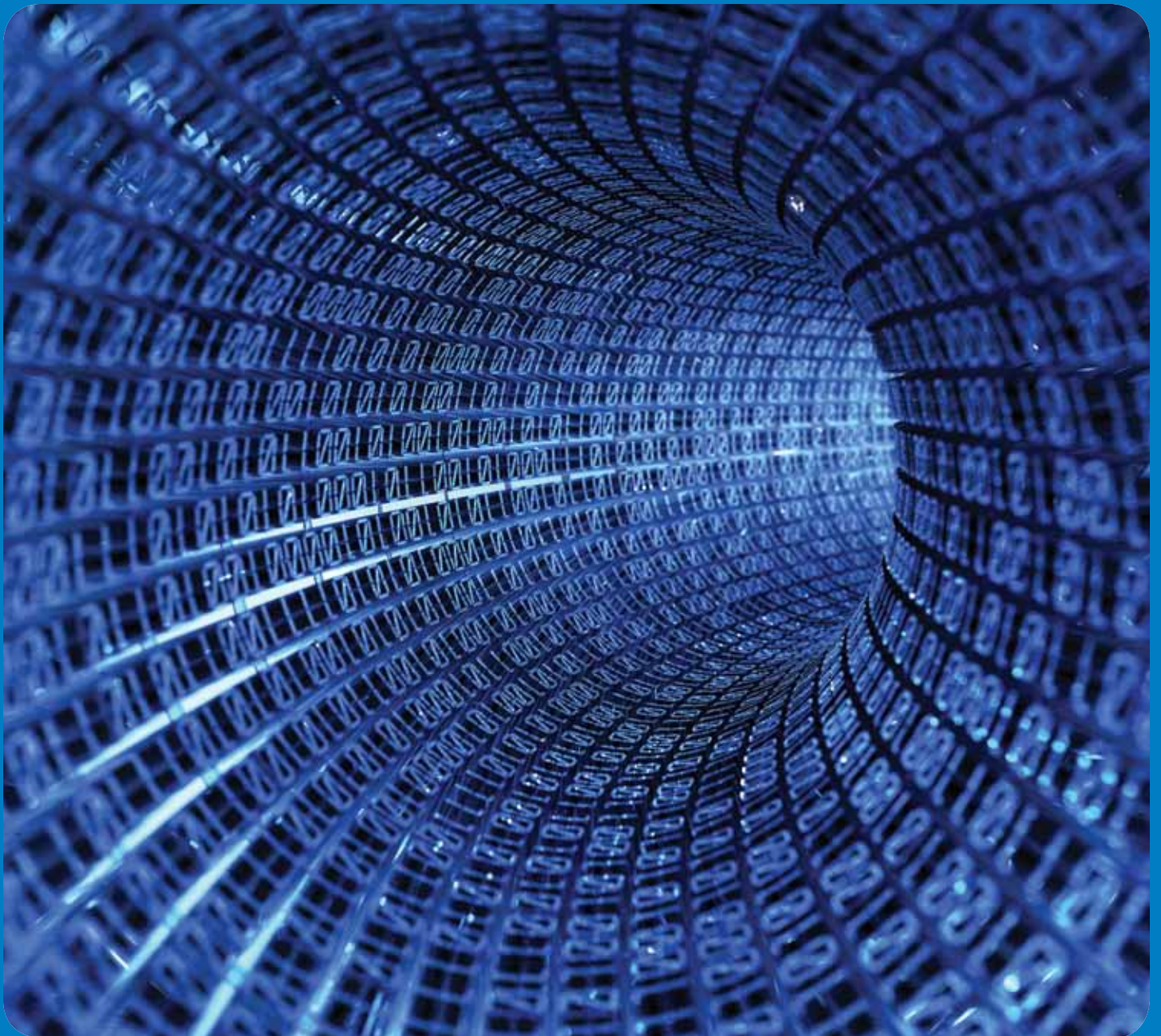




Our Automation. Your Liberation.™

IT Services Trends and Practices Survey Results



Total number of respondents for this survey

2256

Thank you for taking the time to participate in the IT Services Trends and Practices Survey. We have tallied the results for all IT service provider participants in this report so you can see how your peers are managing their departments and businesses.

Which of the following best describes your business model?

%

Break/Fix Incident Response	52.9%
Block Hour-Based Agreements and Project Billing	29.5%
Fully Outsourced IT	17.6%

How do you bill for your services?

%

By the hour	55.1%
Blocks of time	22.3%
Flat monthly fee	22.6%

How many computer systems do you currently touch?

%

Less than 250	59.1%
251 to 1,000	30.2%
1,001 to 5,000	10.7%
5,001+	0.0%

Of the employees that you currently have involved in support services, how many are located on-site and how many are working remotely?

	Less than 2	2 to 5	6 to 10	11+
On-site %	41.5%	35.7%	11.4%	11.4%
Remote %	53.6%	27.7%	7.6%	11.1%

Which, if any, of the following services do you currently outsource? %

Monitoring	8.7%
Security	8.8%
Backup	11.5%
Systems administration	7.7%
Help desk	7.6%
Spam	11.5%
Anti-virus	11.1%
Security patch management	6.5%
System inventory	4.8%
None	21.8%

Which of these best describes your organization's current biggest challenge? %

Monitoring	45.5%
Security	22.1%
Backup	12.8%
Systems administration	13.6%
Help desk	6.0%

What are the typical number of hours each week that individual technicians spend on the following client tasks?

	Less than 1	2 to 5	6 to 10	Over 10
Patch Management	48.7%	39.3%	7.4%	4.6%
Security (anti-virus, anti-spyware)	34.9%	40.1%	15.5%	9.5%
Application deployment/packages	28.9%	34.9%	20.0%	16.2%
Data backup/recovery	31.2%	40.6%	18.1%	10.1%

What percentage of your revenue is made up of the following?

	0-20%	21-40%	41-60%	61-80%	81-100%
Project service	67.0%	16.7%	8.6%	4.7%	3.0%
Hardware	78.2%	14.4%	5.1%	1.6%	0.7%
Monthly recurring service	70.7%	15.9%	7.1%	4.3%	2.0%
Time and materials (hourly)	53.9%	19.9%	12.6%	8.5%	5.1%
Software as a service (SaaS)	87.6%	7.5%	2.7%	1.0%	1.2%
Other	88.0%	5.5%	2.0%	1.6%	2.9%

Which system(s) are you currently using to deliver your managed services? (Not including outsourced services.)

%

Remote control system	16.6%
Monitoring software	13.6%
IT automation platform	6.4%
Patch management system	8.6%
Data backup system	13.6%
Anti-virus service	13.4%
Power management system	5.0%
Security management system	8.2%
Inventory management system	6.5%
None of the above, manual	8.1%

Have you taken any of the following steps to maintain profitability in today's challenging economy?

%

Reduced staff	19.5%
Reduced salaries	9.4%
Increased sales efforts	26.1%
Increased billing rates	10.0%
Reduced billing rates	7.0%
Automated IT tasks	17.6%
None of the above	10.4%

