

Results of questionnaire-based survey on the fact-finding survey regarding trade practices of cloud services

(for groupware CSCs, CRM CSCs)

<Summary of questionnaire-based survey>

The Japan Fair Trade Commission (JFTC) conducted the questionnaire-based survey targeting CSCs of the services that provide functions of groupware or the ones that provide functions of CRM out of cloud services (SaaS). Its summary is as follows:

Survey target : The JFTC selected 10,000 companies randomly from about 30,000 enterprises that have sales amount of 5 billion yen or more in the latest business year and sent them a request to answer the questionnaire. The JFTC asked the businesses that utilize the services that provide functions of groupware and the ones that provide CRM) to answer, “questionnaire for groupware CSCs, CRM CSCs.”

Survey method : Web survey

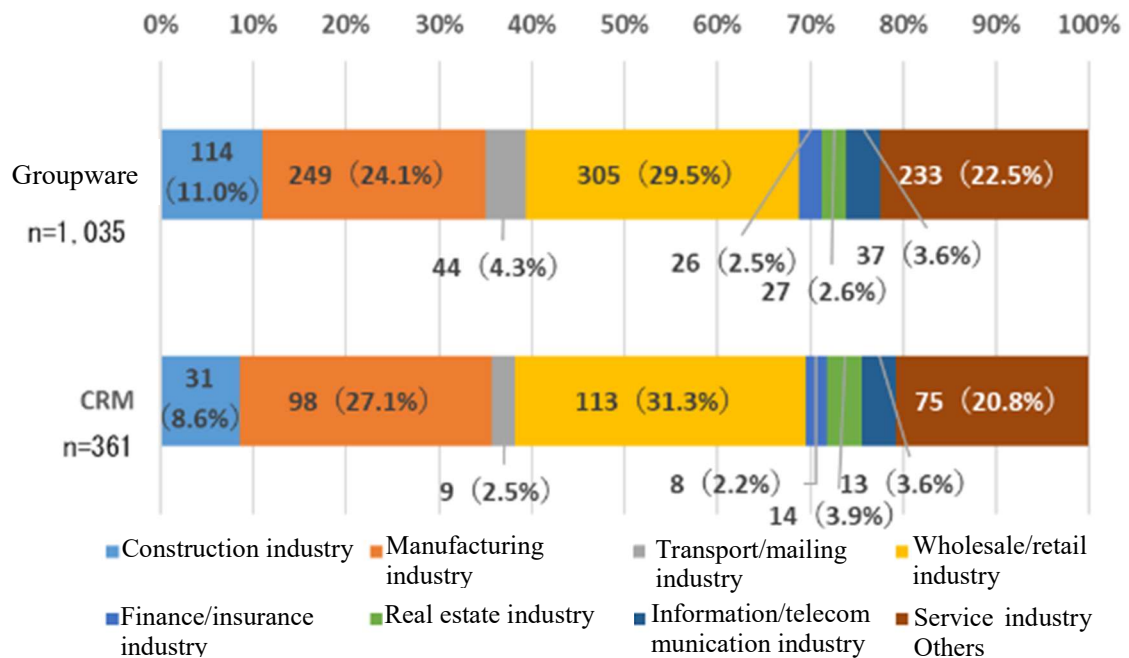
Implementation period : July 19 to August 20, 2021

Number of respondents : 1,055 companies

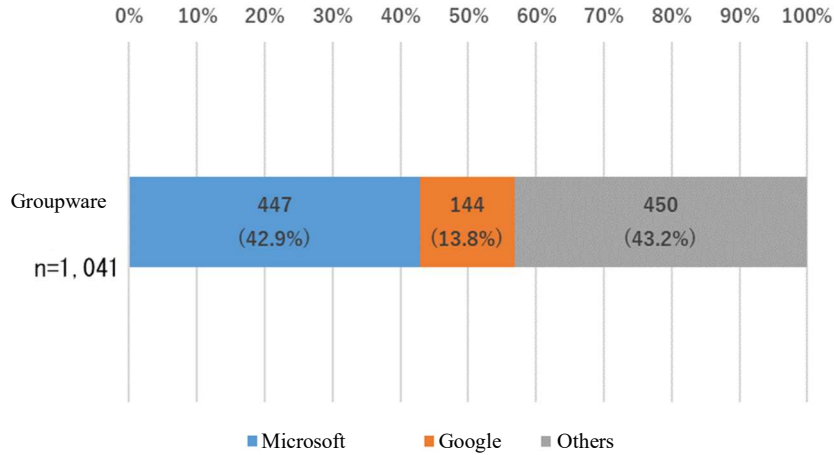
(Points of attention)

- This documents shall generally describe the survey results on multiple-choice questions among all the questions of the questionnaire.

Q1. Please answer about your company's overview (type of industry).

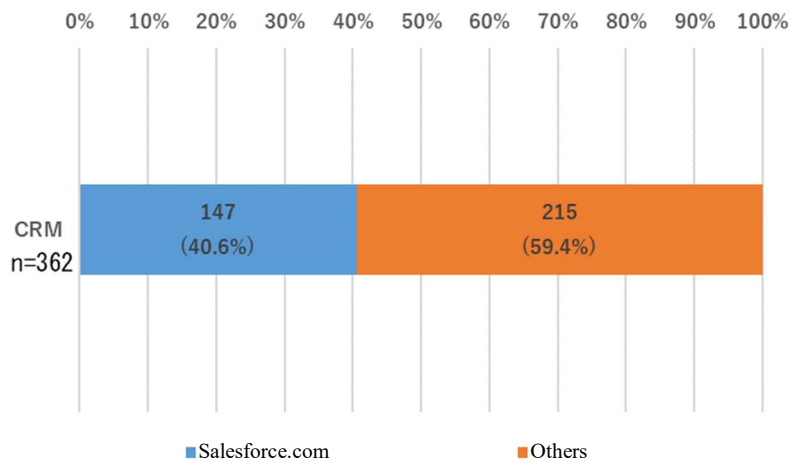


Q2. Among the cloud services that provide the functions of (i) groupware or (ii) CRM, please choose the ones your company utilizes. Further, please describe the name of the developer/provider of specific cloud services your company use and that of the service.



(Reference) Main groupware service providers included in “Others”.

