



CONTACTS

IDG Contacts Annual IT Census December 2004 Results Summary

Contacts Research conducted a survey of Australian businesses in September to November 2004 to establish brands that are installed and their intentions to buy or upgrade IT brands. Of 7,000 companies surveyed 1697(24.2%) responded to the survey and 1113 (15.9%) provided indications of the intention to purchase or upgrade IT brands.

Top five products for each category are listed in the tables below.

Applications			
Content Management			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
1	Microsoft	18.2%	6.7%
1	Content Management Other	16.1%	4.4%
1	Lotus Notes	9.5%	2.4%
1	Cold Fusion	6.4%	1.4%
1	Oracle 9iAS	4.7%	2.2%
eBusiness			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
2	E-Business Other	15.7%	3.0%
2	WebSphere	8.5%	4.1%
2	Oracle	5.0%	1.8%
2	Great Plains	2.8%	0.7%
2	Ariba	1.0%	0.2%

Financial & HR			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
3	Financial and HR Software Other	43.0%	6.1%
3	MYOB	17.9%	3.0%
3	Micropay	13.6%	1.4%
3	SAP	10.8%	2.7%
3	Chris	8.0%	1.3%
Graphics & Publishing			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
4	Adobe	72.8%	8.2%
4	Macromedia	33.5%	3.9%
4	Corel	16.7%	1.3%
4	Quark	13.0%	1.1%
4	Graphics and Publishing Other	7.2%	0.6%
Knowledge Management			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
5	Microsoft Project	66.1%	4.9%
5	ABC Flowcharter	14.5%	0.7%
5	Lotus Notes/Domino	14.1%	2.6%
5	Knowledge Management Other	12.9%	1.8%
5	ACT	5.7%	1.0%
Logistics			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
6	Logistics Other	14.4%	2.0%
6	MIMS	2.1%	0.2%
6	IMAS	0.9%	0.4%
6	Genasys	0.9%	0.0%
Manufacturing & Design			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
7	Microsoft Visio	41.2%	3.2%
7	Autocad	28.8%	4.3%
7	Manufacturing and Design Other	9.3%	1.3%
7	Autodesk	9.1%	1.3%
7	SAP	5.7%	0.9%

Anti-Virus			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
8	Norton	37.7%	7.3%
8	McAfee	26.8%	4.2%
8	Trend	21.8%	4.6%
8	eTrust	14.4%	2.4%
8	Anti-Virus Other	10.8%	1.3%
CRM			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
9	Crystal Reports	23.5%	3.1%
9	CRM Other	23.2%	4.1%
9	Cognos	8.0%	1.7%
9	SAP	3.8%	1.3%
9	Business Objects	3.5%	0.5%
Messaging System			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
10	MS Exchange	58.9%	14.3%
10	Lotus Notes/Domino	19.6%	3.4%
10	Messaging System Other	8.3%	1.1%
10	Sendmail	7.8%	0.3%
10	Novell Groupwise	7.6%	1.0%
Office Productivity Suite			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
11	MS Office	96.5%	16.3%
11	OpenOffice	8.0%	1.8%
11	Microsoft Works	3.4%	0.0%
11	Lotus Suite	3.3%	0.1%
11	Star Office	3.2%	0.5%
Messaging Client Software			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
12	MS Outlook	70.6%	12.5%
12	Messaging Client Software Other	18.0%	1.3%
12	Eudora	3.6%	0.4%
12	Pine	1.7%	0.2%
12	Sun Java	0.8%	0.1%

Spam Filters			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
13	Spam Filters Other	18.3%	2.8%
13	Symantec/Antivirus Filtering	15.7%	2.2%
13	Trend Micro/Spam Prevention	14.7%	3.1%
13	McAfee/SpamKiller	7.7%	1.9%
13	Surfcontrol Email Filter	7.2%	2.2%

Application Servers			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
14	Veritas	13.3%	1.5%
14	Application Servers Other	10.8%	1.7%
14	HP Open View	9.7%	1.7%
14	IBM Tivoli	6.0%	1.1%
14	CA Unicentre	2.9%	1.1%

Systems Management			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
15	Systems Management Other	9.4%	1.4%
15	SAP	5.4%	1.2%
15	PeopleSoft	2.5%	0.3%
15	Great Plains	1.6%	0.5%
15	Navision	1.5%	0.4%

