





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



Cyber Security

Increased



competition



Regulation and compliance



management



Pace of technological change



Problems with IT infrastructure

TOP 6 MOST COMMON IT PROBLEMS



Hardware not working



problems



Outdated software



Security risks



Poor internet connectivity



Server crashing

IMPACT OF IT ISSUES ON BUSINESS



Wasted time spent fixing problems



Lower employee productivity



Unexpected costs to fix the problems



Diminished quality of work



COST OF IT PROBLEMS **\$227,000** | 56% \$402,000

THE AMOUNT SPENT **ANNUALLY ON IT SOLUTIONS BY SMBs**

THE ANNUAL COST OF IT PROBLEMS FOR SMBs

PROPORTION OF IT BUDGETS SPENT

ON IT PROBLEMS

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



CLAIM OF

DESPITE THE

SATISFACTION





OF SMBS SAY AN ALL-IN-ONE IT SYSTEM

OF SMBs FEEL POSITIVELY ABOUT THE

IMPACT OF FUTURE TECHNOLOGY ON

THEIR BUSINESS' PRODUCTIVITY.



TH CURRENT IT INFRA-**STRUCTURE**

HARDWARE, SOFTWARE AND SERVICES WOULD BE RELEVANT TO THEIR ORGANIZATIONS.

LIMITING INNOVATION

THAT SEAMLESSLY INTEGRATES

AI AND MACHINE LEARNING

WELCOME THE **INTEGRATION AND**

ADOPTION OF THIS TECHNOLOGY

ARE CAUTIOUSLY OPTIMISTIC PLAN TO ADOPT

Many of the Al and machine learning solutions coming on the market today require the adoption of cloud technologies, however only:

CLOUD INFRASTRUCTURE** CURRENT BARRIERS TO ADOPTING CLOUD INFRAST

PLAN TO ADOPT

CLOUD APPLICATIONS**

**in the next 3 years

TECHNOLOGY TOO EXPENSIVE OR BUDGET NOT AVAILABLE

TO USE TH TECHNOLOGY

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.