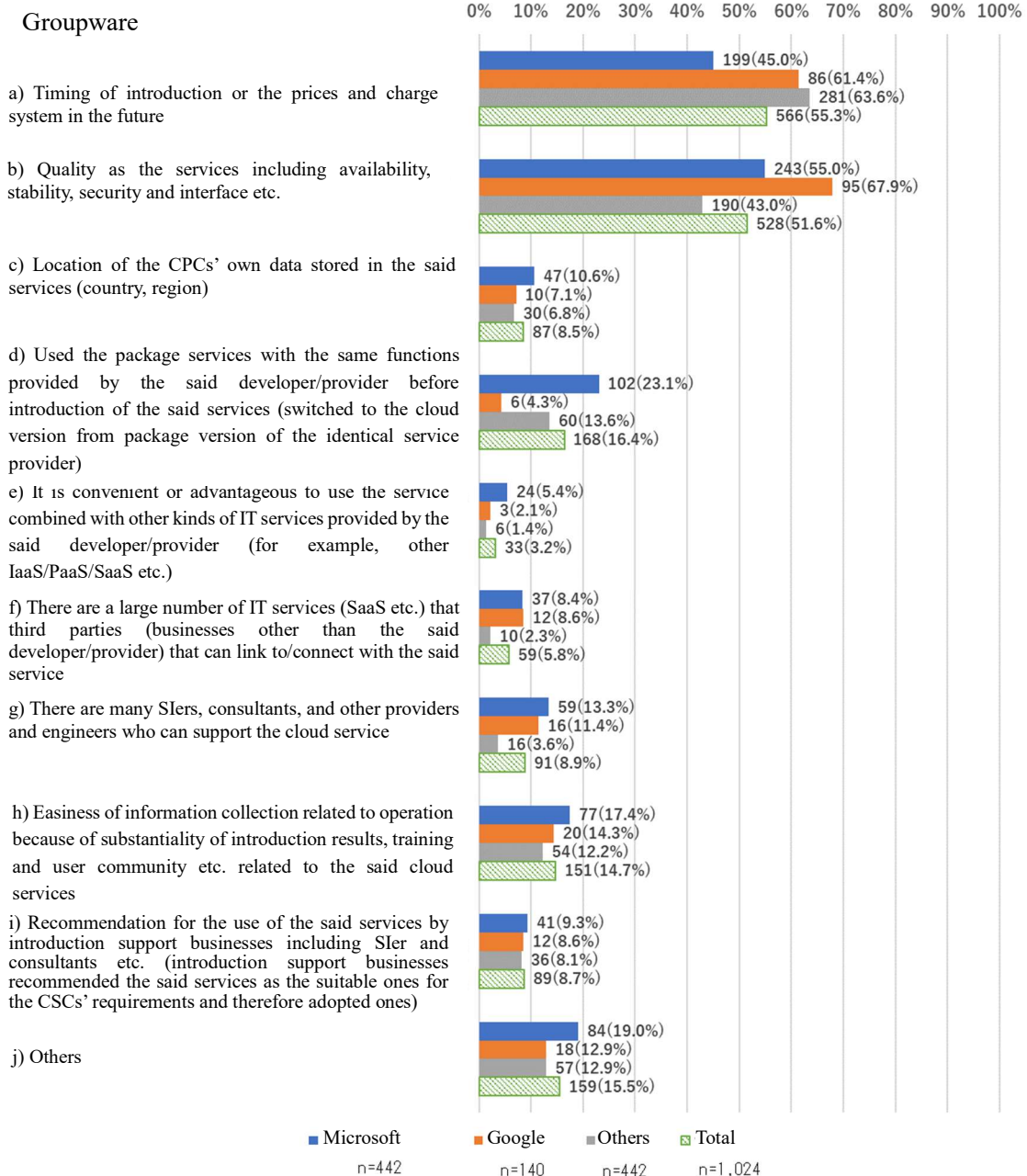
Groupware	
Cybozu	162
Neojapan	105
NI Consulting	33



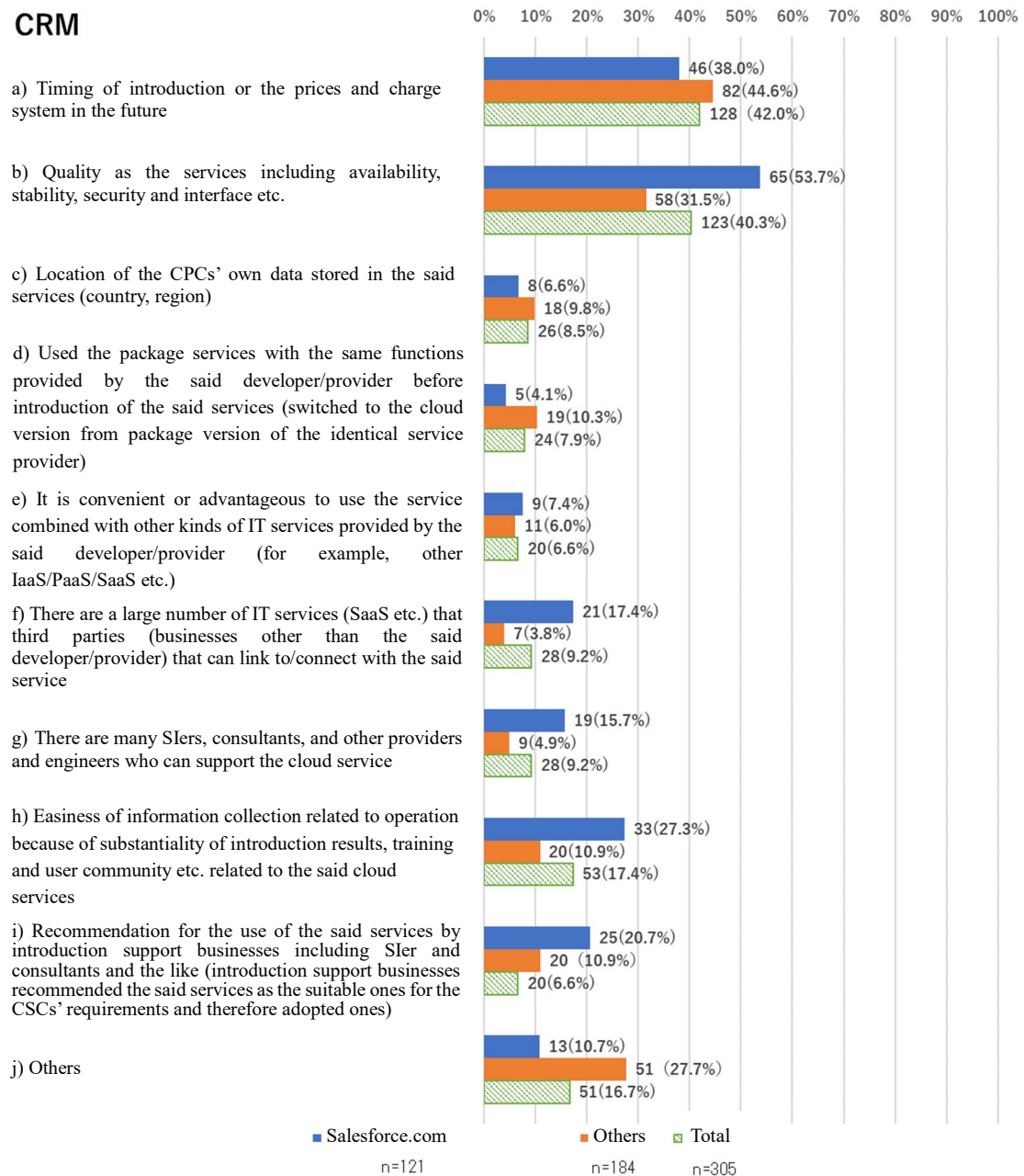
(Reference) Main CRM business providers included in “Others”

CRM	
Softbrain	19
NI Consulting	17

Q3. Please answer the reason you chose the said service regarding cloud service of developer/provider answered in Q2. 【Multiple responses allowed】

