

Synopsis	SMB Software Usage																									
<p>Small business requirements include access to a host of managed, cloud-based services including productivity apps, backup and storage, remote access, and technical support. By offering sophisticated services via a cloud model, service providers can offer SMBs flexible, cost-effective solutions. This report profiles the needs of SMBs as well as available cloud solutions, charting a path to growth opportunities for broadband providers and other third-party suppliers. The report includes a five-year forecast for the growth of cloud services for SMBs.</p>	<p style="text-align: center;">Computer Support Software Used among U.S. SMBs</p> <p>The chart displays the percentage of U.S. SMBs using four types of computer support software, categorized by employee count. The Y-axis represents the percentage of SMBs using the software, ranging from 0% to 100%. The X-axis represents the number of employees, with categories: 1 (i.e., non-employee firm), 2-4 employees, 5-10 employees, and 10+ employees. The four software types are: Tune-up software (blue line), Antivirus/antispayware (red line), Security software to protect data (green line), and Data backup (purple line). Antivirus/antispayware usage is consistently high, around 90-95%. Security software to protect data and Data backup usage increase significantly with employee count, reaching approximately 65-70% for 10+ employees. Tune-up software usage remains relatively low, around 35-40%.</p> <table border="1"> <caption>Estimated Data from Chart</caption> <thead> <tr> <th>Employee Count</th> <th>Tune-up software (%)</th> <th>Antivirus/antispayware (%)</th> <th>Security software to protect data (%)</th> <th>Data backup (%)</th> </tr> </thead> <tbody> <tr> <td>1 (i.e., non-employee firm)</td> <td>~35</td> <td>~90</td> <td>~40</td> <td>~35</td> </tr> <tr> <td>2-4 employees</td> <td>~40</td> <td>~95</td> <td>~45</td> <td>~45</td> </tr> <tr> <td>5-10 employees</td> <td>~35</td> <td>~90</td> <td>~65</td> <td>~65</td> </tr> <tr> <td>10+ employees</td> <td>~40</td> <td>~90</td> <td>~65</td> <td>~70</td> </tr> </tbody> </table> <p>© Parks Associates</p>	Employee Count	Tune-up software (%)	Antivirus/antispayware (%)	Security software to protect data (%)	Data backup (%)	1 (i.e., non-employee firm)	~35	~90	~40	~35	2-4 employees	~40	~95	~45	~45	5-10 employees	~35	~90	~65	~65	10+ employees	~40	~90	~65	~70
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"Small businesses are embracing cloud-based services, including online storage services," said Patrice Samuels, Research Analyst. "The anytime, anywhere access of cloud storage services is attractive to small businesses that may not have physical office buildings or the capital to invest in file servers."

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 5.4.3 Other Applications
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