

# Customers First Survey

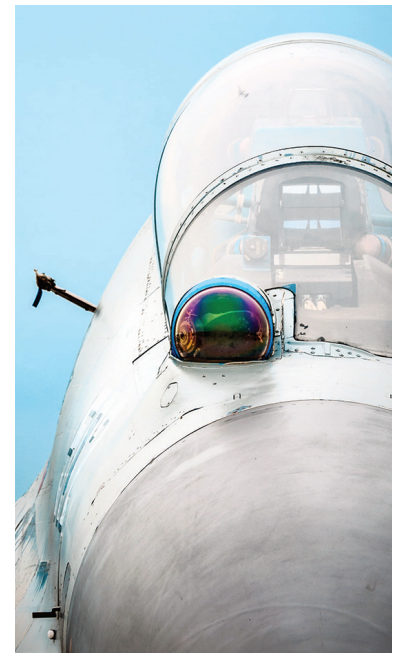
April 2017

**Blake Bartlett**, Senior Vice President, Jane's

Feedback from Jane's customers continues to drive improvements to our content, tools and processes. The Customers First survey is a key means of helping us to understand your requirements, and help you to achieve more with our data and analysis.

This report provides an insight into how you feel about us, our products and services; it also provides detail about what improvements we made in 2016 in response to your feedback, and outlines what we will be doing in 2017 in order to ensure continued excellence.

The Customers First survey is a fantastic opportunity to make your voice heard and shape the way that Jane's works for you – I very much hope you will take part during 4-13 April 2017, and help us to continue to improve and drive your success.



**During 4-13 April 2017, IHS Markit CEO Jerre Stead** will e-mail you a link to the five-minute, five-question online survey. We would be grateful if you can complete it to enable us to use your feedback to further improve your Jane's products and services.

HOME DASHBOARDS EVENTS MAP SEARCH TOOLS PRODUCTS MY SERVICES CUSTOMER CARE

Syria Change Country ▾ Save Print Tutorial

### Armed Forces

**Amy** Navy Air Force Military Personnel

Command and control

**Strength** 200,000 active duty  
\*Strength represented was estimated prior to the outset of the present conflict, and will remain static until verifiable evidence of current strength can be found. Estimates of current Syrian strength range from 100,000 to 125,000, heavily reinforced with national and international ethnic and tribal militias.

**Infantry** Republican Guard division × 1  
Mechanised division × 3  
Independent mechanised division × 1  
Special forces division × 2  
Independent infantry brigade × 2  
Independent special forces regiment × 6