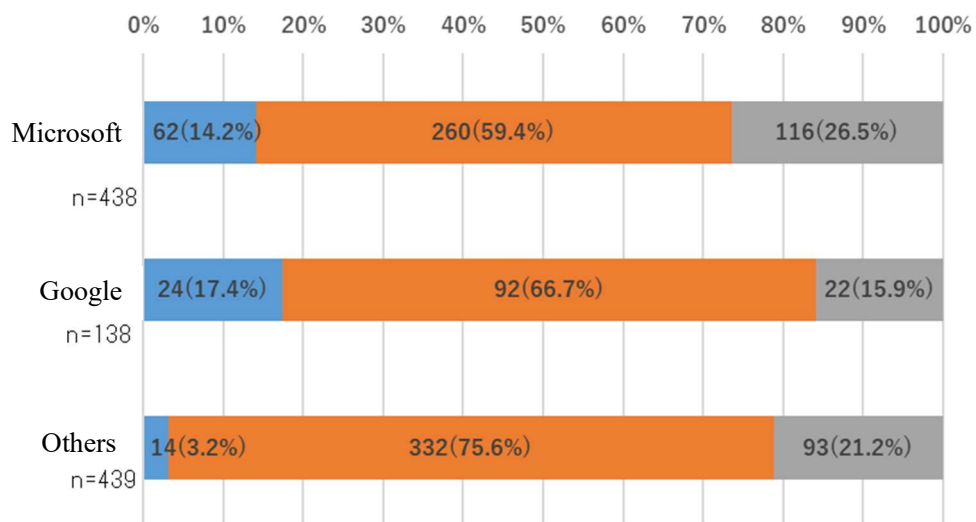


CRM

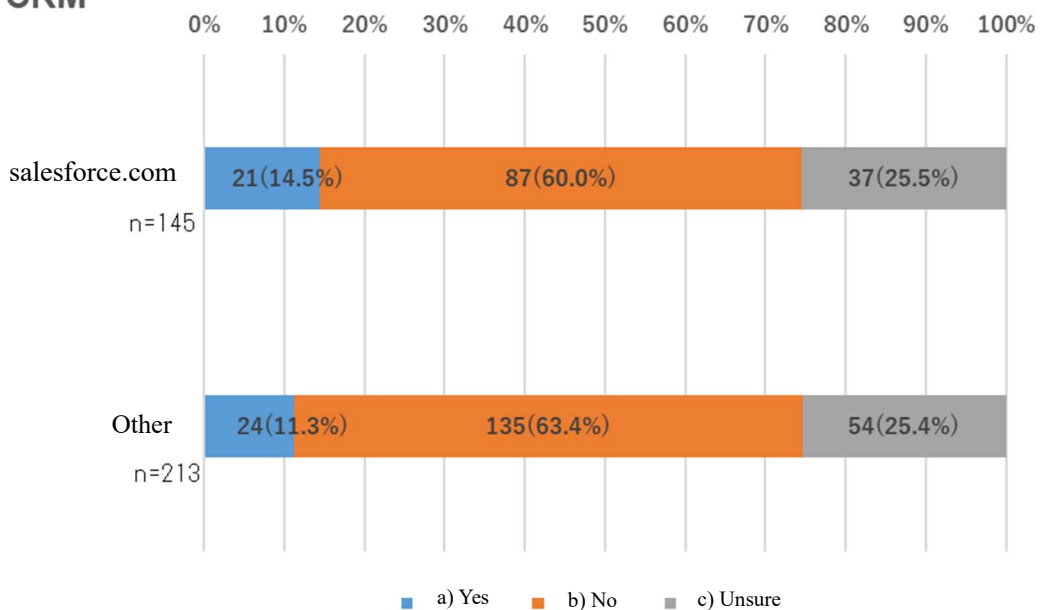


Q4. With regard to the cloud services you answered in Q2, due to adding new functions to the CSC's plan in use or sales of new plans that include new functions in addition to the ones that have been used so far, have you experienced either of the followings: (i) cancellation of purchasing the service that you had purchased from the third party as it becomes unnecessary because it is regarded as equivalent to the said function (new function) or (ii) cancellation of purchasing of third-party service that you had been considering its purchase because it is regarded as equivalent to the said function (new function).

