

# Service and Technology Needs of SMBs Table of Contents

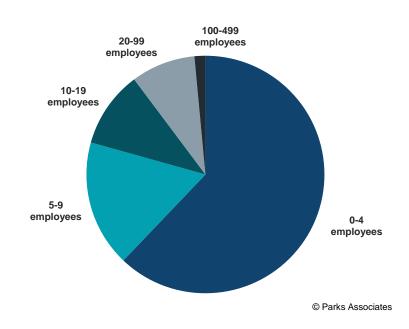
By Patrice Samuels, Senior Analyst; Alexandra Martin, Research Analyst; and Brett Sappington, Senior Director of Research

### **Synopsis**

### This report examines use of technical products and services among small and medium businesses (SMBs) of various sizes and within a variety of industries. It studies the primary technical challenges facing SMBs and examines the market for various technical services among this group. The report includes a five-year forecast for various IT and support services in the SMB market.

## **U.S. SMBs – Number of Employees**

# Size of U.S. Small Businesses



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"Small businesses possess several characteristics that make them good targets for IT support services for large technology brands. These characteristics include high rates of technology adoption among companies; heavy dependence on technology for business-related activity; increasing technical complexity within companies' IT infrastructure; and a lack of internal expertise within the company," said Patrice Samuels, Senior Analyst.

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Forecast Methodology Subscription Support Revenue

**Annual Revenue: Support Subscriptions** 

Forecast Methodology - Managed Security Service

Annual Revenue: Managed Security Services



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List of Companies			
	Amazon Web Services	Kaspersky Lab	
	AppDirect	McAfee	
	AT&T	Microsoft	
	AVG	Office 365	
	Bitdefender	Panda Security	
	CenturyLink	PlumChoice	
	Comcast	Radialpoint	
	Cox	Sophos	
	CCCC	Caller	

CSS Corp Staples
FireEye Symantec
Frontier Trend Micro
HP Verizon
Intel Security Webroot

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