



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

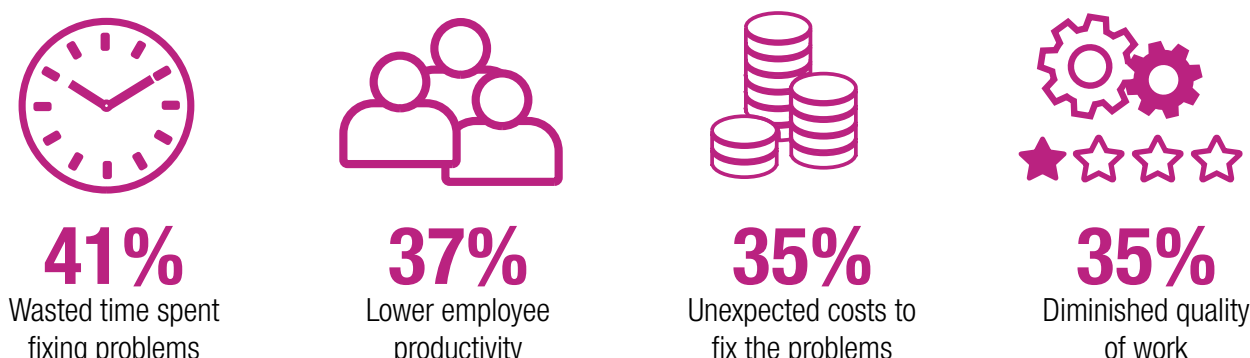
MOST SIGNIFICANT BUSINESS CHALLENGES FACED BY SMBs



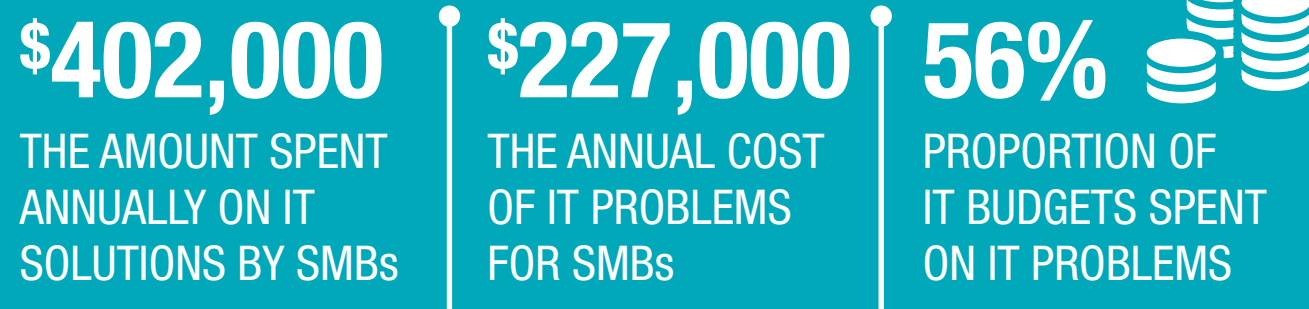
TOP 6 MOST COMMON IT PROBLEMS



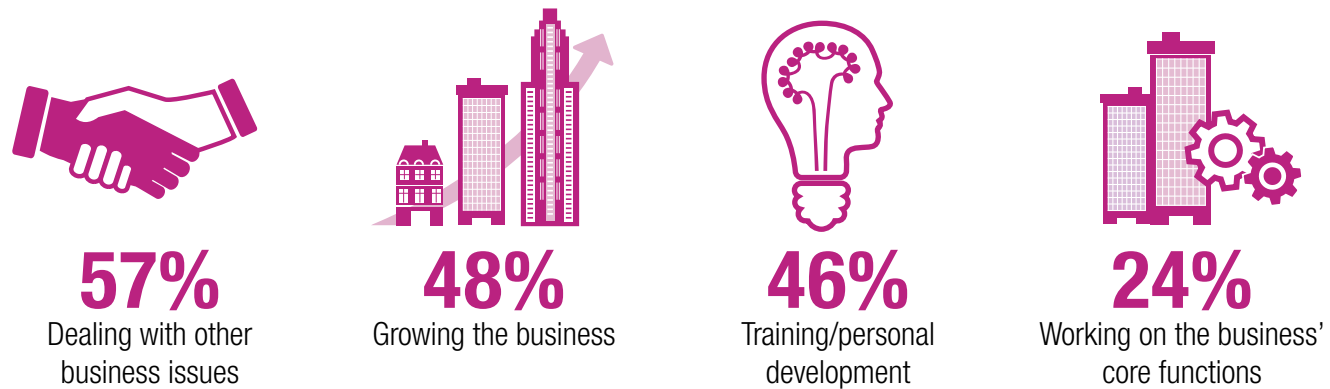
IMPACT OF IT ISSUES ON BUSINESS



COST OF IT PROBLEMS



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



