

SMB Communications Trends - 2011

Thanks for accessing this quick survey. It has been designed to take no more than five minutes of your time, and we have tried to make all of the questions easy to answer based on your experience.

In fact, so you don't get mired down in a survey of unknown size/scope, the entire survey is on this page.

Please note that for the purposes of this survey, a Small-to-Medium Business (SMB) is defined as a company with 500 or fewer total employees. (A company with 500 or fewer employees may be a division of a larger company but operates autonomously as a SMB.)

1. Please indicate which of the following best describes the perspective from which you will be answering this questionnaire:

Professional involved in some aspect of installing, operating, planning, and/or designing a SMB network

Consultant/Analyst representing my views of SMB networks

Other (please specify)

2. How many employees are there in your organization?

1-10

101-250

11-25

251-500

26-100

more than 500

3. Approximately what percentage of the total employees in your company are "knowledge workers"? "Knowledge workers" are employees who rely substantially on telecommunications capabilities (i.e., phone, PC) as an integral part of their duties, as compared to workers in a traditional production facility, construction, etc.

Less than 25%

51% - 75%

25% - 50%

75% or more

4. How many people staff members do you have dedicated to design, installation, support, and maintenance of your IT/Communications activities. Please answer in "FTE" (Full Time Equivalent) employees.

Less than one

Two to five

One

More than five

5. How many sites are in your corporate network?

Only one

Six to twenty

Two to five

More than twenty

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6. Where is your company headquartered?

US / Canada

UK / Europe

Latin or South America

Asia / Pacific

Other (please specify)

OK... Please don't be intimidated by the size of the next question. It's really just asking you about whether you agree or disagree with a bunch of pretty simple questions.

7. Please indicate the extent to which you agree with each of the following statements:

	Strongly agree	Agree	Disagree	Don't know or N/A
Using standards-based technology is extremely important to us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We are very interested in using Cloud-based technologies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We need more education concerning the advantages of Cloud-based technology.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We would like to use more services in order to minimize capital investments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We prefer to do our own IT and networking rather than using services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ultimate goal of using services versus having in-house systems is to minimize TCO (Total Cost of Operations).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We prefer to manage our own hardware and software updates in order to maintain control.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We prefer automatic updates of software so we don't have to worry about them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maximizing working capital and/or cash flow is a major consideration in our technology decisions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cloud-based technology is overrated and mostly hype.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We are currently able to effectively manage e-mail, phone, text message, and social networking communications in support of our business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We would like to improve our ability to effectively manage e-mail, phone, text message, social networking communications in support of our business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It's quite important to offer the features of our office communications system to our employees working from home or on the road.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a technology deployment plan, and it is adequately supporting our business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have no technology deployment plan because we're too busy trying to keep up with day-to-day operations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our current telephony system is adequately meeting our needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We would like to move to a next-generation telephony and messaging system, but we don't have time/staff to do so.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our current telephony system is keeping pace with the other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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technology improvements we are developing.

We have plenty of in-house expertise, time, and budget to keep pace with the latest technology. jn jn jn jn

We realize that we could improve our overall operations if we enhanced our technology. jn jn jn jn

Our current technology is as good as or better than that of our competitors. jn jn jn jn

Our current technology enables us to deliver superior customer service. jn jn jn jn

We could enhance our efficiency if we had better tools to easily collaborate on documents, spreadsheets, etc. jn jn jn jn

Our call center capabilities are designed so that all agents are able to access all needed information quickly and easily. jn jn jn jn

Our current telephony system is antiquated and needs to be replaced, but we're not sure we can afford the time and/or money. jn jn jn jn

We have an excellent Wi-Fi infrastructure in place. jn jn jn jn

We might be willing to move services to a Cloud-based network, but we think it will be too expensive. jn jn jn jn

We have serious concerns about the security of Cloud-based networks. jn jn jn jn

We have serious concerns about the reliability of Cloud-based networks. jn jn jn jn

We prefer to have in-house rather than service-based offering because we can control costs. jn jn jn jn

I am concerned that a move to Cloud-based networking might jeopardize my job. jn jn jn jn

We could improve our IT/communications functions if they were Cloud-based using a shared infrastructure. jn jn jn jn

We already use Cloud-based general business services such as Salesforce.Com, GoToMeeting, etc. jn jn jn jn

We are aware of the ability to obtain Cloud-based IP Telephony and Unified Communications services. jn jn jn jn

It would be a good move to use a Cloud-based service such as Gmail rather than maintaining our own email servers. jn jn jn jn

We need to enhance how inbound calls are routed and handled. jn jn jn jn

We have excellent capabilities for checking the availability of coworkers (Presence management) jn jn jn jn

It is reasonable to deliver IP telephony and UC as a cloud-based service (e.g. using the NetSuite, Salesforce.Com, etc. model) jn jn jn jn

Videoconferencing is important to our company jn jn jn jn

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8. How much time per day do you think the average "knowledge worker" spends each day on each of the following tasks?

	0-30 minutes	31-59 minutes	1-3 hours	More than 3 hours	Don't know or N/A
Trying to contact customers, partners or colleagues	jñ	jñ	jñ	jñ	jñ
Trying to find key business information	jñ	jñ	jñ	jñ	jñ
Dealing with unwanted communications (SPAM, calls you wanted to avoid, etc.)	jñ	jñ	jñ	jñ	jñ
Duplicating communications with multiple channels (Email, phone, etc.)	jñ	jñ	jñ	jñ	jñ
Attempting to schedule meetings, etc. with other people within our organization	jñ	jñ	jñ	jñ	jñ

9. Please enter your email address below if you would like to be notified when the respondents-only results summary is available at Webtorials. *Your address will not be used for any marketing purposes.*

When you click on "Done" below, your response will be recorded and you will be redirected to the Webtorials home page. Thank you again!