

Survey: Software Installation Statistics

**** CONFIDENTIAL ****

Results of a survey issued to participants in the *Canadian Software Asset Management Users' Group*, and to clients/contacts of *Technology Asset Management* ; approximately 80 recipients representing 45-50 Canadian, mostly Ontario-based, companies.

INQUIRY:

1. How many software applications are typically installed on your desktop and notebook machines? (i.e., an average, excluding operating system, application extensions, service packs etc.)
2. Do you differentiate between software applications that are manually installed versus installed via automated distribution tools? If yes, please provide separate averages if available.
3. Do you differentiate between software applications that are centrally managed by IS/IT and those that may be managed by Business Units? Again, if yes, please provide separate averages if available.

Respondent Company Industry	Average SW Installations		Installation Method		Management		Comments
	Desktop	Notebook	Manual	Automated	Central	BU	
Financial	20	15	2%	98%	100%	0%	
Financial	12	12	1%	99%	75%	25%	Installation: Goal is zero% manually installed for systems w/o administrator access
Government - Federal	25	25	0%	100%	100%	0%	Additional applications 'as needed' after initial installation of 'standard' applications
Government? - Provincial	18	18	22%	78%	78%	22%	Manual: Installed by user, provided by the product support group, not managed by BU
Industrial Products	15	10	10%	90%	100%	0%	All managed centrally; 90% installed centrally
Retail	Depends on image	Depends on image			100%	0%	
Overall Average:	18	16	7%	93%	92%	8%	