Groupware

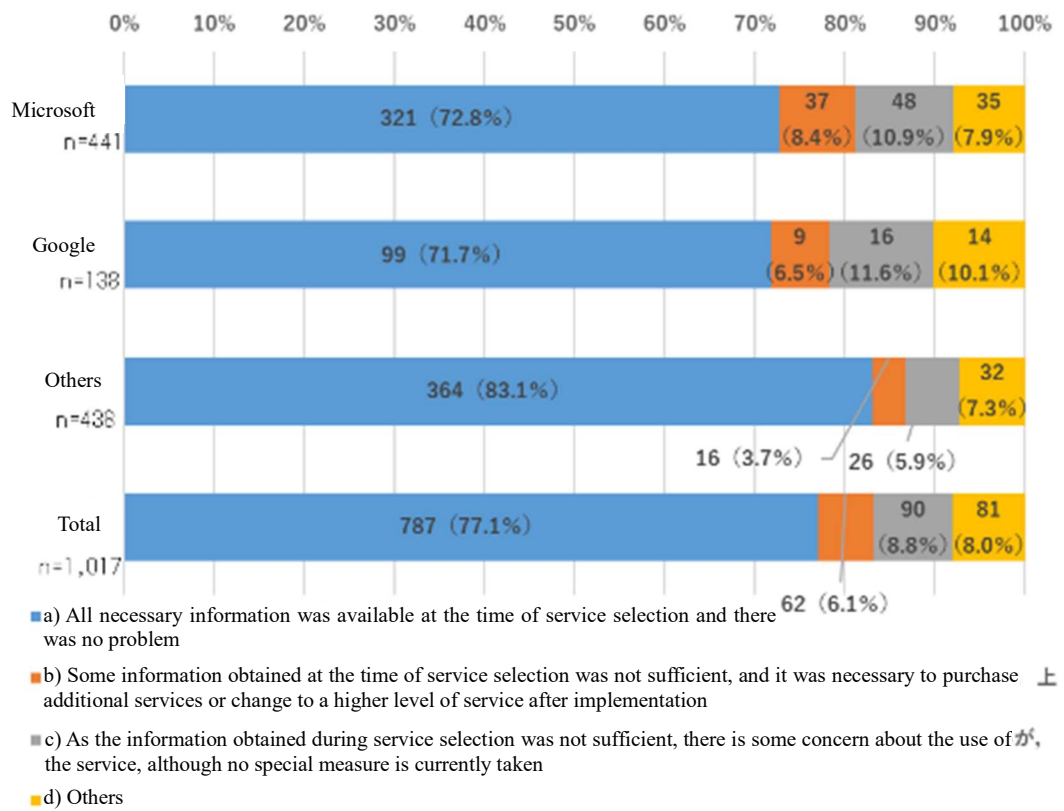


CRM

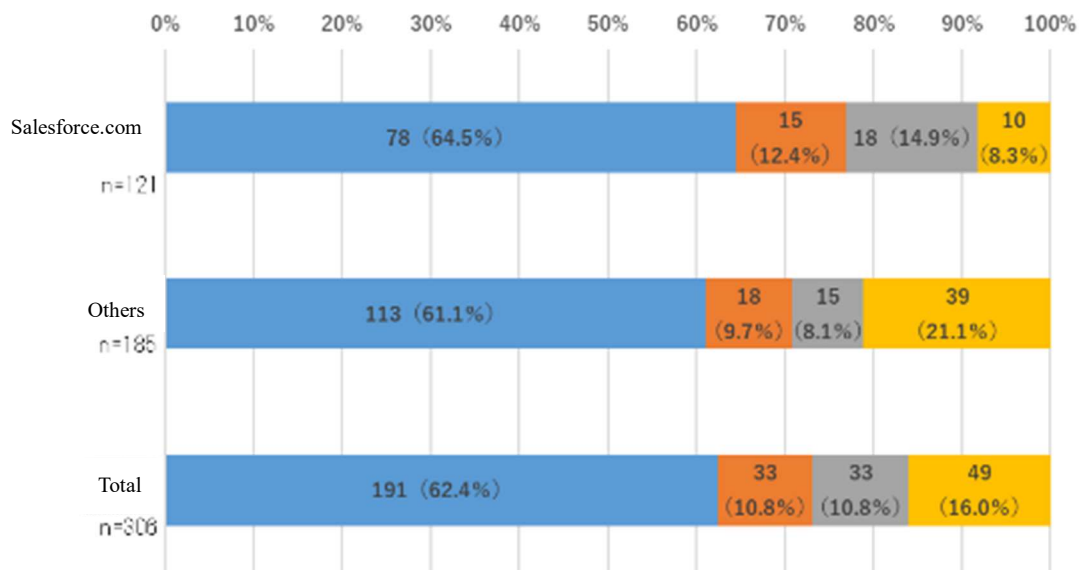


Q6. With regard to the cloud services you answered in Q2, is there anything that you wished to know more or thought you should have asked at the time of service selection in the information (prices, stability and availability, security, location of data location and the information on the realizable range by the said service) provided by the developers/providers at the time of considering introduction?