### Map

### Inventories

**Air Force** Navy Army

#### Aircraft Inventories Explorer

Manufacturer: Sukhoi, MiG, L-39, Su-26, Su-27, Su-30, Su-34, Su-35, Su-37, Su-38, Su-39, Su-40, Su-42, Su-47, Su-50, Su-52, Su-54, Su-56, Su-57, Su-58, Su-59, Su-60, Su-62, Su-64, Su-66, Su-68, Su-69, Su-70, Su-72, Su-74, Su-76, Su-78, Su-79, Su-80, Su-82, Su-84, Su-86, Su-88, Su-89, Su-90, Su-92, Su-94, Su-96, Su-98, Su-99, Su-100, Su-102, Su-104, Su-106, Su-108, Su-110, Su-112, Su-114, Su-116, Su-118, Su-120, Su-122, Su-124, Su-126, Su-128, Su-130, Su-132, Su-134, Su-136, Su-138, Su-140, Su-142, Su-144, Su-146, Su-148, Su-150, Su-152, Su-154, Su-156, Su-158, Su-160, Su-162, Su-164, Su-166, Su-168, Su-170, Su-172, Su-174, Su-176, Su-178, Su-180, Su-182, Su-184, Su-186, Su-188, Su-190, Su-192, Su-194, Su-196, Su-198, Su-200, Su-202, Su-204, Su-206, Su-208, Su-210, Su-212, Su-214, Su-216, Su-218, Su-220, Su-222, Su-224, Su-226, Su-228, Su-230, Su-232, Su-234, Su-236, Su-238, Su-240, Su-242, Su-244, Su-246, Su-248, Su-250, Su-252, Su-254, Su-256, Su-258, Su-260, Su-262, Su-264, Su-266, Su-268, Su-270, Su-272, Su-274, Su-276, Su-278, Su-280, Su-282, Su-284, Su-286, Su-288, Su-290, Su-292, Su-294, Su-296, Su-298, Su-300, Su-302, Su-304, Su-306, Su-308, Su-310, Su-312, Su-314, Su-316, Su-318, Su-320, Su-322, Su-324, Su-326, Su-328, Su-330, Su-332, Su-334, Su-336, Su-338, Su-340, Su-342, Su-344, Su-346, Su-348, Su-350, Su-352, Su-354, Su-356, Su-358, Su-360, Su-362, Su-364, Su-366, Su-368, Su-370, Su-372, Su-374, Su-376, Su-378, Su-380, Su-382, Su-384, Su-386, Su-388, Su-390, Su-392, Su-394, Su-396, Su-398, Su-400, Su-402, Su-404, Su-406, Su-408, Su-410, Su-412, Su-414, Su-416, Su-418, Su-420, Su-422, Su-424, Su-426, Su-428, Su-430, Su-432, Su-434, Su-436, Su-438, Su-440, Su-442, Su-444, Su-446, Su-448, Su-450, Su-452, Su-454, Su-456, Su-458, Su-460, Su-462, Su-464, Su-466, Su-468, Su-470, Su-472, Su-474, Su-476, Su-478, Su-480, Su-482, Su-484, Su-486, Su-488, Su-490, Su-492, Su-494, Su-496, Su-498, Su-500, Su-502, Su-504, Su-506, Su-508, Su-510, Su-512, Su-514, Su-516, Su-518, Su-520, Su-522, Su-524, Su-526, Su-528, Su-530, Su-532, Su-534, Su-536, Su-538, Su-540, Su-542, Su-544, Su-546, Su-548, Su-550, Su-552, Su-554, Su-556, Su-558, Su-560, Su-562, Su-564, Su-566, Su-568, Su-570, Su-572, Su-574, Su-576, Su-578, Su-580, Su-582, Su-584, Su-586, Su-588, Su-590, Su-592, Su-594, Su-596, Su-598, Su-600, Su-602, Su-604, Su-606, Su-608, Su-610, Su-612, Su-614, Su-616, Su-618, Su-620, Su-622, Su-624, Su-626, Su-628, Su-630, Su-632, Su-634, Su-636, Su-638, Su-640, Su-642, Su-644, Su-646, Su-648, Su-650, Su-652, Su-654, Su-656, Su-658, Su-660, Su-662, Su-664, Su-666, Su-668, Su-670, Su-672, Su-674, Su-676, Su-678, Su-680, Su-682, Su-684, Su-686, Su-688, Su-690, Su-692, Su-694, Su-696, Su-698, Su-700, Su-702, Su-704, Su-706, Su-708, Su-710, Su-712, Su-714, Su-716, Su-718, Su-720, Su-722, Su-724, Su-726, Su-728, Su-730, Su-732, Su-734, Su-736, Su-738, Su-740, Su-742, Su-744, Su-746, Su-748, Su-750, Su-752, Su-754, Su-756, Su-758, Su-760, Su-762, Su-764, Su-766, Su-768, Su-770, Su-772, Su-774, Su-776, Su-778, Su-780, Su-782, Su-784, Su-786, Su-788, Su-790, Su-792, Su-794, Su-796, Su-798, Su-800, Su-802, Su-804, Su-806, Su-808, Su-810, Su-812, Su-814, Su-816, Su-818, Su-820, Su-822, Su-824, Su-826, Su-828, Su-830, Su-832, Su-834, Su-836, Su-838, Su-840, Su-842, Su-844, Su-846, Su-848, Su-850, Su-852, Su-854, Su-856, Su-858, Su-860, Su-862, Su-864, Su-866, Su-868, Su-870, Su-872, Su-874, Su-876, Su-878, Su-880, Su-882, Su-884, Su-886, Su-888, Su-890, Su-892, Su-894, Su-896, Su-898, Su-900, Su-902, Su-904, Su-906, Su-908, Su-910, Su-912, Su-914, Su-916, Su-918, Su-920, Su-922, Su-924, Su-926, Su-928, Su-930, Su-932, Su-934, Su-936, Su-938, Su-940, Su-942, Su-944, Su-946, Su-948, Su-950, Su-952, Su-954, Su-956, Su-958, Su-960, Su-962, Su-964, Su-966, Su-968, Su-970, Su-972, Su-974, Su-976, Su-978, Su-980, Su-982, Su-984, Su-986, Su-988, Su-990, Su-992, Su-994, Su-996, Su-998, Su-1000.

