

# Cambashi Market Snapshots

## Frequently asked questions

### What is a Market Snapshot?

It is an affordable way for you to select the data you need from our Product, Country, Industry, Provider by Industry and Employment Observatories, and have it presented in chart form ready for you to present in your business planning.

### In what format will my Snapshot be delivered?

The Snapshot will be an image embedded in an Excel workbook which will be emailed to you. The workbook will contain an Information and Definitions sheet with information specific to your chart/s.

### What version of Excel will the workbook be in?

We are currently using Office 2013, if you require an older or different file format please let us know.

### How do I fill in the form?

The form contains step by step instructions, however if you have any difficulty please contact us and we will be happy to guide you through the process.

### Are there restrictions on how I use this information?

Yes there are restrictions and these are on the Usage Rights & Disclaimer page in the request form.

### Can you help me put together a presentation?

Yes, we are more than happy to discuss any further ways that we can help you. Please visit our [consulting](#) web page for more information.

### Can I just get a pdf. version of the chart?

Our delivery file is an Excel workbook. Excel 2013 generates .pdf format direct from a workbook, see File > Export > Create PDF/XPS. We are happy to discuss individual requirements.

### Can I get a discount on the price shown?

After the first chart each subsequent chart has a lower cost, this is built into the order form. If your request is for a large number of charts please contact us and we will be happy to quote a price specific to your requirements.

### Can I pay in GBP or EUR?

Yes, on submitting your order form please ask to have your invoice quoted in GBP or EUR.

## What are the Cambashi Observatories?

The Cambashi Market Observatories present our research into the global markets for design, engineering, product lifecycle management (PLM) and systems engineering software applications. Our data allows our customers to understand exactly what is happening, and what is likely to happen, in these challenging markets. They offer our clients a complete platform for optimising sales and marketing strategies, and guiding investment decisions.

These comprehensive, consistent and multi-perspective datasets contain detailed information on software investment by country, industry and provider, and on the size of user communities.

## Can I have the data underlying the graph?

Sorry, this is not included in the price of your Snapshot and would have to be purchased separately as an Observatory Licence.

## Where do I find the definitions of the classifications used?

The Excel file containing your Market Snapshots also contains an 'Information and Definitions' tab, which provides key definitions, and references to additional details.

## How long will it take to get my information once I have returned the request form?

We aim to turnaround your request within 48hrs. If you need the information urgently, please call us to discuss (+44 (0)1223 460 439).

## When will I need to pay?

We will contact you to agree payment method before we process your order. Generally our payment terms are within 30 days of date of invoice.

## How can I ensure getting a high image resolution on reproducing the charts?

Your chart will be delivered to you in high resolution. To ensure the quality is retained please be aware of settings in Microsoft Excel, Word and PowerPoint that compress images in every new spreadsheet (document, presentation) by default. While this reduces file size it also reduces quality. This setting can be found in Options > Advanced > Image Size and Quality. Tick the do not compress option.

## Where does your information come from?

We carry out our own in depth, in house research, and have an established global network of associate researchers who work with us, providing us with up to date market intelligence at source.

## Are follow up support services included in the price?

Please contact us with any questions about your Market Snapshots. The price includes correction of any error we have made in processing your order.

## What if I'm not happy with my Snapshots or service?

We hope this will be highly unlikely, however if this situation does occur please contact us immediately (tel: +44 (0)1223 460 439 email: [pippa.burke@cambashi.com](mailto:pippa.burke@cambashi.com)) and we will do our best to resolve the problem.