

US SMB MANAGED SERVICES SPEND WILL REACH US\$12 BILLION IN 2015; AN INCREMENT OF MORE THAN A BILLION DOLLARS EACH YEAR

San Jose, CA, October 4, 2011: Techaisle's SMB Managed Services research indicates that SMBs in the US will be spending US\$7 Billion on Managed Services in 2011 and will continue to grow in double digits for the next several years, an increment of more than a billion dollar each year. The data is based on a survey of 2000 SMBs and 600 channel partners in the US.

US SMB Managed Services' spend as a percent of support & maintenance (break-fix) will increase from 27 percent in 2011 to 40 percent in 2015.

Over 1 in 5 Small Businesses (1-99 employees) use some type of managed services with greatest use observed among businesses with 50-99 employees. Another percent of small businesses plan to use managed services suggesting robust opportunities for MSPs (Managed Services Providers). Of the US medium businesses (100-999 employees), 65 percent are using one or more managed services.

Techaisle's survey reveals that over 30 percent of SMBs do not know who to go to for managed services solutions. Those using such services subscribe to an average of 3 managed services solutions. On the positive side, channels are being more proactive, 54 percent of SMB channels are initiating discussions with their SMB customers.

Nearly 67 percent of SMB channel partners offer one or more types of managed services. However, only 30 percent of channels are pure-play managed services providers. Majority of them are offering Storage Services, 34 percent, but very few of them have their own infrastructure and rely upon their vendor partners or other datacenters. These channels are the most squeezed for revenues and hence a percentage of them are rapidly planning to add Cloud or mobility to their suite of offerings.

Techaisle believes that while SMB Cloud, Mobility and Managed Services are all fast growing technology areas, the channels that begin to offer all three will have the most synergies and biggest gains.

About Techaisle

Techaisle is a global ICT Market Research and Industry Analyst organization. Techaisle conducts surveys with Enterprises, SMBs and channels to understand market trends, opportunities, buying behavior, purchase intent, and IT priorities. Techaisle offers its clients: focused Syndicated reports, Primary Research & Competitive Intelligence. For more information on Techaisle or its global products/services, please visit www.techaisle.com.