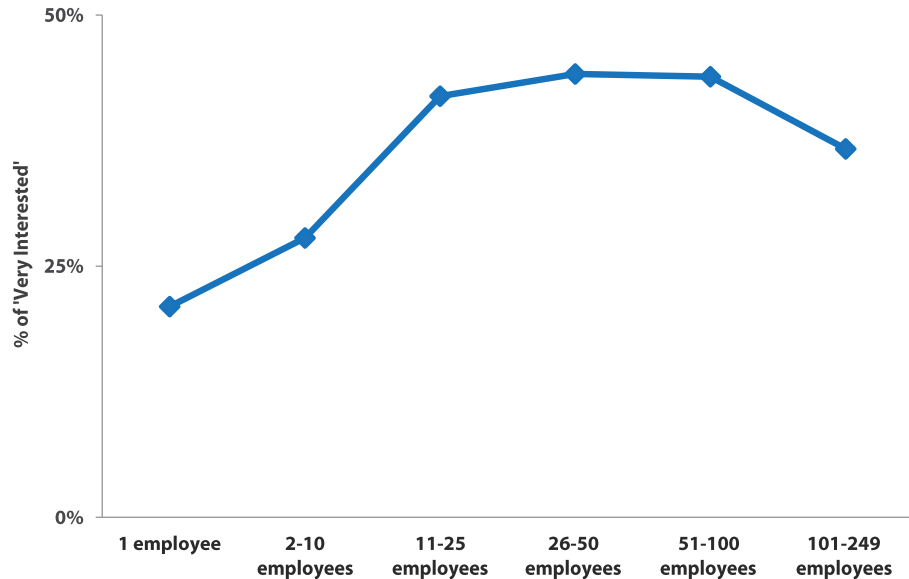


Synopsis

This report examines the technical support market for small and medium businesses in the U.S. It analyzes the technology environment of businesses of varying sizes, their current technical challenges, and their support interests and needs. It also forecasts the revenue opportunities in providing support solutions to these companies.

Interest in Paying for New IT Services by Company Size

U.S. SMB Decision Makers



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“SMBs are showing a growing reliance on computing devices,” said Patrice Samuels, Research Analyst. “The more they leverage these devices, the greater their need for additional IT services such as network security, cloud storage, and IT support. The increasing need for additional IT services presents a strong opportunity for broadband providers, CE makers and other technology brands to extend existing relationships with SMBs.”

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List of Companies	
Acronis	Kaspersky Lab
Adobe	McAfee
Amazon	Microsoft
AT&T	Mint
Authorize.net	MozyPro
Autodesk	Panda
Bitdefender	PayPal
Box	PlumChoice
Carbonite	Salesforce.com
CenturyLink	Square
CSS Corp	Staples
Dell	Symantec
Dropbox	Synchronoss
Dwolla	Time Warner Cable
Elavon	Trend Micro
F-Secure	Verizon
Google	Vindicia
GoPayment	WePay
Intuit	

Attributes
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