Equipment

Desktop			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
16	HP/Compaq	41.8%	12.4%
16	Dell	37.5%	12.3%
16	IBM	27.2%	6.9%
16	Desktop Other	26.2%	6.5%
16	Acer	9.0%	2.3%

Laptop & Notebook			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
17	HP/Compaq	37.7%	8.6%
17	Dell	33.1%	9.4%
17	Toshiba	31.2%	5.8%
17	IBM	25.2%	7.5%
17	Acer	10.4%	3.1%

Mainframe/High-end			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
18	HP/Compaq	19.7%	3.3%
18	IBM iSeries	13.1%	1.9%
18	Sun Enterprise Series	12.2%	2.1%
18	Mainframend High-end Other	7.1%	0.6%
18	IBM pSeries	7.0%	1.4%
Processors			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
20	Intel PIII/PIV Desktop	69.5%	13.2%
20	Intel PIII/PIV Mobile	47.1%	8.9%
20	Intel Xeon	46.3%	9.5%
20	Intel Pentium M	44.0%	6.7%
20	Intel Centrino	32.5%	6.5%
Storage Solution Providers			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
21	HP/Compaq	22.0%	4.9%
21	Veritas	14.0%	2.3%
21	IBM	13.4%	3.3%
21	Dell	10.6%	1.9%
21	Seagate	7.6%	0.8%
Entry-level Servers			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
22	HP/Compaq	36.7%	8.6%
22	Dell PowerEdge Series	25.8%	6.8%
22	IBM iSeries	17.7%	3.1%
22	Entry-level Servers Other	12.5%	1.8%
22	Acer	3.8%	1.0%
Imaging			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
23	HP/Compaq	28.0%	2.8%
23	Canon	25.0%	3.2%
23	Kodak	11.7%	1.5%
23	Imaging Other	10.7%	1.4%
23	Epson	5.3%	0.4%

Printers Inkjet			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
23.5	HP/Compaq	59.9%	8.4%
23.5	Canon	25.0%	2.5%
23.5	Epson	19.2%	1.5%
23.5	Lexmark	13.0%	1.5%
23.5	Printers Inkjet Other	4.2%	0.5%
Printers MonoLaser			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
24	HP/Compaq	68.8%	15.8%
24	Lexmark	20.6%	2.9%
24	Xerox/Fuji Xerox	13.4%	2.0%
24	Kyocera	13.3%	1.7%
24	Canon	8.5%	1.1%
Printers Colour Laser			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
25	HP/Compaq	41.3%	8.6%
25	Xerox/Fuji Xerox	18.2%	2.3%
25	Canon	10.1%	1.1%
25	Lexmark	10.1%	1.6%
25	Tektronix	6.7%	0.5%
Printers MFD			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
26	HP/Compaq	19.7%	2.2%
26	Canon	13.7%	2.5%
26	Xerox/Fuji Xerox	13.0%	2.2%
26	Printers MFD Other	11.3%	1.8%
26	Brother	5.2%	0.7%
Copiers			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
27	Canon	34.4%	3.7%
27	Xerox/Fuji Xerox	30.0%	4.0%
27	Ricoh	18.0%	1.4%
27	Konica	14.9%	1.4%
27	Copiers Other	8.8%	20.3%

Rack Dense Servers			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
28	HP Blade Series	10.3%	3.1%
28	IBM Blade Series	7.7%	4.2%
28	Dell Blade Series	7.0%	2.2%
28	Rack Dense Servers Other	2.5%	0.4%
28	Sun Blade	2.3%	0.5%
Telephony-Traditional			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
29	Telephony-Traditional Other	27.8%	1.8%
29	NEC	26.5%	2.7%
29	Ericsson	19.9%	1.5%
29	Nokia	11.4%	1.4%
29	Nortel	8.9%	0.8%
Telephony-VOIP			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
30	Cisco	11.6%	6.6%
30	Telephony-VOIP Other	8.9%	4.9%
30	Nortel	2.8%	1.3%
30	3Com	1.1%	0.7%
30	Lucent	0.9%	0.7%
Networking			
LAN Hardware			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
31	Cisco	61.3%	14.5%
31	Netgear	32.5%	4.0%
31	HP/Compaq	23.4%	4.8%
31	D-Link	22.6%	2.3%
31	3Com	20.5%	2.6%
WAN Hardware			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
32	Cisco	63.1%	12.1%
32	WAN Hardware Other	6.9%	0.4%
32	Snapgear	2.3%	0.3%
32	Lucent	1.9%	0.0%
32	Avaya	1.8%	0.8%

