



# SMB Managed Services Adoption & Trends

## Coverage

- Executive Summary
- Current and Planned Usage of types of Managed Services
- Types of Managed Services Currently Being Used:
  - PC Managed Services
  - Network & Server Managed Services
  - Storage Services
  - Security Services
- Current and Planned Use of Managed Services:
  - Remote Management
  - Onsite Management
  - Combined Management
- Type of Outsourcing for Managed Services:
  - Partial Outsourcing
  - Complete Outsourcing
- Why Use Managed Services?
- Contracting Details: Type of Managed Services Contract, Length of Contract
  - Month-to-month, 12-18 months, 18-24 months, more than 24 months, others
- Pricing Model:
  - Per user model, pay-per-use model, per device model
- Average Monthly Payment per Business:
  - By type of Managed Services, Average Spend per PC, Average Spend per Server
- Managed Services' Provider Selection Criteria:
  - Responsiveness, Acceptable response time, SLAs, Self-service Customer Portals, Service Reliability, Prior/current relationship with the provider, Technical competence of account team, Capabilities, Mitigating risk and reducing complexity, Contract flexibility, Performance-based or savings-based service fees, Free trials, Interfaces to allow complete visibility into management of all out-tasked

## Analysis

Analysis is conducted across employee size categories. Additional analysis conducted by presence of in-house IT Staff, mobile employees, branches, revenue bands.

## Methodology

Primary research, based on Phone interviews  
Quota sampling based on employee size categories and regional representation  
Quantitative questionnaire followed by depth interviews with a smaller sample  
Respondents were IT Decision makers, CEOs/Presidents  
Large sample sizes

## Countries Available

- US, UK, Australia, Brazil, India, China, Germany, Italy

## Deliverable Format

- PowerPoint format



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