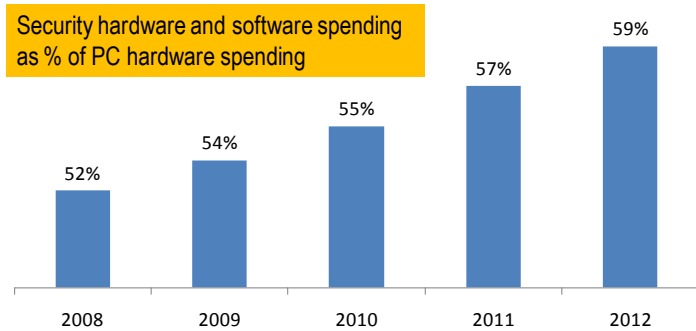


SECURITY ISSUES AMONG ENTERPRISES

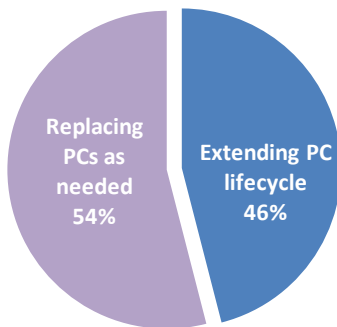
INTRODUCTION

CIOs and IT leaders among large businesses begin and end their day worrying about IT security. Among larger enterprises, IT is already an integral part of, indeed and enabler of business process and IT managers take multiple approaches to address a multitude of threats ranging from virus infections to Denial of service (DoS) attacks and phishing. The target of cyberattacks typically reflects popularity of tools and technologies being adopted by unsuspecting users. As a result, the industry is now seeing an increasing number of worms and phishing expeditions targeted at social media users. This is of course in addition to the threats that IT managers are already familiar with.

A key priority for IT managers is to protect individual employees' PCs. Enterprise PCs are increasingly mobile and therefore exposed to a number of different environments over their lifecycle which obviously increases their risk and the associated cost of maintenance. In terms of overall maintenance costs, often replacing a PC will suffice since a number of issues that cause maintenance costs/PC to go up are age related.



% of Enterprises extending lifecycle of PCs



While it is true that older PCs tend to be less secure, newer PCs are also vulnerable to security threats. In other words, worms and viruses can have an impact regardless of age of PCs.

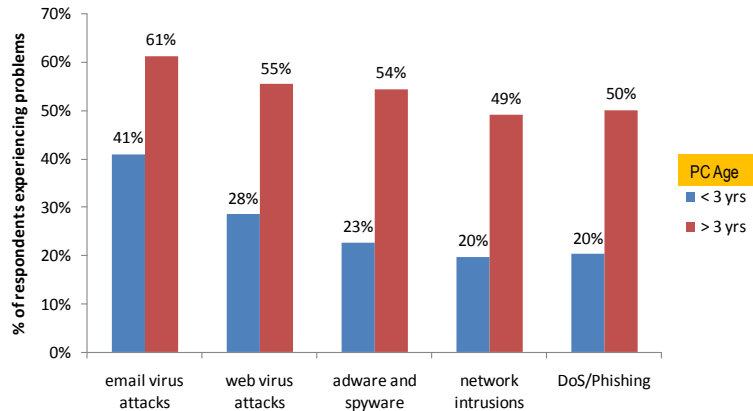
One issue leading to this situation is that 46% of large enterprises report extending the lifecycle of PCs. These enterprises are likely incurring higher costs and taking greater risks by doing so.

SECURITY ISSUES AMONG ENTERPRISES

A recent global survey of businesses conducted by Techaisle looks at various security threats experienced by large enterprises by age of their PC installed base.

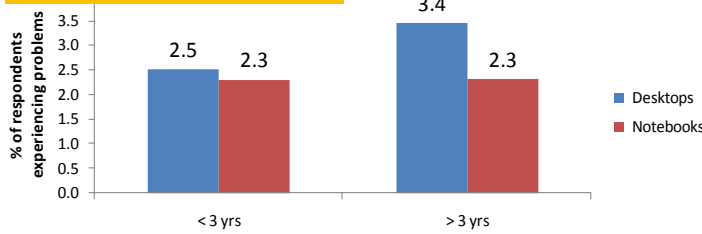
As shown in the adjoining chart, while older PCs tend to experience more security issues, PCs less than 3 years old are not immune from virus and other infections. Indeed, PCs more than 3 years old are 2.5