Groupware



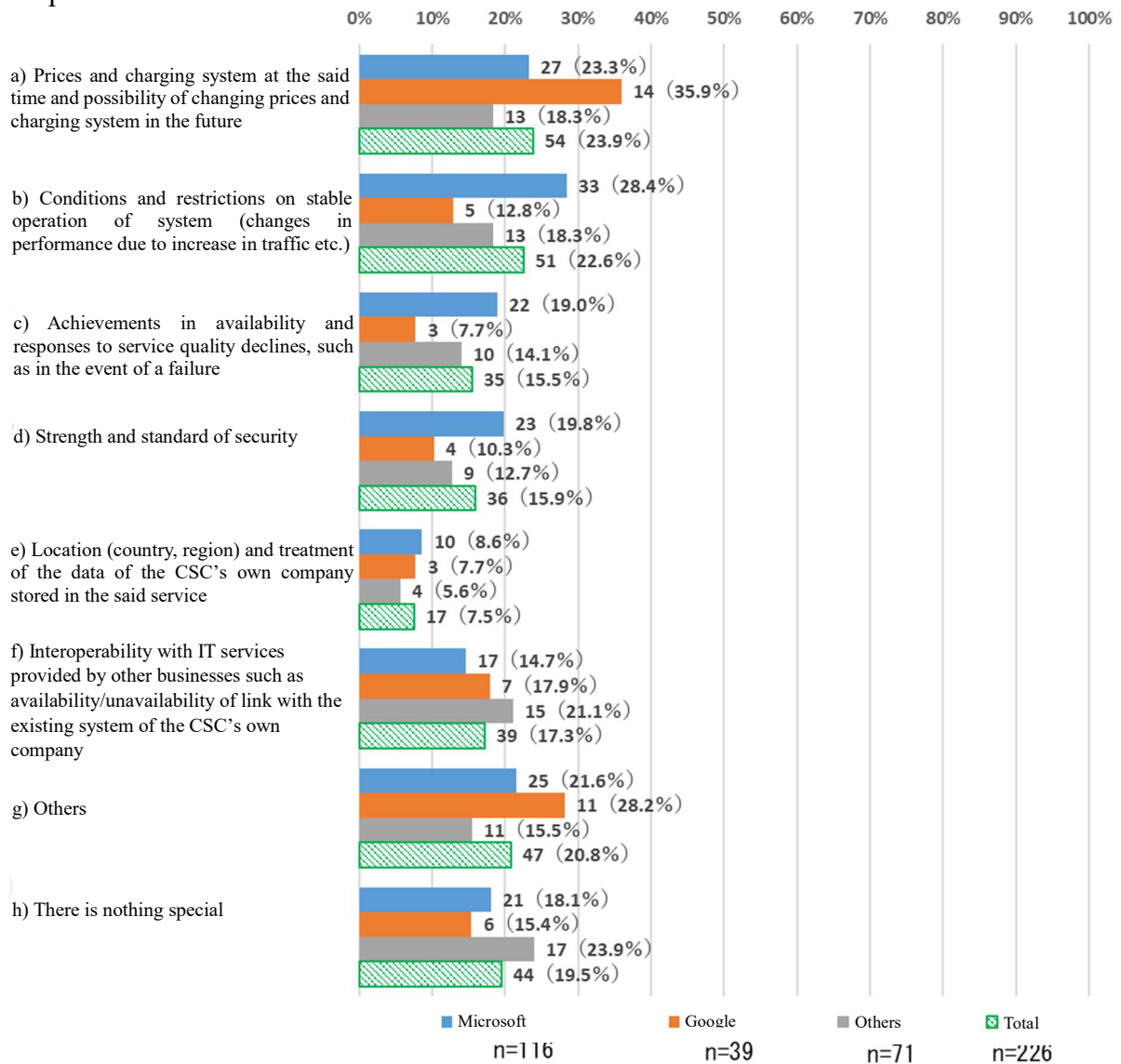
CRM



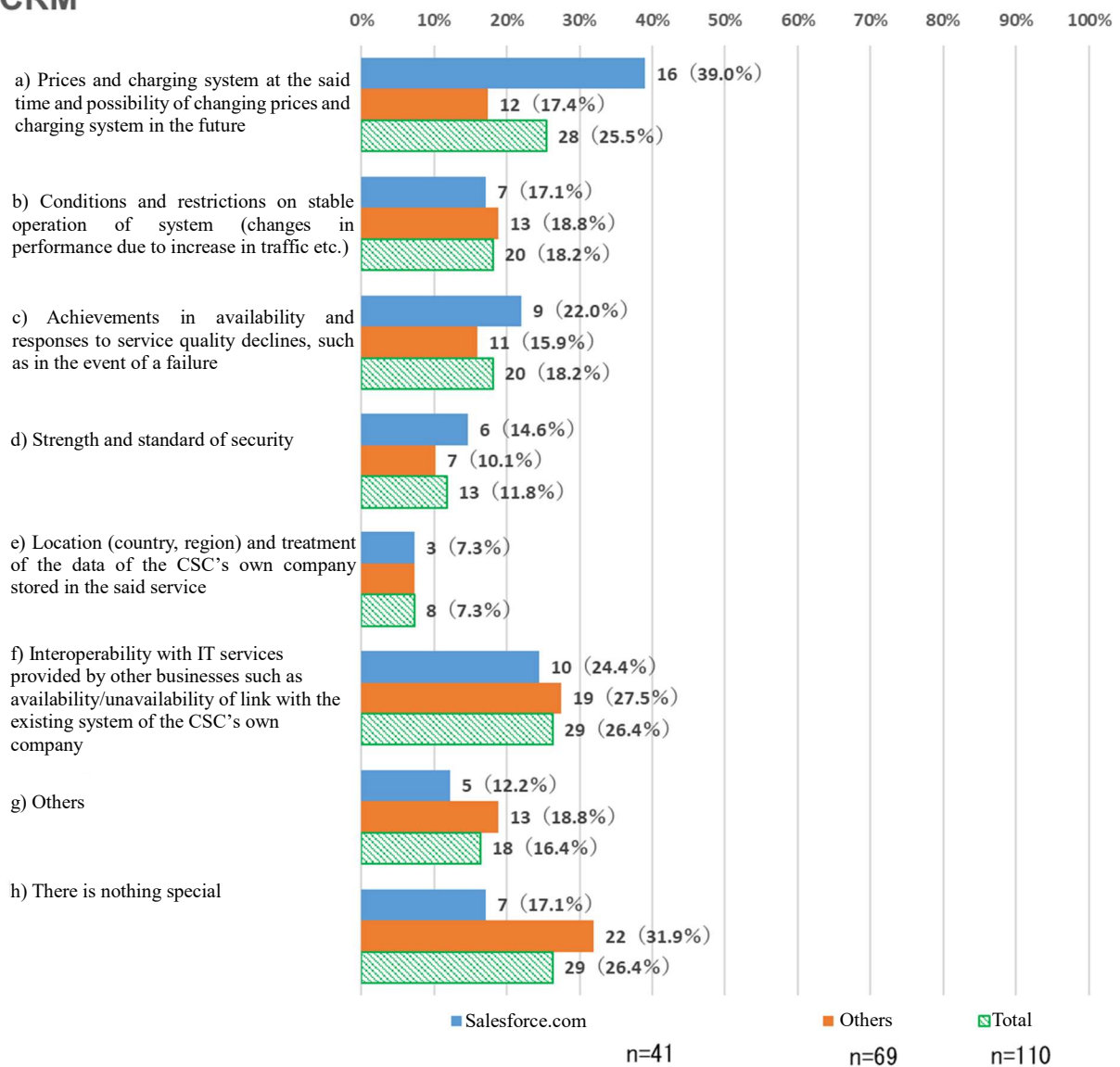
- a) All necessary information was available at the time of service
- b) Some information obtained at the time of service selection was not sufficient, and it was necessary to purchase additional services or change to a higher level of service after implementation
- c) As the information obtained during service selection was not sufficient, there is some concern about the use of the service, although no special measure is currently taken
- d) Others

Q7. With regard to the CSPs who answered other than a) in Q6, what is the matter that you think insufficient as the information obtained from service developers/providers at the time of service selection (in case of choosing the item other than a) in Q6)? **【Multiple responses allowed】**

Groupware

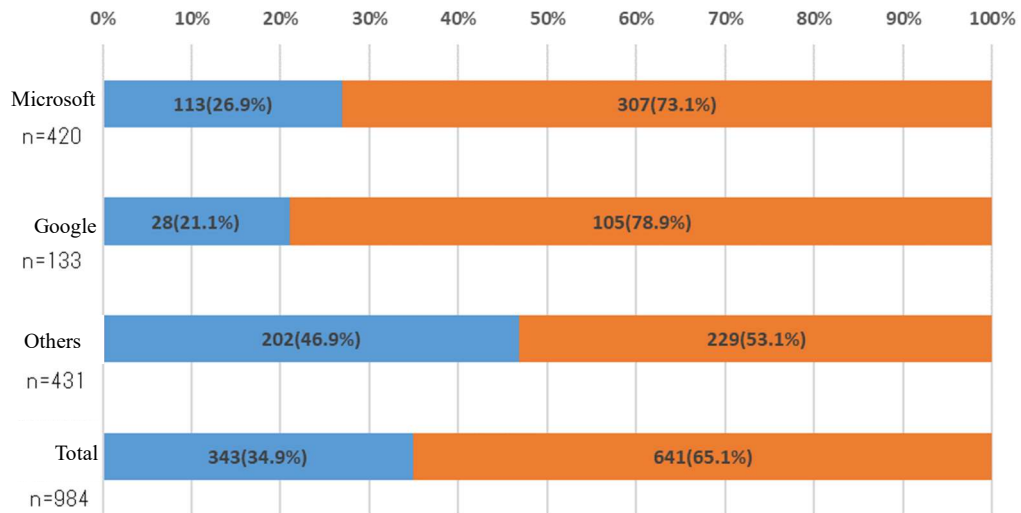


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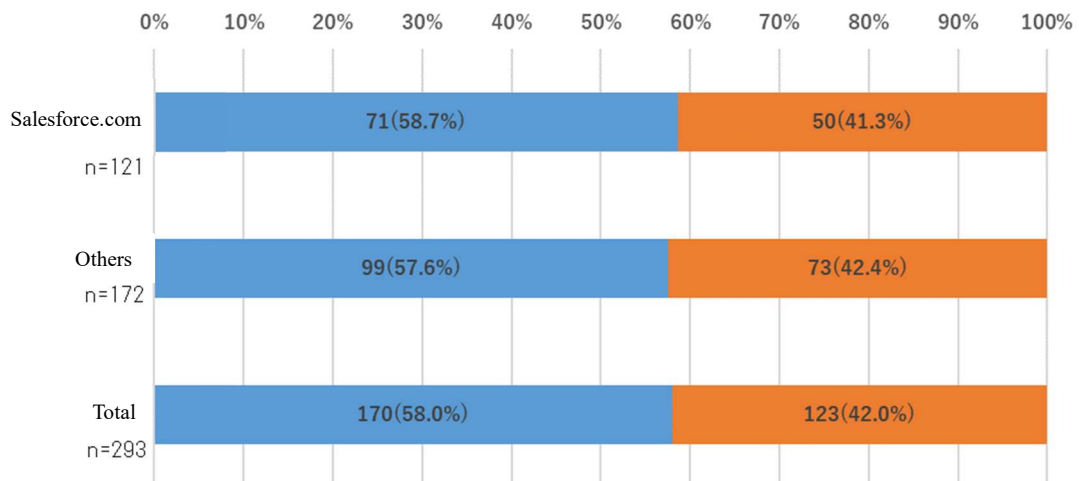
Q9. Please answer the form of contract conclusion with regard to the use of the cloud services of the developers/providers answered in Q2.

