



Technology Today, Tomorrow and Beyond



KEY FINDINGS



OUT OF 100 PEOPLE

36%

Feel that they do not have the time to educate their teams on new technologies.



OUT OF 100 PEOPLE

42%

Don't know if they would be able to continue business as usual if they were to experience a data breach.

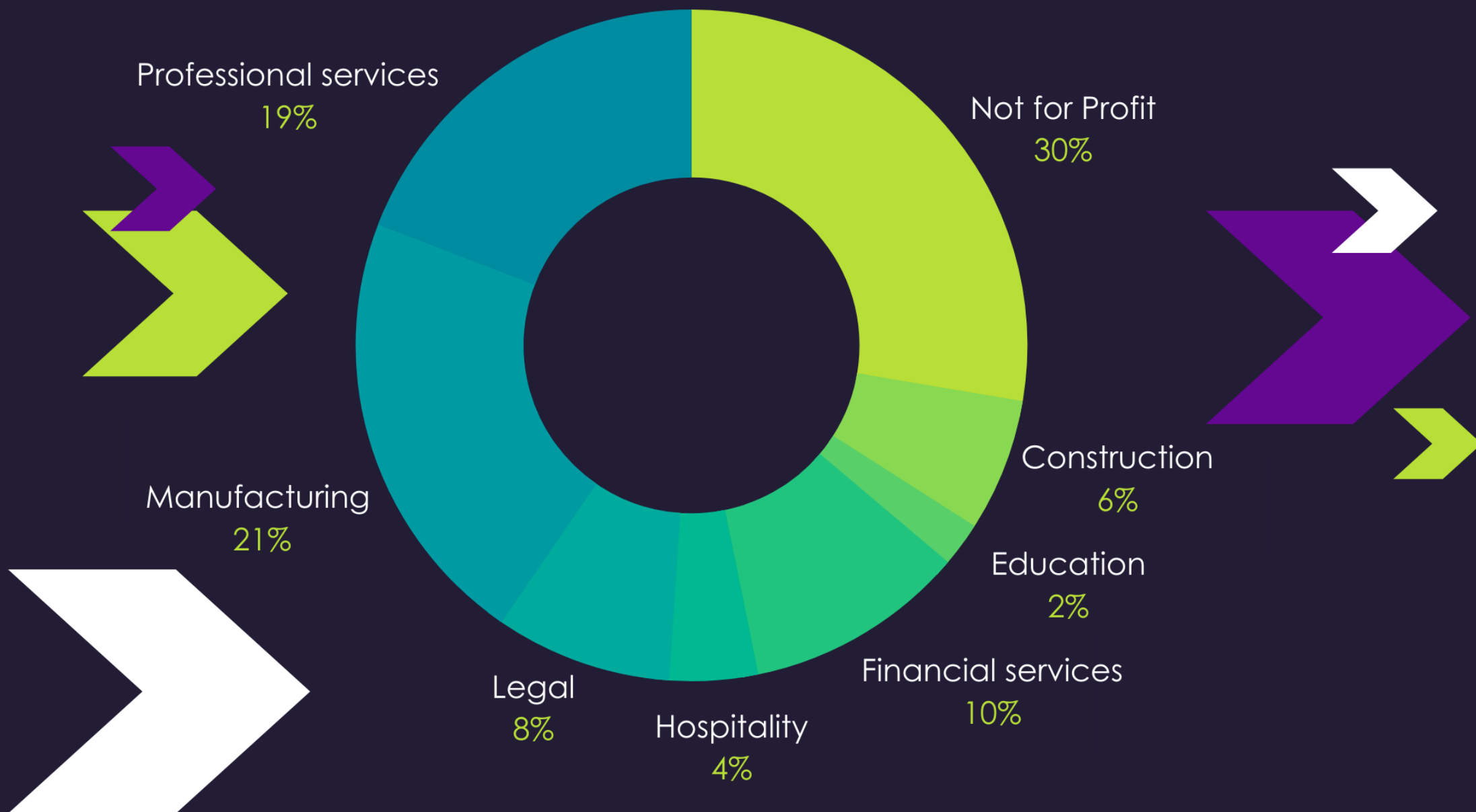


OUT OF 100 PEOPLE

65%

Have received phishing emails sent to their business email addresses.

