# Service and Technology Needs of SMBs <br> 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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| :---: | :---: |
|  | Amazon Web Services Kaspersky Lab <br> AppDirect McAfee <br> AT\&T Microsoft <br> AVG Office 365 <br> Bitdefender Panda Security <br> CenturyLink PlumChoice <br> Comcast Radialpoint <br> Cox Sophos <br> CSS Corp Staples <br> FireEye Symantec <br> Frontier Trend Micro <br> HP Verizon <br> Intel Security Webroot |
| Attributes |  |
| Parks Associates 15950 N. Dallas Pkwy Suite 575 <br> Dallas TX 75248 <br> 800.727.5711 toll free <br> 972.490.1113 phone <br> 972.490.1133 fax <br> parksassociates.com sales@ parksassociates.com | Authored by Patrice Samuels, Alexandra Martin, and Brett Sappington <br> Executive Editor: Jennifer Kent <br> Published by Parks Associates <br> © August 2016 Parks Associates <br> Dallas, Texas 75248 <br> All rights reserved. No part of this book may be reproduced, in any form or by any means, without permission in writing from the publisher. <br> Printed in the United States of America. <br> Disclaimer <br> Parks Associates has made every reasonable effort to ensure that all information in this report is correct. We assume no responsibility for any inadvertent errors. |

