



43 Craighall Road, Victory Park, Johannesburg 2195
Telephone +27 11 7827003

PO Box 752, Pinegowrie 2123, South Africa
Fax +27 11 7827063

www.worldwideworx.com

Research reports from World Wide Worx 2011

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

World Wide Worx also conducts commissioned research on behalf of clients in all areas related to IT, telecommunications and business strategy.

Social Media

South African Social Media Landscape 2011

The most comprehensive study yet of social media in South Africa, combining the database analytics of Fuseware with the market research of World Wide Worx.

Code: SOC11

Available

Cost : R12 000 excl. VAT

Mobile technology

Mobility 2010/11

The Mobile Consumer in SA 2011

The role played by cellular, wireless and mobile technologies in the daily lives of South Africans at work, home and play. Based on face-to-face interviews with 1000 South Africans.

Code: MCSR11

Available

Cost : R12 000 excl. VAT

The Mobile Internet in SA 2011

The growth and usage of the mobile Internet in South Africa, including the emergence of the "application Internet". Based on face-to-face interviews with 1000 South Africans.

Code: MOBINT11

Available

Cost : R12 000 excl. VAT

The Mobile Corporation in SA 2010

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 200 corporate decision-makers in South Africa.

Code: MCORP10

Available

Cost : R11 000 excl. VAT

Internet-related studies

Internet Access in SA 2011

The most comprehensive yet of Arthur Goldstuck's annual study of the Internet access market in South Africa, now extending into African connectivity in order to provide a context for South Africa's rapidly expanding international links. The report is based on 17

years of studying this crucial market. The 2011 edition extends the previous edition's analysis of the impact of new undersea cables into an overview of terrestrial fibre optic networks presently being rolled out across South Africa.

Code: ISP11

Due 4th Quarter 2011

Cost: R12 000 excl. VAT

Online retail in South Africa 2011

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 an overview of global trends and analysis of online retail in key territories.

Code: RET11

Available

Cost: R12 000 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: MED09

Available

Cost: R11 000 excl. VAT

Online banking in South Africa 2011

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: BANK11

Due: 3rd quarter 2011

Cost: R19 000 excl. VAT

Business strategy reports

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: SOF09

Available

Cost: R11 000 excl. VAT

Customer Self Service Strategies in SA 2010

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: CSS10

Available

Cost: R12 000 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.

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 : R9000 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: SME09

Available

Cost : R11 000 excl. VAT

SME Survey 2010

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: SME10

Available

Cost : R12 000 excl. VAT

IT Sector Update Service

World Wide Worx has partnered with Brian Rainier, head of Merchantec, 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 Merchantec (1 per year).

Service	Code	Price
Full 12-month subscription	BRS10	R40 000 exc VAT for full service
Single quarterly report	BRQ10	R10 000 exc VAT per report
Single interim update	BRU10	R2500 exc VAT per report

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Please send this form to us via one of the following:

E-mail: info@worldwideworx.com

Fax: +27 11 7827063

Mail: PO Box 752, Pinegowrie 2123, South Africa

Delivery: 43 Craighall Rd, Victory Park 2195, South Africa

For further information, please contact World Wide Worx by e-mail on info@worldwideworx.com or by telephone on +27 11 7827003.

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Social Media	Code	Price (excl. VAT)	Tick here	Amount due
SA Social Media Landscape 2011	SOC11	R12 000		
Social Media reports		R12 000		

Mobility Reports	Code	Price (excl. VAT)	Tick here	Amount due
Mobile Consumer in SA 2011	MOBCSR11	R12 000		
Mobile Internet in SA 2011	MOBINT11	R12 000		
Mobile Corporation in SA 2010	MCORP10	R11 000		
Total value		R35 000		
Mobility reports		R33 000		

Internet-related Research Reports	Code	Price (excl. VAT)	Tick here	Amount due
Internet Access in SA 2011	ISP11	R12 000		
Online Retail in South Africa 2011	RET11	R12 000		
Online Media in South Africa 2009	MED09	R11 000		
Online banking in SA 2011	BANK11	R19 000		
Total value		R54 000		
All Internet-related reports	NETSET	R52 000		

SME Research Reports	Code	Price (excl. VAT)	Tick here	Amount due
SME Survey 2008 (Infrastructure)	SME08	R9000		
SME Survey 2009 (Recession)	SME09	R11000		
SME Survey 2010 (World Cup)	SME10	R12000		
Total value		R32 000		
All SME Surveys	SMESET	R30 000		

Business strategy reports	Code	Price (excl. VAT)	Tick here	Amount due
Software in the SA Enterprise 2009	SOF09	R11 000		
Self-service Strategies 2010	CSS10	R12 000		
Total value		R23 000		
Business strategy reports	STRAT	R21 000		

Total value of all reports		R156 000		
Once-off subscription to full set of reports	WWW10	R145 000		R
Monthly subscription to full set of reports	WWWS	R14 000 monthly		

IT Sector Update Service (Brainier)	Code	Price (excl. VAT)	Tick here	Amount due
Full 12-month subscription	BRS10	R40 000		
Single quarterly report (if not ordering 12-month subscription)	BRQ10	R10 000		
Single interim update (if not ordering 12-month subscription)	BRU10	R2500		

Once-off annual subscription to all World Wide Worx research (as per schedule above):

Total value of all reports and services		R196 000		
Once-off subscription to all research reports and services	WWWA	R182 000		R
Monthly subscription to all research reports and services	WWWM	R17 000 monthly		R

Annually renewable subscription to all World Wide Worx research (equivalent to schedule above):

Annually renewable subscription to all research reports and services (Purchase Order must specify renewal requirement)	WWWR	R140 000, with 10% annual escalation		R
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All of the above can also be packaged as part of a regular presentation and strategic insight session for key staff.

Terms and conditions of subscription

1. Clients of annual subscription services agree to pay the initial subscription fee upon invoice;
2. World Wide Worx agrees to provide clients of annual subscription services with all current and currently scheduled research reports as they become available;
3. Clients of **renewable** annual subscription services agree to pay the subscription renewal fee (current annual subscription fee plus 10% of that fee) on the anniversary of commencement of the original subscription;
4. World Wide Worx agrees to provide clients of **renewable** annual subscription services, in the subsequent subscription year, with updated versions of all current reports, where such are produced in the subsequent subscription year, as well as with all new reports produced in that year, where they are made available for purchase to the general market.
5. The client may cancel the renewable subscription subsequent to the first renewal (i.e. if the client does not wish to maintain the subscription after its second year).