

- It is customary that companies sell not only hardware and software but also consulting. The trend is that large suppliers have evolved from offering computers to offering solutions to informatic needs at present.
- The Chilean computer market absorbs changes in the international computer industry almost instantly. A case in view is the situation of WANG abroad. Its problems were echoed in the switch of SISTECO from WANG to IBM, which now owns the company, and the creation of a WANG branch office in Chile.
- Software demand grows faster than the demand for Hardware. Hardware demand increases in Chile at an estimated average rate of 10 % a year, with the sector of laptops and notebook increasing faster than the rest. The rate of software growth varies according to the equipment segment. Demand for software increases at the fastest rate for PC's and Local Area Networks and at a slower pace for Mainframes.
- Overall the software demand grows at an average rate of 25 % a year.

### 5.1.3. New Technology introduced.

- Interactive devices are being introduced at the end consumer level. This will have a significant impact on software requirements. One of these devices is the French Minitel terminals which are being introduced in Chile by DICOM, a credit rating information supplier, who is installing them in most of its client firms for self-service inquiries into their data base.

Also, Banco Santiago has a project to incorporate Minitels into their automated self-service banking locations.