THE SURVEY COVERED A RANGE OF SME INDUSTRIES



LOCATION OF SURVEY PARTICIPANTS

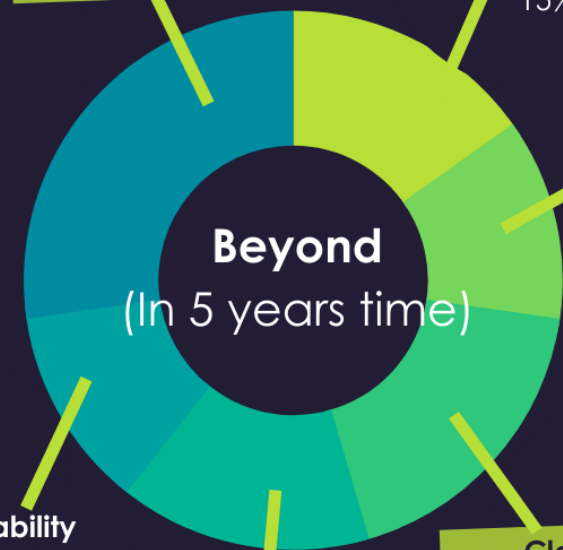


We asked...

WHAT ARE YOUR GREATEST IT CHALLENGES?

Budget

Technology changes



Security

We asked...

COULD YOUR BUSINESS CONTINUE AS USUAL IF YOU WERE TO EXPERIENCE A DATA BREACH?

Yes
49%

I don't know
42%

No
9%



Just under half "don't know" if they would be able to continue business as usual, after a breach.

Limit business downtime with a reliable disaster recovery plan:

www.complete-it.co.uk/disaster-recovery/

We asked...

ARE YOU USING A MICROSOFT SUITE
SUCH AS 365?



91%

SAID "YES"

9%

SAID "NO"

We asked...

DO YOU FEEL THAT YOUR
ORGANISATION IS AT THE SAME
PLACE WITH TECHNOLOGY AS
YOUR COMPETITORS OR INDUSTRY
PEERS?



71%

SAID "YES"

29%

SAID "NO"

We asked...

HAVE ANY OF THE
FOLLOWING HAPPENED TO YOUR
ORGANISATION IN THE LAST 12
MONTHS?

65%

PHISHING EMAILS



RANSOMWARE

6%

HACKING OR
ATTEMPTED
HACKING

6%

NO ATTACKS

16%

DATA BREACH

3%

VIRUSES

4%

We recommend a multi-layered approach to your IT security, visit our cyber security page to better secure your organisation:

www.complete-it.co.uk/cyber-security/

WHAT IS YOUR
BIGGEST
STRUGGLE?

31%

DO NOT HAVE THE TIME TO
EDUCATE THEIR TEAM

Check out our free blogs and
webinars and share with your teams!
www.complete-it.co.uk/blog/

Education.

Is educating your teams a struggle?

Visit our free resources pages with information on [Microsoft tools](#) that will help improve your teams productivity and collaboration, [Cyber Security advice](#) to help protect your organisation and [GDPR resources](#).



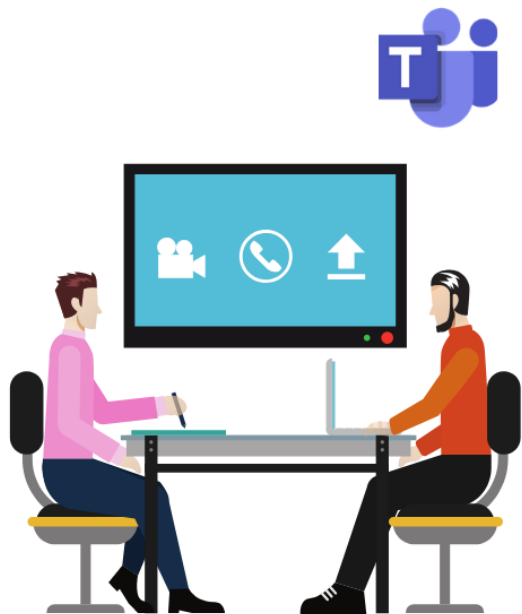
18%

struggle with productivity unless meeting face to face.



10%

Say time and money spent commuting could be eliminated by using video conferencing tech.



Have you heard of Teams Rooms?

You'll get that face to face feel as well as save time and money!