DESPITE THE CLAIM OF SATISFACTION WITH CURRENT IT INFRA-STRUCTURE

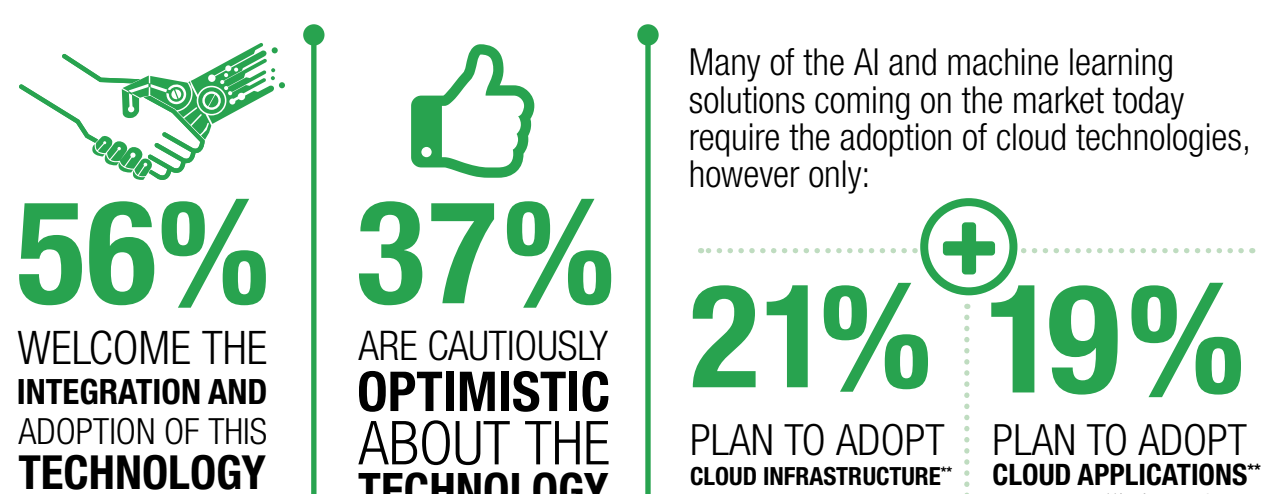
91%

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

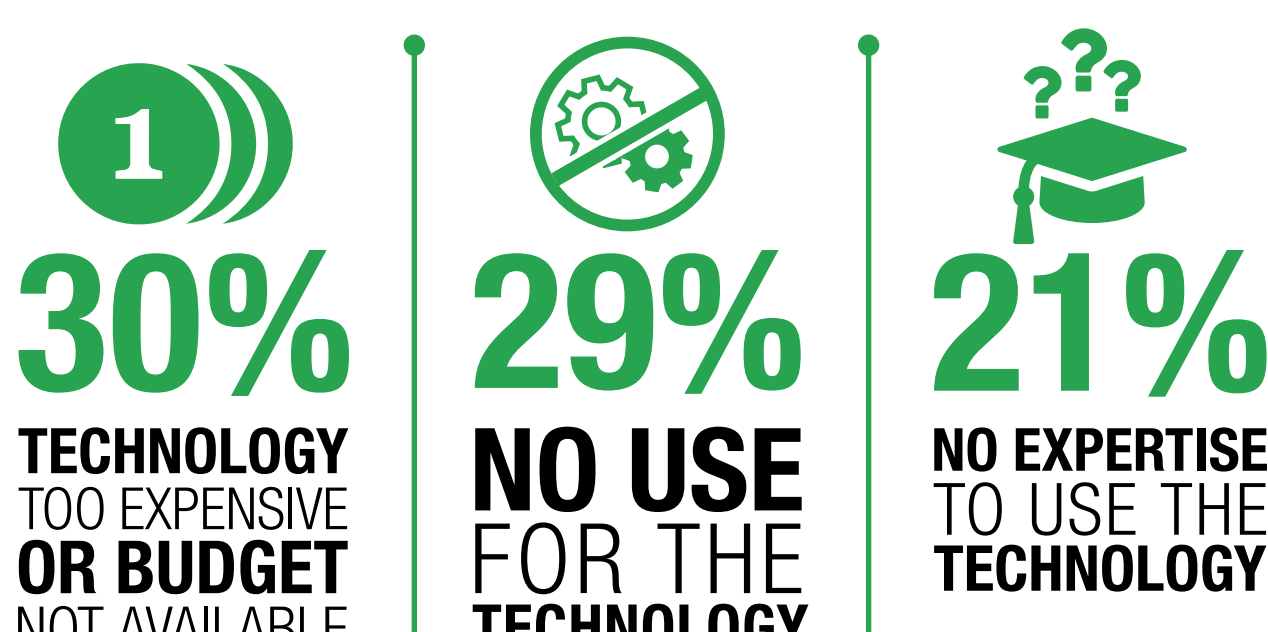
LIMITING INNOVATION

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

AI AND MACHINE LEARNING



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