Wireless Hardware			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
33	Cisco	15.9%	8.0%
33	D-Link	12.6%	2.7%
33	Netgear	11.0%	1.8%
33	Wireless Hardware Other	5.2%	1.6%
33	Linksys	3.5%	1.0%
LAN Software			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
34	Cisco	37.7%	5.4%
34	HP/Compaq	14.3%	1.1%
34	Novell	10.1%	1.9%
34	LAN Software Other	6.7%	0.5%
34	Nortel	2.7%	0.3%
Wireless Software			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
35	Citrix	5.9%	2.5%
35	Wireless Software Other	4.5%	0.8%
35	Nortel	1.6%	0.1%
35	Boingo	0.4%	0.0%
35	EDS	0.2%	0.0%
Firewalls			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
36	Firewalls Other	31.9%	2.6%
36	Cisco Secure Pix	29.7%	4.9%
36	Check Point	15.1%	1.8%
36	Microsoft	15.1%	2.1%
36	McAfee	4.9%	0.5%
WAN Software			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
37	WAN Software Other	8.8%	1.3%
37	IP Metrics	1.9%	0.1%
37	Wanware	1.6%	0.1%
37	Fluke Networks	1.1%	0.2%
37	Incognito	0.7%	0.0%

Remote Access/VPN			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
38	CISCO	35.8%	6.7%
38	Remote Access/VPN Other	31.1%	2.5%
38	NetScreen	4.7%	1.1%
38	Shiva	4.1%	0.3%
38	Celestix	0.0%	0.1%

Databases

Enterprise Database

Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
39	MS SQL Server	62.9%	8.4%
39	Oracle	28.9%	6.4%
39	Lotus Notes/Domino	15.9%	2.1%
39	MySQL	15.4%	1.6%
39	Enterprise Database Other	10.7%	0.6%

Desktop Database

Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
40	MS Access	77.3%	6.5%
40	Filemaker	8.8%	0.8%
40	Desktop Database Other	4.5%	0.6%
40	Foxpro	4.1%	0.5%
40	Act	4.0%	0.2%

Development Tools

Compiled

Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
41	Java	22.3%	1.8%
41	Compiled Other	14.4%	0.6%
41	J2EE	12.3%	1.8%
41	Microsoft.NET	7.4%	2.0%
41	Delphi	7.3%	0.7%

Script			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
42	ASP	31.1%	2.2%
42	Java Scripted Pages	24.9%	1.3%
42	Perl	22.3%	1.8%
42	PHP	15.4%	2.4%
42	Macromedia Flash Action Script	9.1%	0.9%

GUI			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
43	MS Access	42.7%	2.4%
43	MS Visual Series	24.9%	3.0%
43	Macromedia Flash GUI	11.3%	1.3%
43	GUI Other	8.6%	0.5%
43	PeopleSoft GUI	1.4%	0.1%

Operating Systems

Windows			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
44	Windows XP Professional	81.9%	21.5%
44	Windows 2000	78.3%	8.2%
44	Windows Server 2003	49.3%	18.3%
44	Windows NT	36.8%	4.1%
44	Windows 98	30.5%	3.0%

Unix/IRIX			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
45	Linux	28.1%	8.4%
45	Sun Solaris	18.9%	3.1%
45	IBMI X	10.4%	1.9%
45	HP UX	9.9%	1.2%
45	SCO Unix Ware	8.1%	0.5%

Other OS			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
46	Novell Netware	16.3%	2.2%
46	MAC OS	9.6%	1.6%
46	OS/400	9.1%	0.8%
46	DOS	7.9%	0.2%
46	Open VMS	3.8%	0.3%

Linux			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
47	Red Hat	32.5%	6.3%
47	SUSE	8.1%	4.0%
47	Debian	5.5%	1.0%
47	Fedora Core	5.4%	1.1%
47	Mandrake	3.5%	0.5%
Apple			
Order No	Product/Brand	Installed % (of Total 1697 Respondents)	Intended to Purchase % (of Total 1113 Respondents)
48	Mac OS X	15.6%	3.0%
48	Mac OS 9.x/Classic	1.7%	0.5%
48	Apple Other	0.3%	0.0%