KONICA MINOLTA’S GLOBAL SURVEY REVEALS THAT SMBs ARE SETTLING FOR TECHNOLOGY THAT UNDER-DELIVERS

95% OF SMBs SAY THEY ARE SATISFIED WITH THEIR CURRENT IT SOLUTIONS

MOST SIGNIFICANT BUSINESS CHALLENGES FACED BY SMBs

- Cyber Security: 33%
- Increased competition: 27%
- Regulation and compliance: 27%
- Talent management: 26%
- Rise of virtual health services: 26%
- Pace of technological change: 25%
- Problems with IT infrastructure: 25%

THE AMOUNT SPENT ANNUALLY ON IT SOLUTIONS BY SMBs

- $402,000

THE AMOUNT SPENT ANNUALLY ON IT PROBLEMS FOR SMBs

- $227,000

56% OF SMBs SAY AN ALL-IN-ONE IT SYSTEM THAT SEAMLESSLY INTEGRATES HARDWARE, SOFTWARE AND SERVICES WOULD BE RELEVANT TO THEIR ORGANIZATIONS.

57% of SMBs would spend the time they currently waste on IT issues the following way:

- 57% Dealing with other business issues
- 48% Growing the business
- 46% Training/personal development
- 46% Working on the business’ core functions

LIMITING INNOVATION

84% OF SMBs FEEL POSITIVE ABOUT THE IMPACT OF FUTURE TECHNOLOGY ON THEIR BUSINESS’ PRODUCTIVITY.

AI AND MACHINE LEARNING

- 37% welcome the impact of artificial intelligence on how they work
- 37% welcome the impact of automation on how they work
- 21% plan to adopt
- 19% plan to adopt now

CURRENT BARRIERS TO ADOPING CLOUD INFRASTRUCTURE

- 30% no use for the technology
- 29% no expertise to use the technology
- 18% cost of IT problems
- 18% need for IT reduction
- 18% need for IT improvement

THE IMPACT OF IT ISSUES ON BUSINESS

- 41% Wasted time spent fixing problems
- 37% Lower employee productivity
- 35% Unexpected costs to fix the problems
- 35% Diminished quality of work

DESPITE THE CLAIM OF SATISFACTION WITH CURRENT IT INFRASTRUCTURE

91% OF SMBs SAY THAT CLOUD INFRASTRUCTURE WOULD BE IMPORTANT TO THEIR ORGANIZATIONS.

ABOUT THE SURVEY:
The survey was conducted in August 2018 in partnership with Wunderman Thompson Technology in collaboration with Konica Minolta. A total of 815 SMB decision makers from small and medium-sized businesses (30-250 employees) in four countries: United States, United Kingdom, France and Germany.

WHERE TO FIND OUT MORE:
workplacehub.com