Groupware



- a) We have signed the contract with the said developer/provider as the direct counterparty (including applications via the website of the cloud service developers/providers)
- b) We have signed the contract with the businesses other than the said developers/providers including introduction support providers such as SIER and agents for the charge of the fees (partners) and the like

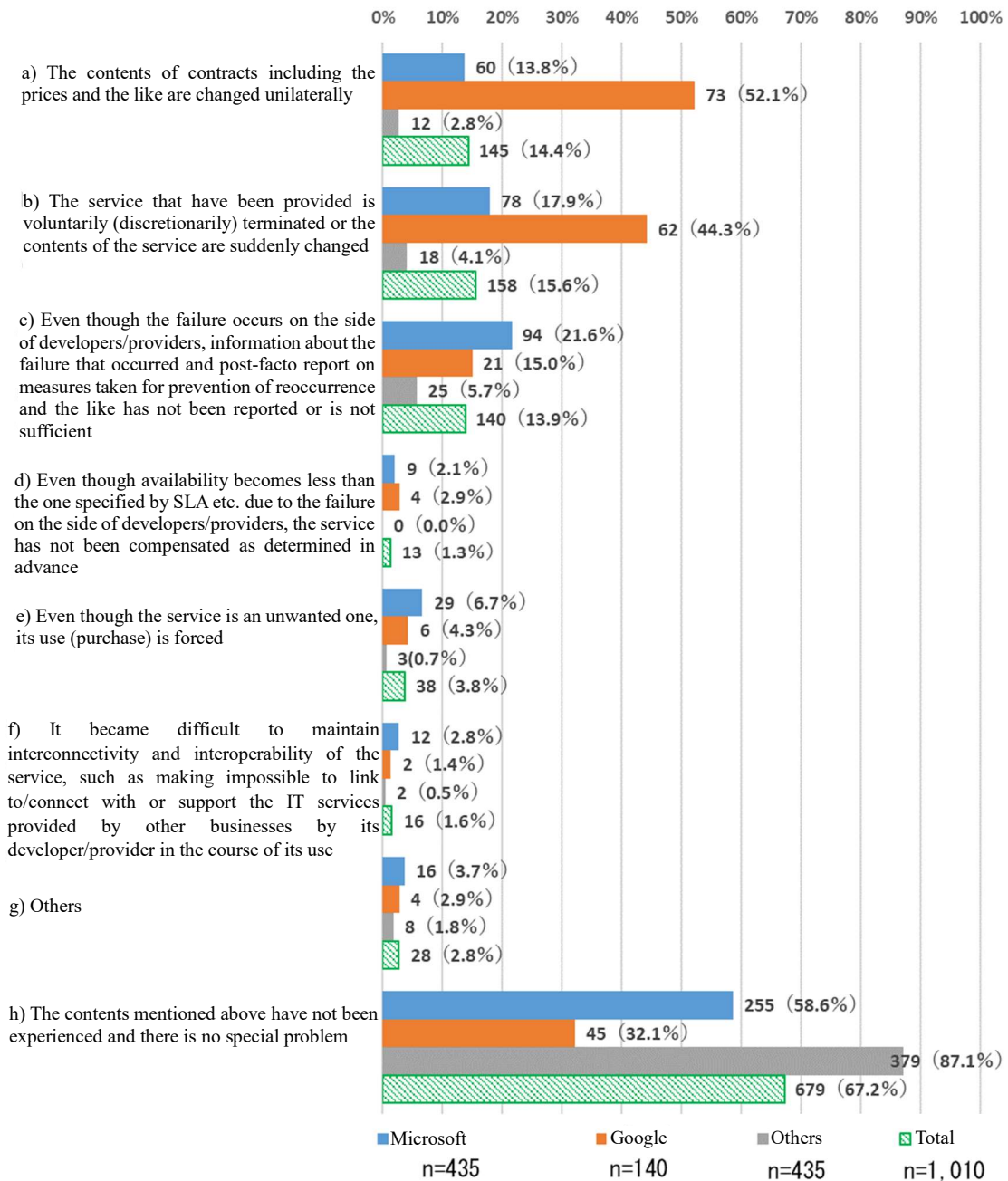
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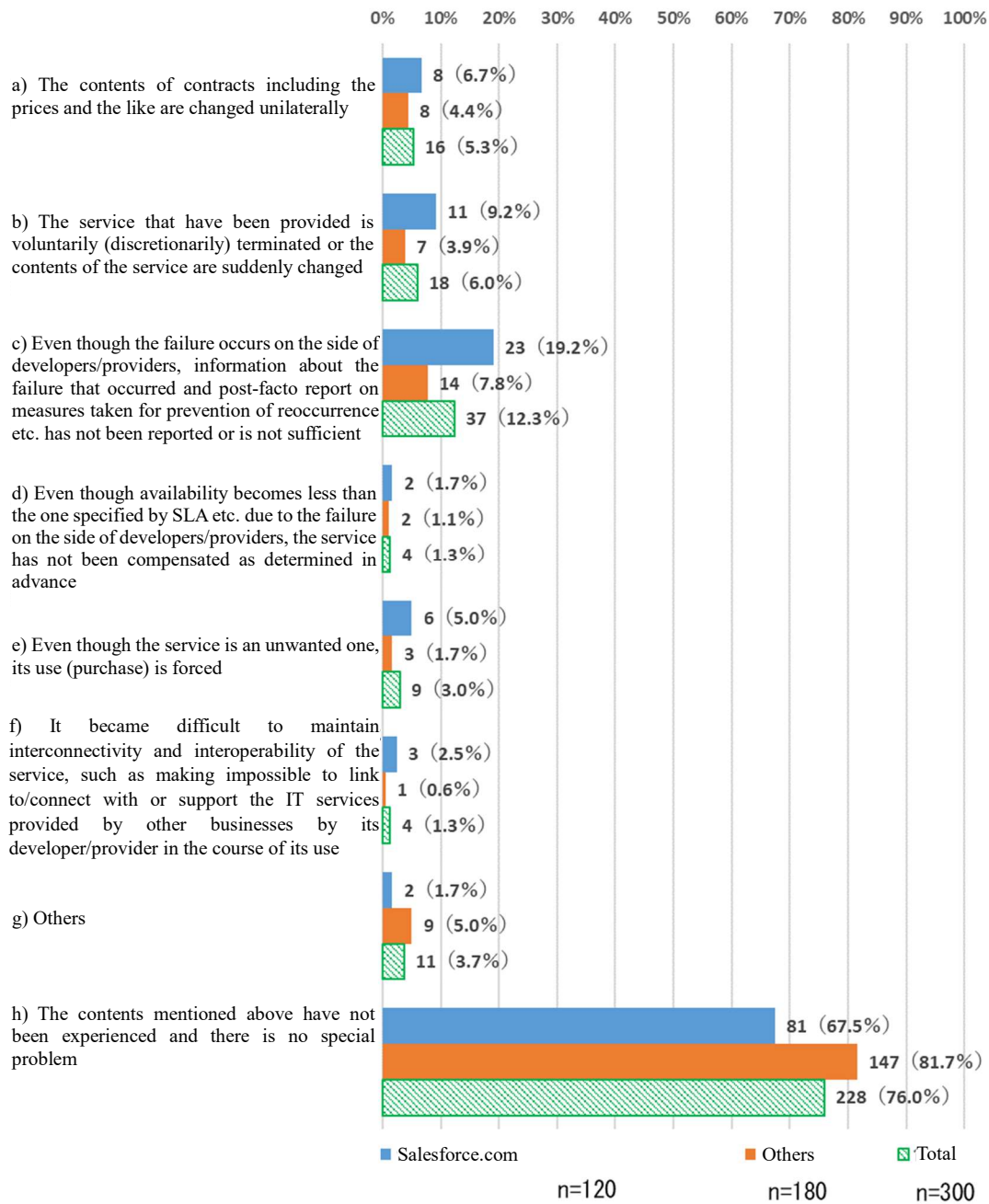
- a) We have signed the contract with the said developer/provider as the direct counterparty (including applications via the website of the cloud service developers/providers)
- b) We have signed the contract with the businesses other than the said developers/providers including introduction support providers such as SIER and agents for the charge of the fees (partners) and the like