Markets Forecast

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## Customers that completed the 2016 survey saw results...

In 2016, 1,513 Jane's customers completed the IHS Markit Customers First survey, and as a result of their feedback we have developed new and improved content, tools and processes to help them to achieve success.

- Customers asked for improved data analytics and visualization – so we have now produced 65 dashboards across our Data Analytics Modules delivering intuitive data visualization capabilities. The modules use visual analysis tools that bring clarity to large data sets, enabling fast interrogation and interpretation of complex information.
- Customers asked for ongoing analysis on rapidly evolving defence and security issues – so we adopted a new, more responsive approach, delivering reports, forecasts and webinars for significant events such as the US Defense Budget, events in conflict zones including Syria, Iraq, Ukraine and Libya as well as significant defense technology and market developments.
- Customers asked for better searching and content linking – so we added country, company and equipment dashboards, improved content hyperlinks, and refined online search, display and results filtering.
- Customers asked for an improved interface for our markets forecast data – so we launched Markets Forecast, a new and improved user interface to access the same market-leading forecasting data that our customers rely on with DS Forecast. Many customers have already expressed that the new interface is a major improvement in functionality.

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### Military Fixed Wing Platforms

Change Equipment +

**Platform/Equipment**

Select Country of manufacture

Filter by Platform

Platform name	Image
<a href="#">Lockheed Martin (Lockheed) F-117A Nighthawk</a>	
<a href="#">Panavia Tomado IDS - German Air Force Upgrades</a>	
<a href="#">Panavia Tomado IDS - Royal Saudi Air Force Tomado Sustainment Programme (TSP)</a>	
<a href="#">Lockheed Martin (General Dynamics) F-16 Fighting Falcon - Terma upgrades</a>	

**Markets Forecast**

Country Company Equipment

Region: Worldwide Military Fixed Wing Platforms by End-user Country

Current P(Pk) On. Last Updated: 4 Mar 2017

**Specifications**

**Specifications Analysis: Fixed Wing Aircraft**

Use the data below to explore and analyze the capabilities of specific aircraft.

Specifications Comparison

Platform	Year	Category	Value
Lockheed Martin (Lockheed) F-117A Nighthawk	2018	Attack	10.000
	2026	Attack	10.000
Panavia Tomado IDS - German Air Force Upgrades	2018	Attack	10.000
	2026	Attack	10.000
Panavia Tomado IDS - Royal Saudi Air Force Tomado Sustainment Programme (TSP)	2018	Attack	10.000
	2026	Attack	10.000
Lockheed Martin (General Dynamics) F-16 Fighting Falcon - Terma upgrades	2018	Attack	10.000
	2026	Attack	10.000

Specifications Table

Platform	Year	Category	Value
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Specifications Analysis: Fixed Wing Aircraft Data Analytics

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### Lockheed Martin Corporation

Change Company +

**Summary**

Lockheed Martin Corporation develops, manufactures, supplies, and supports defence systems. It is one of the top five defence contractors in the world in terms of revenues. Capabilities are broad and include (in the military domains) aircraft, ground vehicles, missiles and guided weapons, missile defence systems, naval systems, radar systems, sensor systems, tactical communication systems, and unmanned systems.

