

SME IT Priorities & Concerns

How are businesses planning to meet their aims and obligations?

In May 2019, Technology Means Business carried out a customer survey to gauge levels of service satisfaction and to help us understand the IT challenges faced by our clients. In this short report, we examine some of the key findings from the survey.

The past year has been challenging for businesses for several reasons – the uncertainty of Brexit, a struggling economy and, perhaps most of all, GDPR. The new data regulations have been a major source of anguish, requiring firms to rethink how they handle personal data and to meet minimum cyber security standards.

This concern was reflected in the answers to the survey question, “What are your top IT priorities in the next 12 months?” (Note: respondents were able to select as many applicable answers as they liked from a list of six.)

Out of the 92 people surveyed, 31 said data security and GDPR compliance was one of their top priorities for the coming year. Probably linked to this need for data protection, 28 respondents selected disaster recovery as a priority.

We also found 27 customers saying software development was in their plans. We won't speculate

as to why this is a priority for these businesses, but we can identify some of the benefits of custom development, which may be part of the reason:

- Being able to record and process data in ways specific to the customers' needs.
- Flexibility to make changes and install add-ons.
- Ability to create branded solutions.

It may seem surprising that network security and migrating to the cloud are considered the least important. However, many customers have already invested in these areas of their IT.

Finally, 24 respondents identified new IT hardware as a priority. This result is particularly interesting, as we look at results of our next question, “What would you say is your biggest IT problem right now?”

With this question, respondents were given an open text field to write their answers, so the data is naturally more qualitative than quantitative. Nevertheless, we did notice a few trends.

20% of respondents said they had no IT problems currently, while 4% said they didn't know because it wasn't their department.

What are your top IT priorities in the next 12 months?