Security issues faced by PC Age

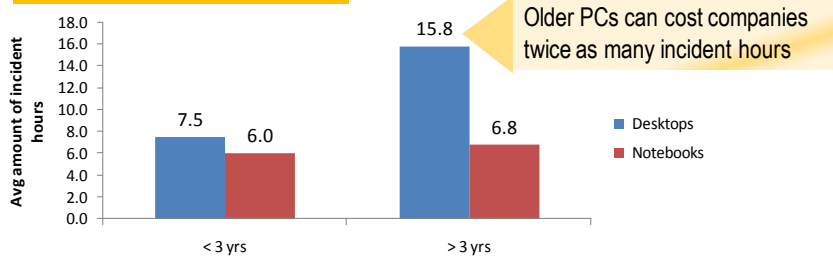


times more likely to succumb to DoS/Phishing attacks and network intrusions than PCs less than 3 years old. The impact on large enterprises is not trivial requiring between 2 to 4 hours for recovery per affected PC. Multiplied by the number of times such incidents occur, the number of incident hours of downtime is nearly twice for PCs older than 3 years as compared to the incident hours for PCs less than 3 years old.

Number of Hours of Downtime/PC



Average Incident Hours/Firm/year

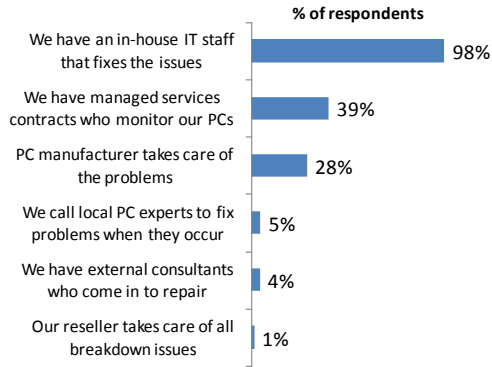


Average Incident Hours/Firm/year =
Avg # of incident X Avg hours of downtime

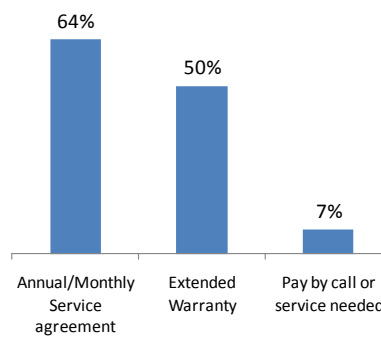
This suggests that more proactive monitoring and more stringent security measures are needed to keep PCs secure.

LB PC MAINTENANCE BEHAVIOR

LB PC Management Trends

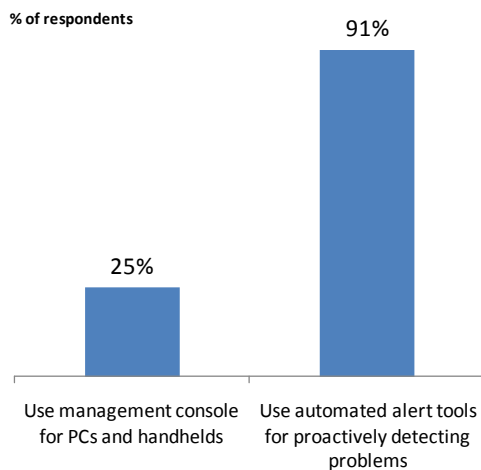


Types of Warranties covering PCs > 3 years old



Larger enterprises take a proactive approach to managing their PCs through a combination of relying on internal IT staff, managed service contracts and relying on their PC manufacturer to fix PC related issues. Additionally, nearly all PCs more than 3 years old are covered by a service warranty. These warranties take the form of extended warranties, monthly maintenance service agreements or pay-per-incident support services.

LB PC Management Trends



Large enterprises also report using proactive management tools such as automated alerts when PC problems surface. Over 90% of LBs surveyed reported using such tools. Further, over 25% also report using some type of management console for managing their PCs.

CONCLUSION

Despite taking proactive actions to maintain PCs, enterprises still experience security issues especially for PCs more than 3 years old. Given that these older PCs can cost enterprises twice the amount of incident hours, enterprises are strongly advised to re-think their policy of extending the lifecycle of these older PCs and should strongly consider replacement.

ABOUT THE STUDY

Techaisle's study on cost of maintaining PCs was conducted across over 1000 Small, Medium and Large businesses spanning 8 countries including US, UK, Italy, Brazil, India, China and Australia. The survey was conducted in February-March 2009. The margin of error for the survey was +/-2.9% at the 95% confidence level.

ABOUT TECHAISLE

Techaisle is a market research and consulting company whose main focus is providing actionable data delivered as an answer to a specific question. Clients use our database for marketing services including channel lead generation in emerging markets. Techaisle has pioneered a business model which is very different from traditional market research organizations. We provide flexible data delivery as well as sales & marketing data integration services. Our segmentation algorithms are easily understood, easily deployable and drive actual sales. Customized data to suit client's individualized and specific needs is available for secure online purchase at www.marketviewportal.com

Survey data and analytics referred to in the release are available for purchase. For more information on Techaisle or our global products/services, please visit www.techaisle.com or call 408-914-2989.