Lockheed Martin reports revenues in the region of USD47 billion per annum and employs more approximately 120,000 people.

[Full company summary](#)

**Defence Programmes**

Military Aircraft Military Ships Combat Vehicles

**Latest Updates**

- UAE Block 60 F-16E/F Supplemental Procurement Programme
- UAE C-130 Avionics Modernisation Programme
- United Arab Emirates C-130 Procurement Programme
- Oman C-130H Upgrade Programme

**Markets Forecast**

Region: Worldwide by Function, Forecast Type: Total Program

Chart summary Legend

**Latest News and Analysis**

[IHS Jane's Navigating the International Markets](#)

Please click here for the full PDF report. Military inventories Source: IHS Jane's Military Capabilities desk. Navy: Submarines Platform Role in service Commissioned Vanguard Strategic Missile 4 1993 Trafalgar Attack 4 \*1 1993 Astute Attack 3 \*2 2010 Note: 1. HMS Trafalgar was decommissioned in 17 Feb 2017

[Atomic Weapons Establishment workers announce further pension strikes](#)

Employees of the UK's Atomic Weapons Establishment (AWE) will hold two 48 hour strikes in the next month, the Unite union announced on 12 January, in an escalation of a dispute over pensions. The strikes, which are set to take place on 18, 19, 30, and 31 January, follow a 24 hour walkout held on 24 13 Jan 2017

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## What you told us in 2016

**81%** of survey respondents were delighted with how we're performing

### Doing Well

- One of the highlights of Jane's is the professionalism and reliability...makes the difference with other services (even free) available on the net.
- The care and the proximity of the company to the customer.
- Defense equipment and technology content.
- Contents are very rich and the navigation tools are very intuitive.
- Comprehensive product which remains the de-facto standard.
- Customer support is the best from Jane's. The managing directors interact with the users on a frequent basis and help us decide the services required.
- Great information source that verifies the information received.
- Briefings on a wide variety of relevant topics. Very well researched and presented.
- Providing timely, in-depth information not available from any other sources.
- The procurement and analysis of the industrial aspects of defense industry.
- Combining numerical data with non-numerical data to provide complete report and provide valuable insight.
- Leveraging your network of global contacts to provide insights that other companies can't.

### Need to Improve

- The site is very complex and not always easy to use. Throughout the service remains the most valuable industry-wide, but there is always room for improvement.
- More geo-tagged reports. Easy to export search results which can be transferred and used on secure networks.
- Provide speaking notes alongside online briefings.
- It is very difficult to find information, even when you know what you are looking for.
- Easy mobile access to Jane's Information.
- More competitive analysis of companies, markets, countries and programs.
- Thesaurus or Subject Terms; although search terms appear when typing begins, a comprehensive search term list would be useful.
- Help us as system integrator in providing the naval operator the right information at the right time. This requires more than providing the information itself.
- The platform is confusing and difficult to use.
- Analysis and projection are always tough, but what the customer really needs.
- A greater connection between the various modules.

## What we have delivered in 2016

**Dashboard Interface:** Arranged by company, country and equipment family, this view enables a custom view of all relevant Jane's content.

**Report Builder:** Functionality to build, store and share reports within the Jane's website. It enables the creation of a truly customized report through the combination of selected text, images and/or tables.

**Back-End Systems:** Improved performance and loading times by up to 50%.

**Enhanced Search and Browse:** It is now easier to start a search, and switch between Simple Search and Advanced Search from the main search bar. More intuitive search results include the addition of relevancy based sort, and results presented as numbered pages, easing navigation and review.

**Jane's Terrorism and Insurgency Centre:** Map and Events Database enhancements include improved performance, new iconography hover over for event types, full extent map view and quick select function for casualty numbers.

**Military Bases:** Enhanced geospatial display and interaction for military installations data.

**Jane's Conflict Monitor:** Now available online as well as offline.

**Jane's Conflict Atlas:** Partnership between Airbus Defence and Space and Jane's that combines seamless, high-quality satellite imagery with daily insight and analysis to deliver a powerful GEOINT capability. Focusing on areas of conflict and high risk, this tool allows users to share and verify content, reduce the demands on big data, and quickly identify areas of immediate focus.

