

**TOP
10**

2017 TOP 10 SMB

BUSINESS ISSUES, IT PRIORITIES & IT CHALLENGES

Rank

2017 TOP 10 SMB BUSINESS ISSUES

1.



**IMPROVING
WORKFORCE
PRODUCTIVITY**

2.



**ATTRACTING &
RETAINING
CUSTOMERS**

3.



**IMPROVING QUALITY
OF PRODUCTS
& PROCESSES**

4.



**IMPROVING
EFFECTIVENESS OF
SALES & MARKETING**

5.



**MANAGING
INVENTORY
EFFECTIVELY**

6.



**INCREASING
PROFITABILITY**

7.



**INCREASING
BUSINESS
GROWTH**

8.



**CREATING
INNOVATIVE
PRODUCTS**

9.



**MANAGING
UNCERTAINTY**

10.



**REDUCING
OPERATIONAL
COSTS**

2017 TOP 10 SMB IT PRIORITIES



CLOUD



COLLABORATION



**MOBILITY
SOLUTIONS**



**SECURITY SOLUTIONS
(CLOUD & MOBILITY)**



DIGITALIZATION



MANAGED SERVICES



**INTERNET
OF THINGS**



**ANALYTICS/
BUSINESS
INTELLIGENCE**



**VIRTUALIZATION
(SERVER/VDI/DAAS)**



**CONVERGED
INFRASTRUCTURE**

2017 TOP 10 SMB IT CHALLENGES



**BUDGET
CONSTRAINTS**



**MAINTAINING
CURRENT IT
INFRASTRUCTURE**



**MOBILITY SECURITY/
ENABLING
MOBILE WORKFORCE**



**EXCESSIVE
DATA GROWTH**



**FINDING
QUALIFIED AND
TRAINED PEOPLE**



**IMPLEMENTING/
ACCELERATING
CLOUD COMPUTING**



**REGULATORY
COMPLIANCE**



**SUPPORTING
DIGITAL
MARKETING**



**DATA PROTECTION/
RECOVERY/BUSINESS
CONTINUITY**



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JUSTIFICATION
FOR CONTINUED
IT INVESTMENT**

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