KONICA MINOLTA

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

- **33%** Cyber Security
- 27% Increased competition
- 23% Regulation and compliance
- 23% Talent management
- 23% Pace of technological change
- **18%** Problems with IT infrastructure

TOP 6 MOST COMMON IT PROBLEMS

- **27%** Hardware not working
- **24%** Admin IT problems
- **24%** Outdated software
- **23%** Security risks
- **20%** Poor internet connectivity
- **20%** Server crashing

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

COST OF IT PROBLEMS

- **$402,000** THE AMOUNT SPENT ANNUALLY ON IT SOLUTIONS BY SMBs
- **$227,000** THE ANNUAL COST OF IT PROBLEMS FOR SMBs
- **56%** PROPORTION OF IT BUDGETS SPENT ON IT PROBLEMS

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

- **57%** Dealing with other business issues
- **48%** Growing the business
- **46%** Training/personal development
- **24%** Working on the business' core functions

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

- **56%** WELCOME THE **INTEGRATION AND** ADOPTION OF THIS **TECHNOLOGY**
- **37%** ARE CAUTIOUSLY **OPTIMISTIC** ABOUT THE **TECHNOLOGY**

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

- **21%** PLAN TO ADOPT **CLOUD INFRASTRUCTURE**
- **19%** PLAN TO ADOPT **CLOUD APPLICATIONS****
  **In the next 3 years

CURRENT BARRIERS TO ADOPTING CLOUD INFRASTRUCTURE

1. **30%** **TECHNOLOGY** TOO EXPENSIVE **OR BUDGET** NOT AVAILABLE
2. **29%** **NO USE** FOR THE **TECHNOLOGY**
3. **21%** **NO EXPERTISE** TO USE THE **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.

*Small and medium-sized businesses

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