



# IT PAIN POINTS FOR SMBs\*

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

## ALTHOUGH

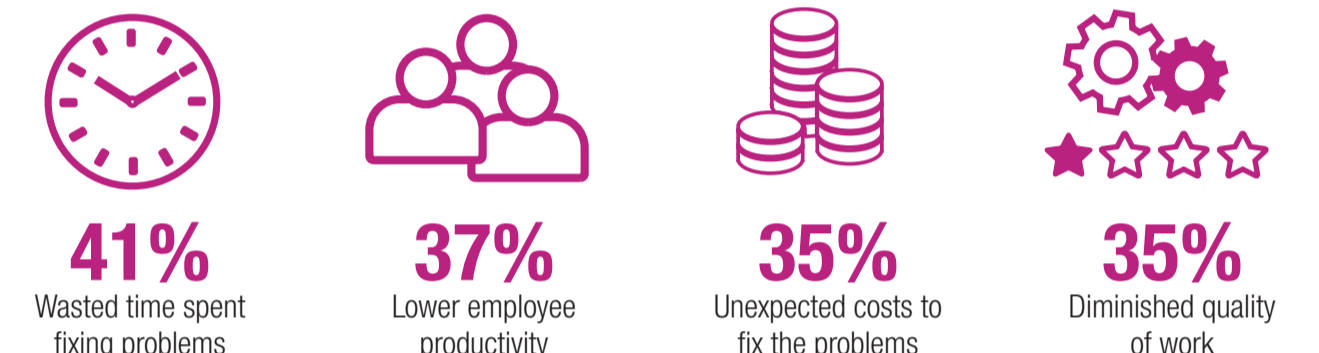
### MOST SIGNIFICANT BUSINESS CHALLENGES FACED BY SMBs



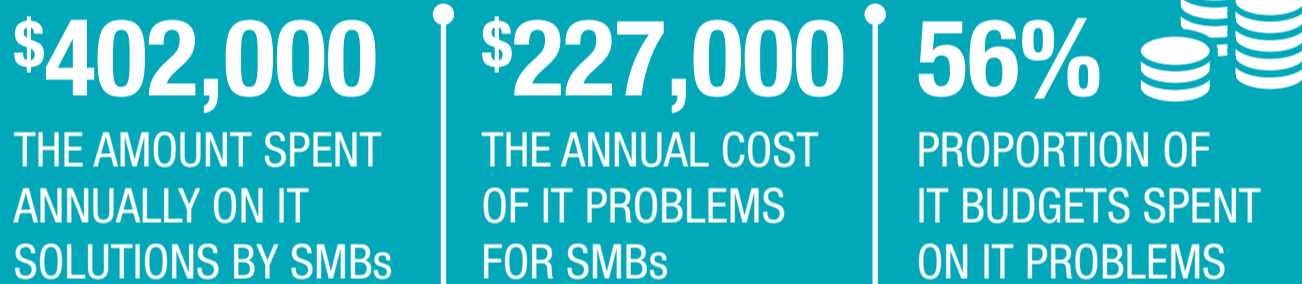
### TOP 6 MOST COMMON IT PROBLEMS



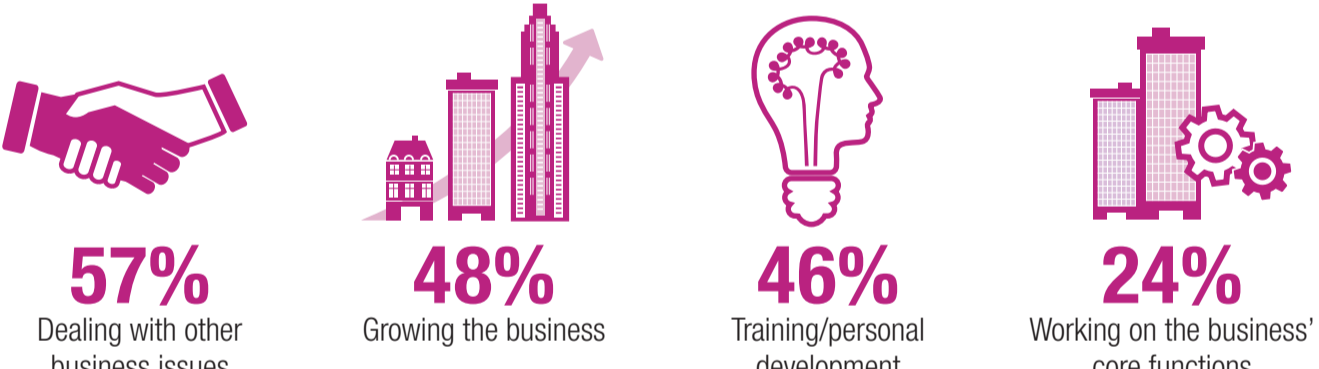
### IMPACT OF IT ISSUES ON BUSINESS



## COST OF IT PROBLEMS



### HOW SMBs WOULD SPEND THE TIME THEY CURRENTLY WASTE ON IT ISSUES



DESPITE THE CLAIM OF SATISFACTION WITH CURRENT IT INFRA-STRUCTURE

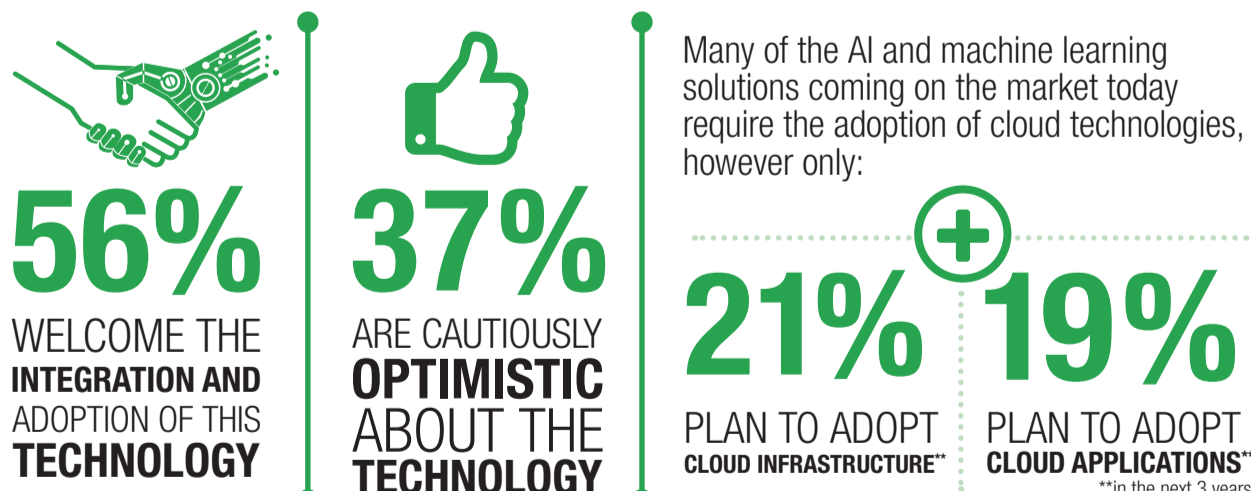
91%

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

### LIMITING INNOVATION

84% OF SMBs FEEL POSITIVELY ABOUT THE IMPACT OF FUTURE TECHNOLOGY ON THEIR BUSINESS' PRODUCTIVITY.

#### AI AND MACHINE LEARNING



#### CURRENT BARRIERS TO ADOPTING CLOUD INFRASTRUCTURE



#### ABOUT THE SURVEY:

The SMB IT Pain-Point Survey for Konica Minolta was conducted in August 2018 in partnership with Opinium and included 815 senior IT decision makers from small and medium-sized businesses (30-250 employees) in four countries: United States, United Kingdom, France and Germany.

\*Small and medium-sized businesses