

# **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









## COST OF IT PROBLEMS

\$402,000

THE AMOUNT SPENT ANNUALLY ON IT SOLUTIONS BY SMBs

# \$227,000 56%

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



**57%** Dealing with other business issues







Working on the business' core functions

### DESPITE THE CLAIM OF SATISFACTION WITH CURRENT IT INFRA-STRUCTURE

# 91%

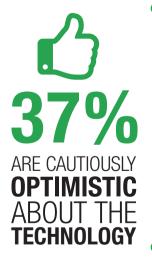
OF SMBS SAY AN ALL-IN-ONE IT SYSTEM THAT SEAMLESSLY INTEGRATES HARDWARE, SOFTWARE AND SERVICES WOULD BE RELEVANT TO THEIR ORGANIZATIONS.

### LIMITING INNOVATION

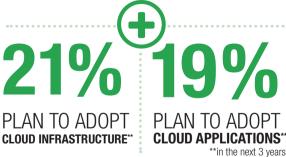
**84%** OF SMBs FEEL POSITIVELY ABOUT THE IMPACT OF FUTURE TECHNOLOGY ON THEIR BUSINESS' PRODUCTIVITY.

#### **AI AND MACHINE LEARNING**





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



#### **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



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