Benefits of Teams Rooms:

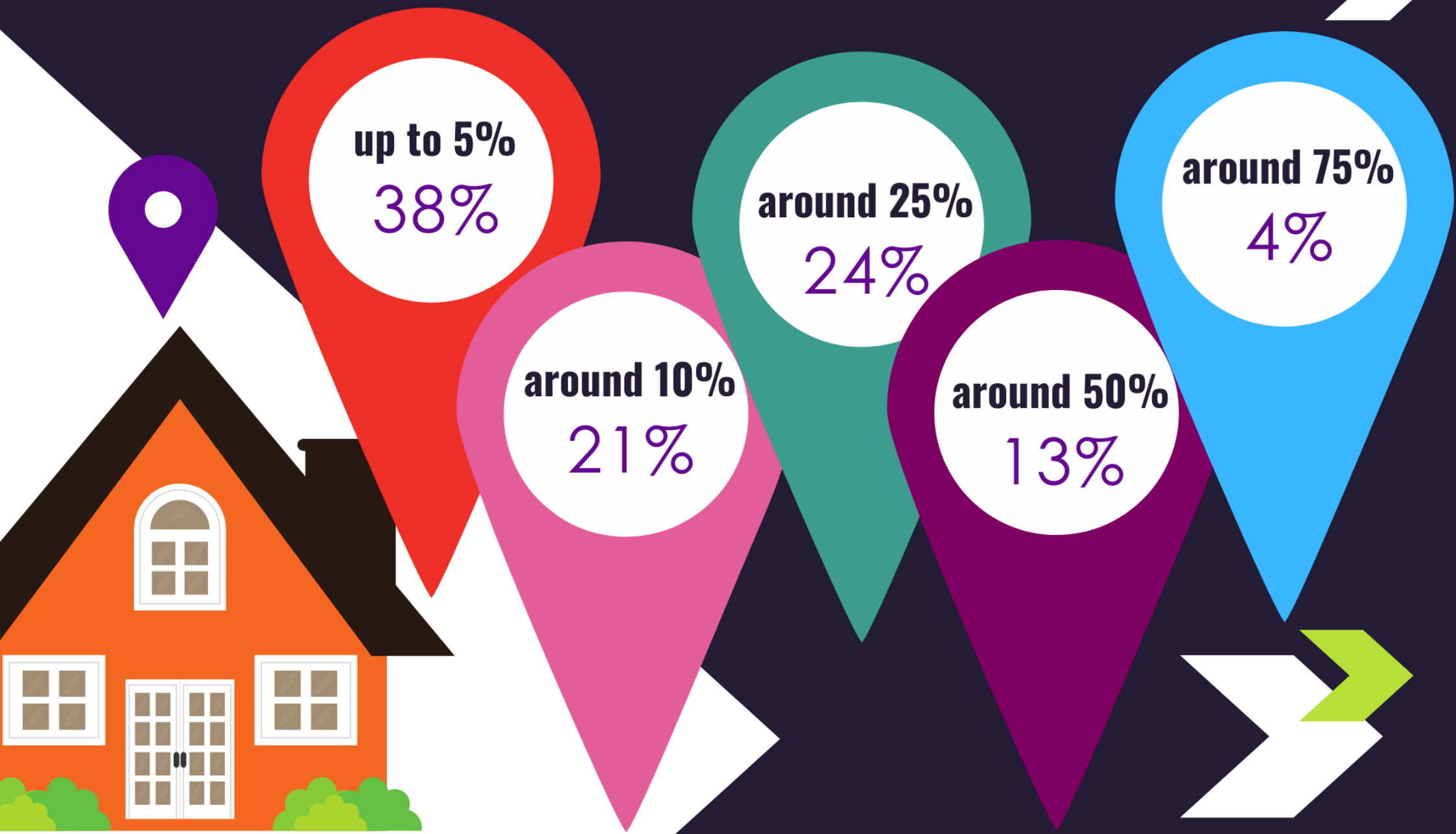
- Communicate from any location on any device
- Host meetings with an unlimited number of people
- Share your screen
- Collaborate on the same document in real time
- FREE with Microsoft O365

Watch our webinar on Teams Rooms:

www.complete-it.co.uk/cloud-services/teams-rooms-demo/

We asked...

WHAT PERCENTAGE OF
YOUR TEAM WORK REMOTELY AT
ANY TIME?



We asked...

DO YOU STRUGGLE TO KEEP TRACK OF
WHAT YOUR TEAM ARE WORKING ON
WHEN WORKING REMOTELY?

