

Software

Software companies in Canada are world-renowned for developing high-quality, innovative, cost-effective applications. The sophisticated software and computer services industries together comprise 78.6% of the country's ICT companies. Software publishers earned revenues of \$6.8 billion in 2008.¹

CANADA IS A MAJOR GLOBAL HUB for software engineering and development. According to *Software* magazine, in 2009, 20 of the Top 500 global software firms originated in Canada, which is second only to the United States.² Over 396,000 people work in ICT services, including software services.³ They offer valuable insight for tailoring software applications and solutions that suit the specific needs of customers from all parts of the world.

Enterprise Application Software (EAS)

Within the software industry, the EAS vertical has experienced tremendous growth in Canada. Canada itself is a large EAS market, with 57% of emerging Canadian software companies providing EAS services. Canada is competitively tapping into the global EAS market, which is expected to be worth US\$108.3 billion by 2013, according to research firm Gartner, Inc.⁴ Industry players leading the way have included homegrown heavyweights **Cognos Inc.** in Ottawa (now part of **IBM**) and **Open Text Corporation** in Waterloo. Other global EAS firms that have Canadian operations include **Adobe Systems Incorporated, IBM, Microsoft Corporation, Oracle Corporation,** and **SAP AG.**

Canadian firms have expertise in all EAS sub-segments, including customer relationship management (CRM), digital content creation, e-mail and calendaring, enterprise content management, enterprise resource planning (ERP), project and portfolio management, supply chain management, and web conferencing and collaboration.

In 2009, Massachusetts-based **IMAGINiT Technologies**, a RAND Worldwide® company, opened a new field office in Winnipeg. **IMAGINiT** is a globally diversified engineering group and the world's largest independent provider of enterprise solutions to the architecture, civil engineering, geospatial, and manufacturing industries.

In 2009, the U.K.'s **4Projects Ltd.** expanded into Canada by opening an office in Calgary. **4Projects** is a leading provider of construction collaboration software.

In 2008, Massachusetts-based **Progress Software Corporation (PRGS)** announced plans to expand its product development centre in Newfoundland and Labrador, and create additional software engineering and technology-oriented jobs. **PRGS** is a provider of leading application infrastructure

software to diverse verticals, including enterprise resource planning and financial trading.

In 2008, **Microsoft Corporation** opened its newest development centre in the Metro Vancouver area. Over 300 staff members work on roughly half of Microsoft's many software products, including well-known applications such as Windows and Microsoft Office.

Health IT

With rising health costs, health care has become a priority for ICT investment by both public and private sectors around the world. The health IT sector in Canada enjoys broad public and private support. Health IT expenditures in Canada are estimated to be \$3.6 billion—about 2% of all healthcare expenditures taking place in Canada.

At the centre of Canada's health IT strategy is the Canada Health Infoway (CHI), which is mandated with defining and coordinating the implementation of Canada's health IT initiatives. Canada will invest \$10 – \$12 billion in its "infostructure" vision over the next 10 years.

Global health IT companies have established major operations in Canada.