

# **Cloud Services for Small Businesses**

By Patrice Samuels, Research Analyst; Brett Sappington, Director of Research; and Glenn Hower, Research Analyst

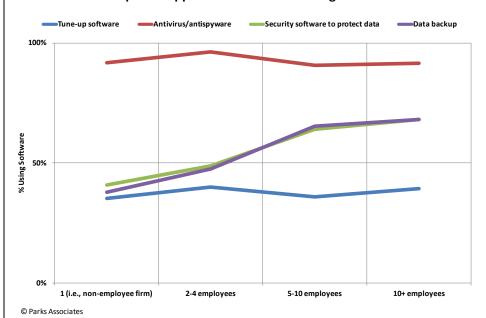
4Q 2013

# **Synopsis**

# 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, costeffective 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

### **SMB Software Usage**

### Computer Support Software Used among U.S. SMBs



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SMBs.

"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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