31%

YES

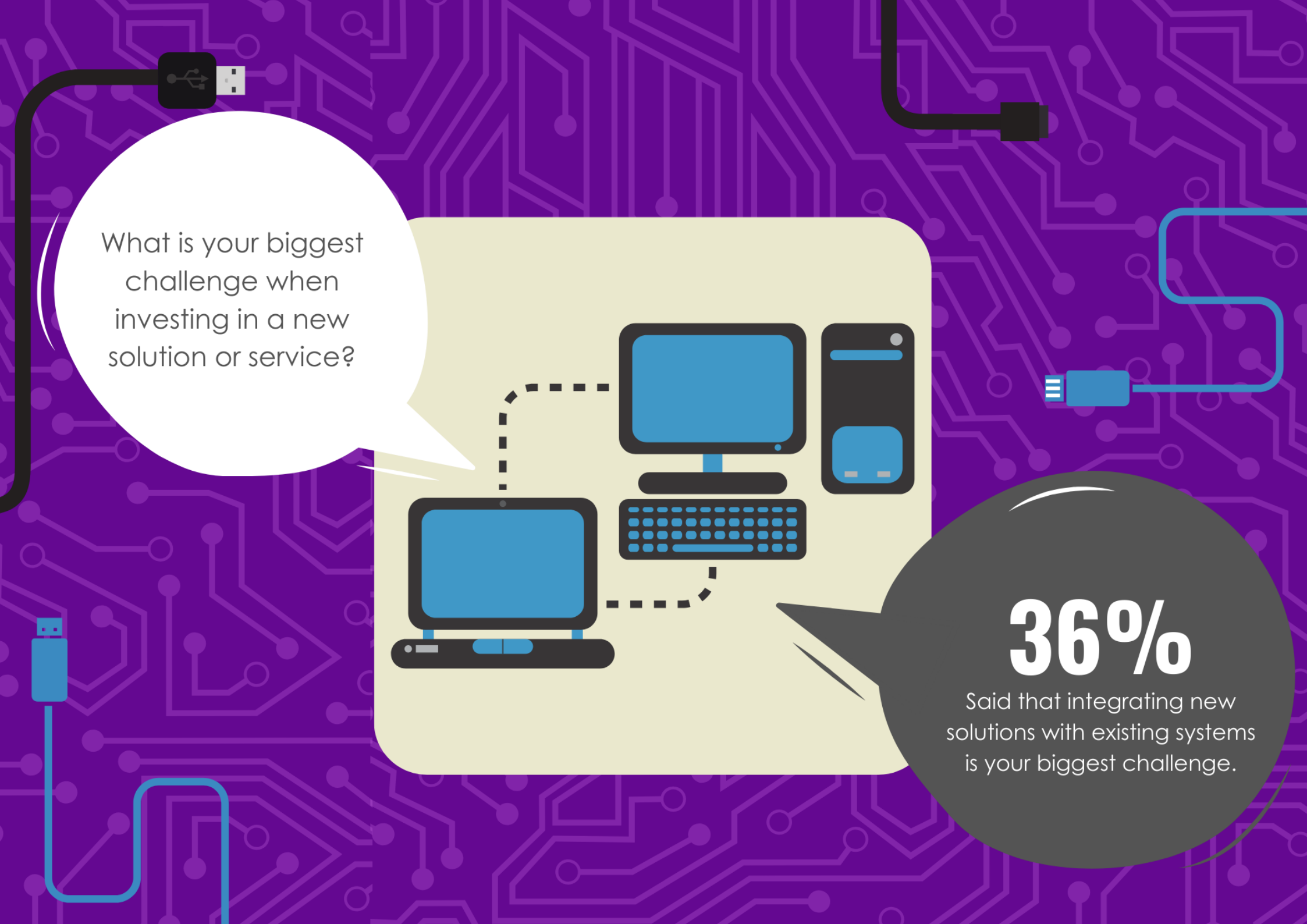
46%

NO

23%

N/A





What is your biggest challenge when investing in a new solution or service?



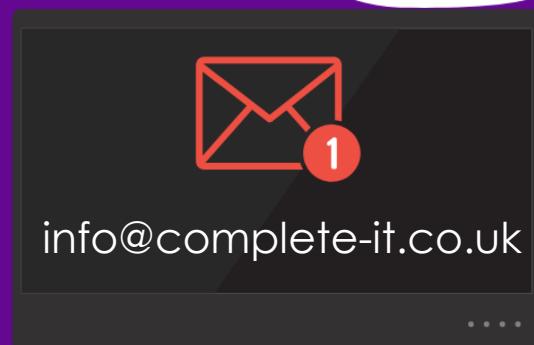
36%

Said that integrating new solutions with existing systems is your biggest challenge.



21%
Said "time".

What is your biggest challenge when investing in a new solution or service?



info@complete-it.co.uk

24%

Said "education".

19%

Said "investment".