**Jane's Markets Forecast – Interface:** Enhancements include the addition of forecast reports to the homepage, ability to export the data sheet for current search, additional data points in chart summary data table, enhanced support for Excel exports, and contextual help system via multiple hover-overs.

**Jane's Market Forecast – Data Visualization:** 24 individual dashboards visualize millions of data points, including a new series of Unit Price Analysis views for key markets.

**Jane's Defence Industry 20YY:** A strategic planning tool that enables the global defense industry to explore trends and scenarios likely to impact them over the next 20 years.

**Haystack – Search:** When searching by a Part Number or Item Name from the FLIS, users can now identify which NSN(s) they have reviewed; NSN selected now shown on each display, allowing users to keep track of the NSN they are researching.

**Haystack – Procurement History:** Contracts can now be filtered by G – Government Caused Termination; K – Contractor Caused Termination; and D – Terminated by Default; changes in contract status can also be monitored.

**Haystack – Content:** A new IUID Indicator has been added, attributing unique identifiers to items that have been delivered to the DoD.

## To come in 2017

**Markets Forecast:** Continued improvement of charting tools and help/export functionality.

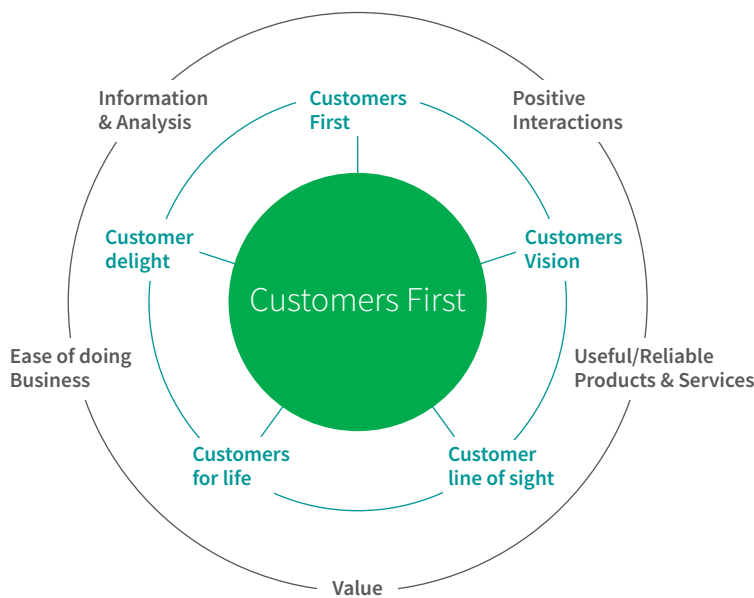
**New Tool – Jane’s Equipment Explorer:** An interactive tool to visually explore – and link to – weapons systems and platform families in order to quickly distinguish between models and variants.

**New Product – Jane’s GEOINT:** Collating geo-enabled content from military capability, terrorism events, news, ORBATS, inventories and equipment to deliver a leading OSINT geospatial intelligence solution.

**New Service – Jane’s powered by IBM Watson:** Jane’s and IBM will launch a new online service that will enable analysts to have a complete picture of the information environment quicker than ever before. This new service will be cloud based, securely hosted, powered by IBM and provide a new style of rapid access to the full content of Jane’s global defence, intelligence and national security data.

**New Product – Jane’s Militant Propaganda Analysis:** Offers dedicated analysis on the use of social media platforms by militant groups to disseminate propaganda. Content in multiple languages is assessed by Jane’s network of native language terrorism experts.

## What is Customers First



- We are committed to keeping you FIRST in everything we do
- We have ongoing Customers First surveys and our goal is to survey every customer every year
- The Survey is very short: 5 rated questions and 2 optional text questions
- We will continue to focus our priorities according to the feedback we get from you
- Help us by telling us what we are doing well and how can we improve
- We value our partnership with you and want your feedback

## IHS Markit Customer Care

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