Q10. With regard to provision of the cloud service developers/providers answered in Q2, do you have the following problems or complaints?
【Multiple responses allowed】

Groupware

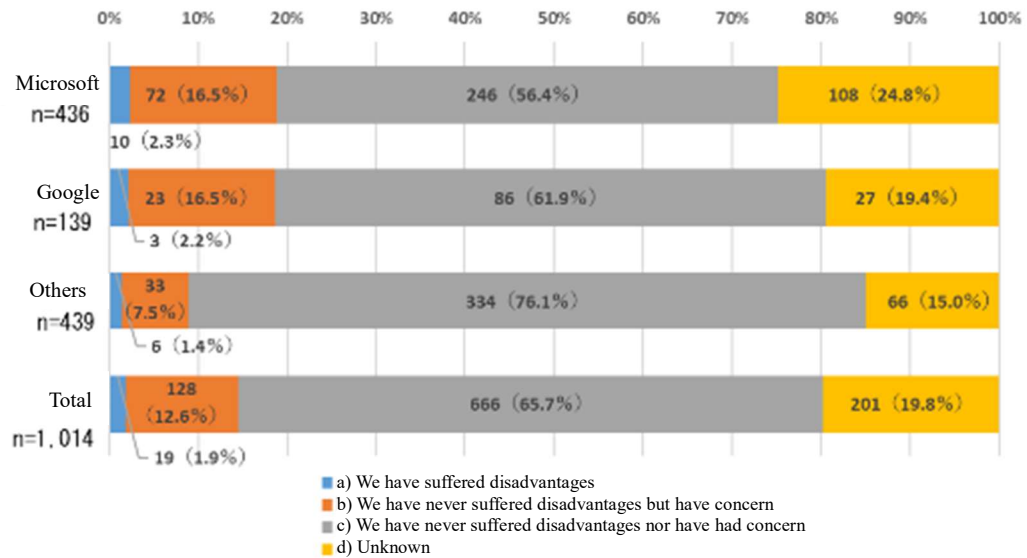


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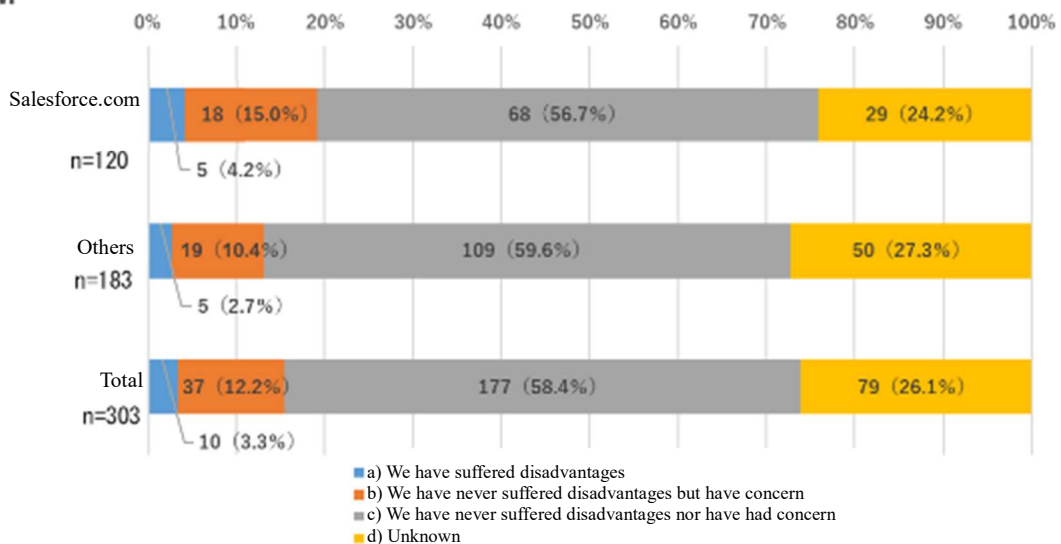


Q11. Have you ever had any concern about the data management for your company by cloud service developers/providers answered in Q2 or actually suffered any disadvantage?

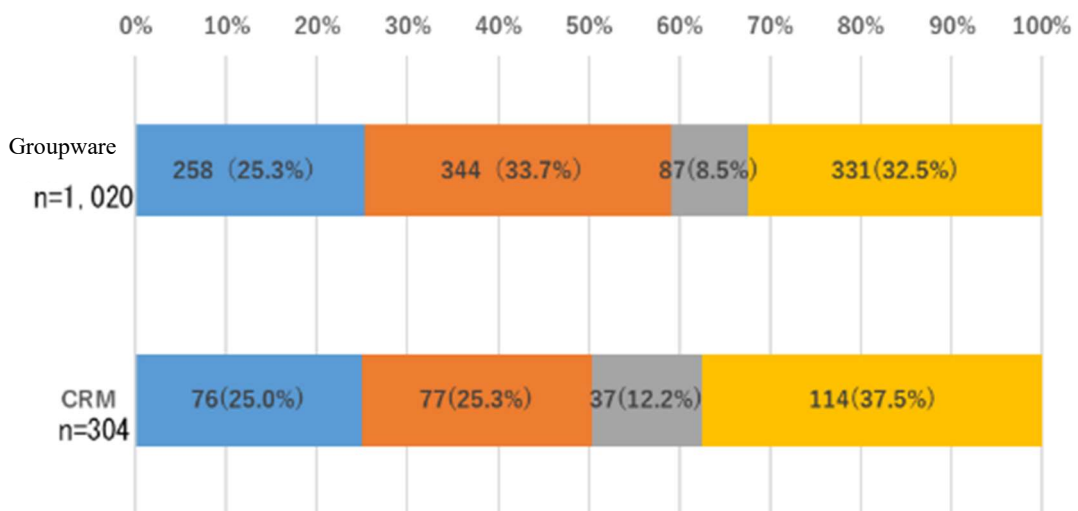
Groupware



CRM



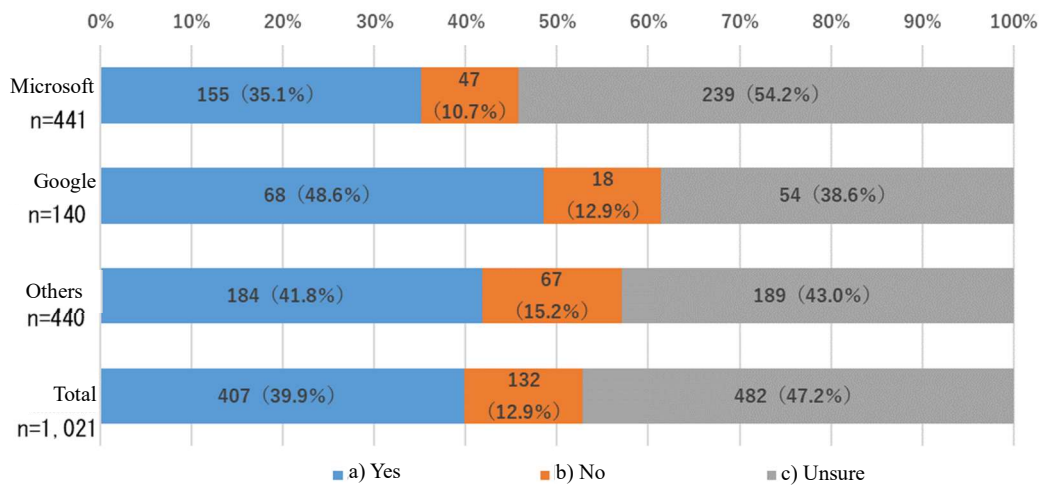
Q12. With regard to the cloud service provided by the developers/providers answered in Q2, in the case where only the price of the service you currently use increases by 5 to 10% or the service with a certain level is degraded while the data amount currently used remains unchanged, does your company switch into the similar services of other developers/providers?