Whatever level of IT Support you need, our team of friendly, approachable, plain-speaking technical experts are here to provide the right service, understanding your unique business needs, providing proactive and valuable advice and support.

We asked...

CAN YOU SEE YOUR ORGANISATION MOVING TO A FULLY CLOUD BASED ENVIRONMENT?



48%

Are on the journey to the cloud



22%

Like having a server on site



26%

Will take the advice of their IT support provider



4%

Do not quite understand or trust the cloud yet



DO YOU THINK THE CLOUD IS SECURE?



50%
Said yes

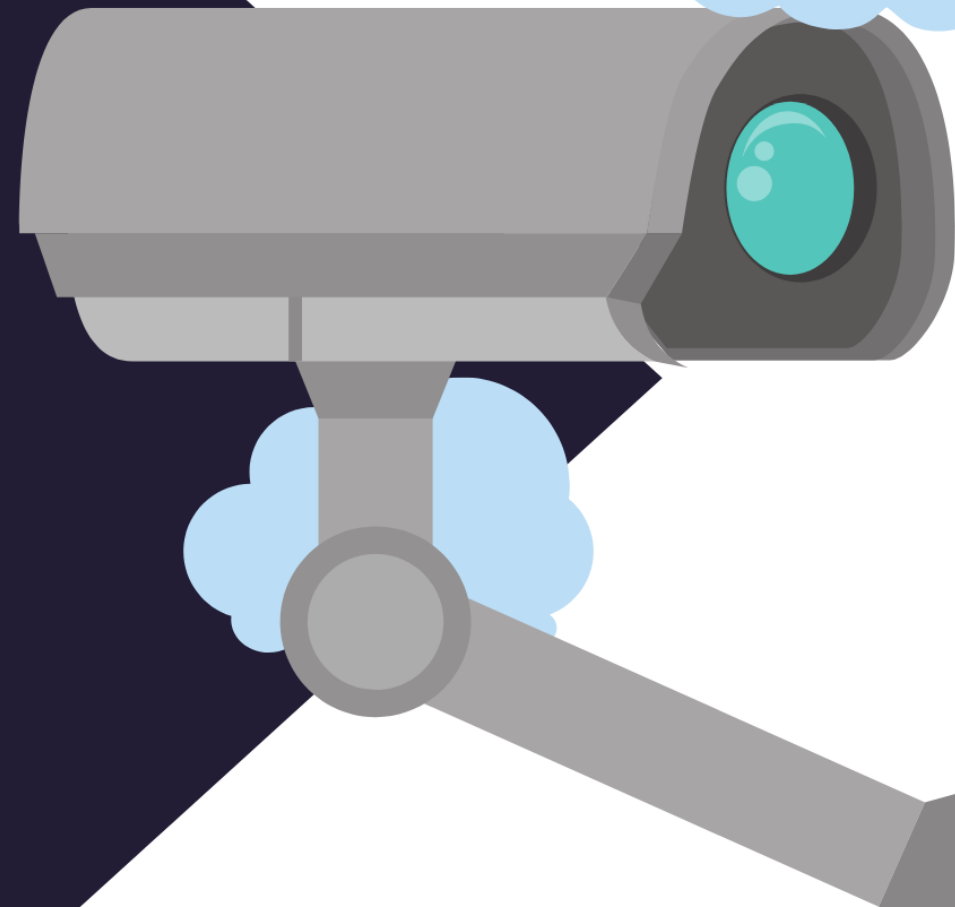


34%
were
indifferent



16%
Said no

Not sure about the cloud? Visit,
www.complete-it.co.uk/cloud-solutions/
to learn more!



send us an email:
info@complete-it.co.uk

NEW TECHNOLOGY



31%

Rely on their IT support provider to educate them on new technologies.



24%

Use internet searches to increase their knowledge.



23%

Join webinars for information.



17%

Take advice from peers.



5%

Like datasheets to find their information.

We are always researching the best technologies and solutions so you don't have to think about it.



TELEPHONY



Just over half think that telephony is something that should be supported by your IT support provider.

51% Said "yes"
49% Said "no"

Benefits of Hosted Telephony

Telephony in the cloud rather than on-premise

- Make calls from a desk phone, your PC or mobile all via the app
- Simple monthly cost per user
- A simple drag and drop interface for easy conferencing both internally and externally
- Hot desking, desk phones that work in any location

Remove the hassle

Having your IT support provider look after your telephony negates the need for a 3rd party.

Remove 3rd party hassle and explore our solution:

www.complete-it.co.uk/hosted-telephony/



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