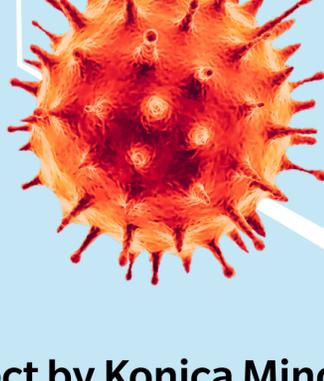




KONICA MINOLTA

# THE IMPACT OF COVID-19 ON SMBs

## IT AND BUSINESS OPERATIONS PAIN POINTS STUDY\*



A research project by Konica Minolta and Keypoint Intelligence



For **48%**

of SMBs, security and data protection is currently the number one IT challenge.



**37%**

of respondents citing a virus/malware/security threat as an IT challenge experienced by employees due to the pandemic.



**47%**

of organisations acquired or upgraded IT security software or services as a result of the COVID-19 pandemic.



**44%**

of IT decision-makers identified servicing/supporting IT hardware or software as an IT challenge around employees working from home.



**49%**

of respondents cite lack of necessary employee hardware or software as an IT challenge associated with home-based working.



**33%**

of organisations have invested in managed IT services as a result of Covid-19.



The number two and three IT challenges facing SMBs are adopting new or emerging technologies ...

» **45%**

... and keeping up with new technology trends

» **38%**



**38%**

of IT decision makers view managing remote work as difficult or very difficult.



**65%**

of organisations saw increased digitalisation due to the COVID-19 pandemic.



As driving factors for increased digitalisation ...

**56%**

... cited scanning initiatives prompted by Covid-19.



**42%**

of business content still remains on paper, on average.



**49%**

of organisations maintain paper documents due to privacy and safety concerns.



**51%**

of respondents identified communication with managers or other employees as a business operation challenge resulting from work-from-home arrangements.



**37%**

indicated that locating files is an IT challenge associated with working from home.



**30%**

of IT decision makers cited digital collaboration as business operations challenges resulting from employees working remotely.



**35%**

of organisations have invested in document sharing and collaboration applications as a result of Covid-19.



**45%**

of organisations have acquired or upgraded cloud data storage as a result of Covid-19.



**21%**

of companies back up and recover data manually, while another ...



**61%**

of respondents say improving disaster recovery capabilities is a data storage and backup priority.



**14%**

... simply do not practice data backup and disaster recovery.

### \*ABOUT THE SURVEY:

The SMB IT and business operations pain points study' was conducted from February to March 2021 and in collaboration with Keypoint Intelligence. It included 550 SMBs in the United States, United Kingdom, France, Germany, the Netherlands, and the Czech Republic. Respondents were in the professional services, healthcare, manufacturing, hospitality & leisure and real estate industries. Each of the organisations has 50-250 employees. Respondents included those holding IT and non-IT roles within their organisations.

Find out more about Konica Minolta's Intelligent Connected Workplace [KONICAMINOLTA.EU/IT-SERVICES](https://www.konicaminolta.eu/it-services)

Infographic by Konica Minolta Business Solutions Europe GmbH

Giving Shape to Ideas