



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







Increased competition



Regulation and compliance



management



Pace of technological change

Problems with IT infrastructure

TOP 6 MOST COMMON IT PROBLEMS







Admin IT problems





Security risks



Poor internet connectivity



IMPACT OF IT ISSUES ON BUSINESS



fixing problems

Wasted time spent



Lower employee productivity



Unexpected costs to fix the problems



Diminished quality of work



\$227,000 | 56% \$402,000

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

OF IT PROBLEMS **FOR SMBs**

THE ANNUAL COST

PROPORTION OF IT BUDGETS SPENT

ON IT PROBLEMS

HOW SMBs WOULD SPEND THE TIME

THEY CURRENTLY WASTE ON IT ISSUES



CLAIM OF

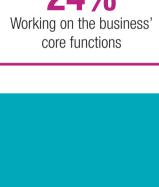
DESPITE THE

SATISFACTION





OF SMBS SAY AN ALL-IN-ONE IT SYSTEM



TH CURRENT IT INFRA-**STRUCTURE**

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

THAT SEAMLESSLY INTEGRATES

THEIR BUSINESS' PRODUCTIVITY. AI AND MACHINE LEARNING

however only:

PLAN TO ADOPT

OF SMBs FEEL POSITIVELY ABOUT THE

IMPACT OF FUTURE TECHNOLOGY ON



TECHNOLOGY

OR BUDGET **NOT AVAILABLE ABOUT THE SURVEY:**



ARE CAUTIOUSLY **OPTIMISTIC**

CLOUD INFRASTRUCTURE CLOUD APPLICATIONS**** **in the next 3 years **CURRENT BARRIERS TO ADOPTING CLOUD INFRASTR**

PLAN TO ADOPT

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

TOO EXPENSIVE TO USE TH TECHNOLOGY

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