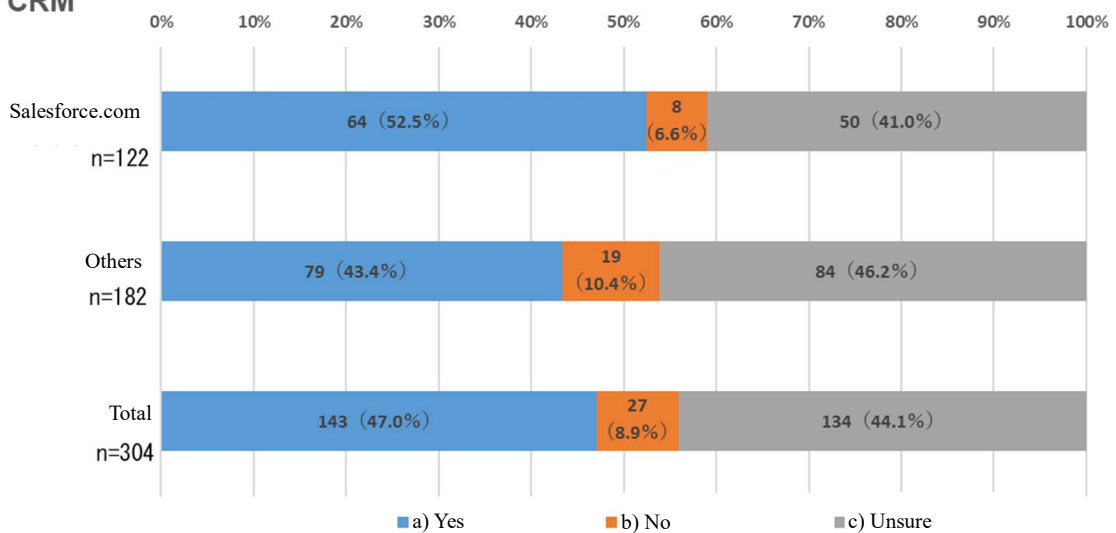
- a) We will continue to use the said service as it is difficult to switch the service we currently use
- b) Although it is not so difficult to switch the service we currently use, the changes in the conditions like this do not make difference in continuing to use the said service
- c) We will stop using the service we currently use and switch into using the similar service of other developer/provider, or simply stop using the service we currently use
- d) Unknown/unsure

Q13. In the cloud service provided by the developers/providers answered in Q2, is there any function that contributes to switching/porting to the similar service of other developer/provider?

Groupware

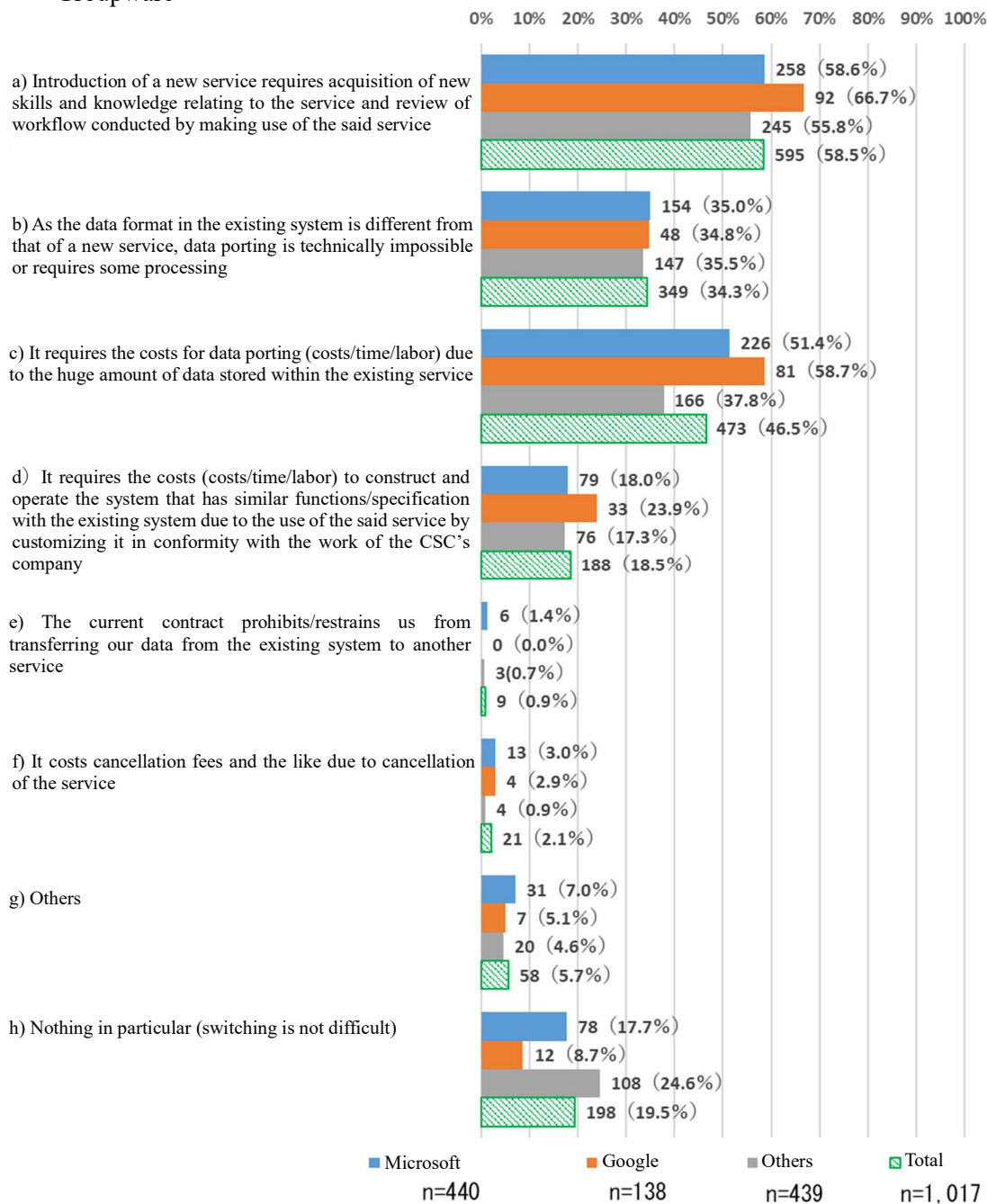


CRM



Q14. With regard to the services of the developers/providers answered in Q2, please answer the matter that you regard as the factor that makes you difficult to switch from the said service. 【Multiple responses allowed】

Groupware



CRM

