

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%

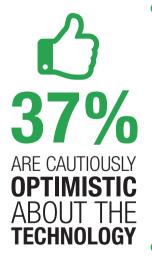
OF SMBS SAY AN ALL-IN-ONE IT SYSTEM THAT SEAMLESSLY INTEGRATES HARDWARE, SOFTWARE AND SERVICES WOULD BE RELEVANT TO THEIR ORGANIZATIONS.

LIMITING INNOVATION

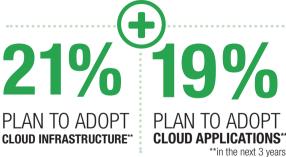
84% OF SMBs FEEL POSITIVELY ABOUT THE IMPACT OF FUTURE TECHNOLOGY ON THEIR BUSINESS' PRODUCTIVITY.

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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