite technology in the corporate environment. Based on face-to-face interviews with 100 corporate decision-makers in South Africa.

Code: MCORP07 Available

Cost: R9 800 excl. VAT

2. The impact of mobile and wireless technology on the South African consumer

The role played by cellular, wireless and mobile technologies in the daily lives of South Africans at work, home and play. The most comprehensive segmentation yet of the mobile market, based on face-to-face interviews with more than 1000 South Africans.

Code: MPUB07 Available

Cost: R9 800 excl. VAT

Full set of 2 reports (total value R19 600)

Code: MOB2007 **Cost: R18 000 excl. VAT**

Mobility 2009

To be advised: will form part of 2010 subscription package

IT Sector Update Service

World Wide Worx has partnered with Brian Rainier, head of Brainier Capital and Consulting, to provide clients with a research service on the listed IT companies of South Africa. The service includes the following benefits:

- Access to one of SA's leading analysts in the IT sector
- Understanding the growth and profitability prospects of leading listed IT players;
- Supplementing your own market intelligence with detailed researched competitive information;
- Utilising the research to identify and value company investment, M&A or pure stock market opportunities across the IT industry.

The full subscription to this service includes:

- **Quarterly Report:** Detailed analysis and valuation of the IT sector and individual companies within the sector (typically the top 15-20 listed small/medium cap IT companies) - included in a quarterly report (originally nominated in the Financial Mail annual broker ratings in 2000 for best IT research report of the year);
- **Interim updates** and valuations including the impact of company news and corporate activity within the sector;
- **Regular one-on-one quarterly presentations**, telephonic updates and on-request information discussions concerning the sector and researched companies as well as commentary on:
 - Activity within the 10 or so venture capital and private equity funds that are incubating the next potential IT stars;
 - Rising BEE IT companies.
 - Unlisted companies – those hoping to IPO or sell to larger IT companies in the mid to near future, as well as some of the new rising stars.\
- Conferences: Preferential attendance to free conferences convened by Brainier Capital (1 per year).

Service	Code	Price
Full 12-month subscription	BRS08	R35 000 exc VAT for full service
Single quarterly report	BRQ08	R10 000 exc VAT per report
Single interim update	BRU08	R2500 exc VAT per report

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Internet-related Research Reports	Code	Price (excl. VAT)	Tick here	Amount due
Internet Access in SA 2008	ISP08	R9 800		
Online Retail in South Africa 2009	RET09	R9 800		
Online Media in South Africa 2009	MED09	R9 800		
Online banking in SA 2009	BANK09	R18 800		
VoIP in SA 2008	VOIP08	R9 800		
WiMAX in SA 2008	WIM08	R9 800		
Total value		R67 800		
All Internet-related reports	NETSET	R64 000		

SME Research Reports	Code	Price (excl. VAT)	Tick here	Amount due
SME Survey 2006 (Enabling Envir.)	SME06	R9800		
SME Survey 2007 (Differentiating)	SME07	R9800		
SME Survey 2008 (Infrastructure)	SME08	R9800		
SME Survey 2009 (IRecession)	SME09	R9800		
Total value		R39 200		
All SME Surveys	SMESET	R35 000		

Business strategy reports	Code	Price (excl. VAT)	Tick here	Amount due
Self Service Strategies in SA 2007	CSS07	R8 400		
Value in Rewards Progs 2007	LOY07	R16 800		
Software in the SA Enterprise 2009	SOF09	R9 800		
IS in HR in South Africa 2009	HRIS09	R9 800		
Workforce in Crisis: HR trends 2009	HRTM09	R9 800		
Total value		R54 600		
All business strategy reports		R48 000		

Mobility Reports	Code	Price (excl. VAT)	Tick here	Amount due
Impact of mobile on SMMEs in SA 2006	MSME06	R9800		
Impact of mobile on consumers 2006	MPUB06	R9800		
Impact of mobile on corporate SA 2007	MCORP07	R9800		
Impact of mobile on consumers 2007	MPUB07	R9800		
Total value		R39 300		
Full 2006 and 2007 suites		R32 000		

Total value of all reports		R211 000		
Once-off subscription to full set of reports	WWW07	R185 000		R
Monthly subscription to full set of reports	WWWS	R16 000 monthly		

IT Sector Update Service (Brainier)	Code	Price (excl. VAT)	Tick here	Amount due
Full 12-month subscription	BRS08	R35 000		
Single quarterly report (if not ordering 12-month subscription)	BRQ08	R10 000		
Single interim update (if not ordering 12-month subscription)	BRU08	R2500		

Total value of all reports and services		R246 000		
Once-off subscription to all research reports and services	WWWA	R218 000		R
Monthly subscription to all research reports and services	WWWM	R18 000 monthly		R

All of the above can also be packaged as part of a regular presentation and strategic insight session for key staff.