

SME IT Trends Report Q2 2022

Survey of US and UK SME IT Professionals

SME Business Outlook

Preparing for Uncertainty as Broader Economic Concerns Loom



71% of respondents expressed at least some concern around inflation, with only 5% reporting that inflation isn't a worry



59% report their biggest challenge is security



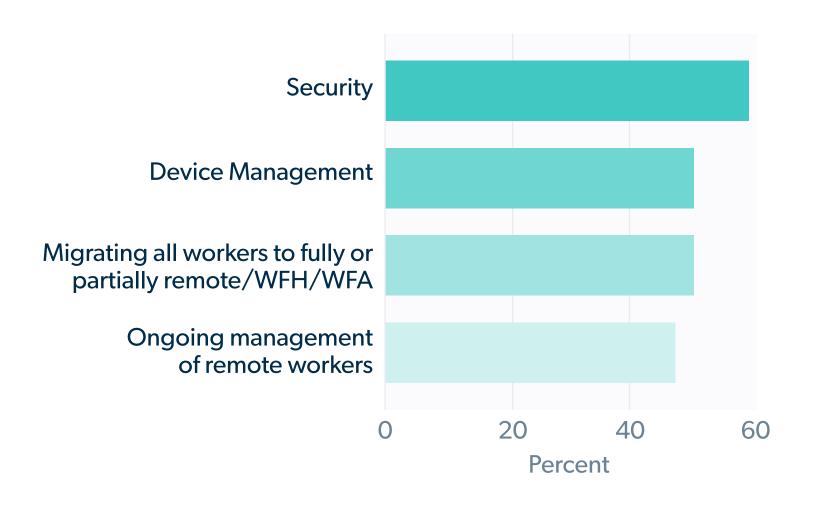
48% report migrating users to hybrid work continues to be a major challenge



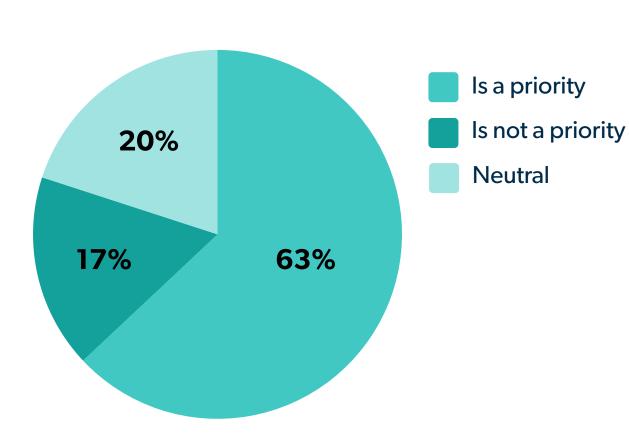
41% of SMEs say their organization has been impacted by the war in Ukraine

Securing the SME

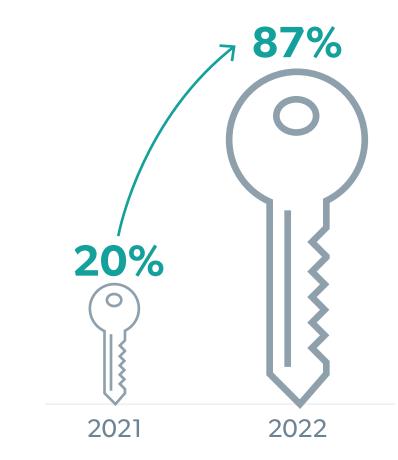
Security is Top Concern



Passwordless Authentication is a Priority



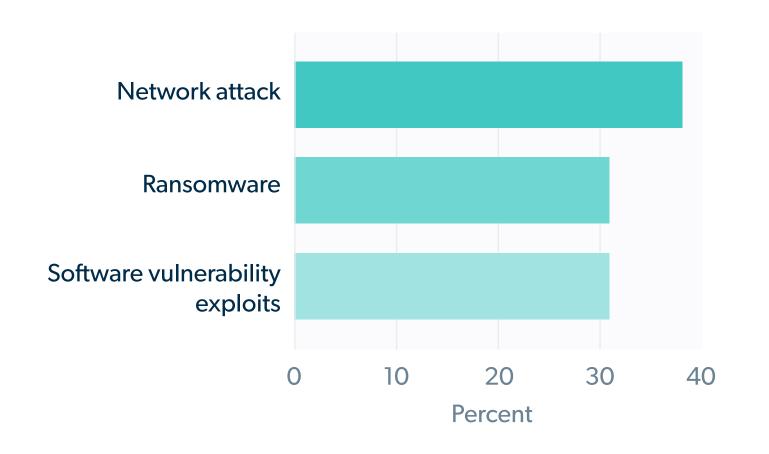
63% said passwordless authentication is a priority for their company, only 17% disagreed. Single Sign-On Sees Explosive Growth



87% of SMEs now use SSO for some applications or devices whereas only 20% had already implemented SSO in April 2021.

59% said security was their biggest challenge in the last year **and beat out all other challenges by at least 10 percentage points**. 48% said device management. 48% said migrating all workers to fully or partially remote/WFH/WFA. 46% said ongoing management of remote workers.

External Threats Loom Large



Outside threats are what keep IT professionals up at night. Their top concern was a network attack (38%), which **beat out other options by almost 10 percentage points**, 31% said ransomware. 31% said software vulnerability exploits.



56% of SMEs currently require biometrics for authentication, a 150% increase from the number who had reported having implemented biometrics in April 2021.



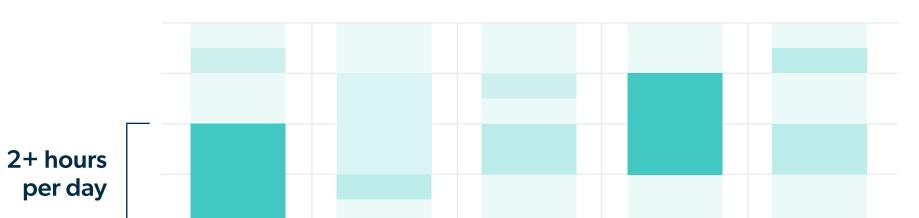
34% said biometrics are the most secure authentication factor, however admins also report they saw biometrics as the hardest to implement (38% said it was the hardest to implement).

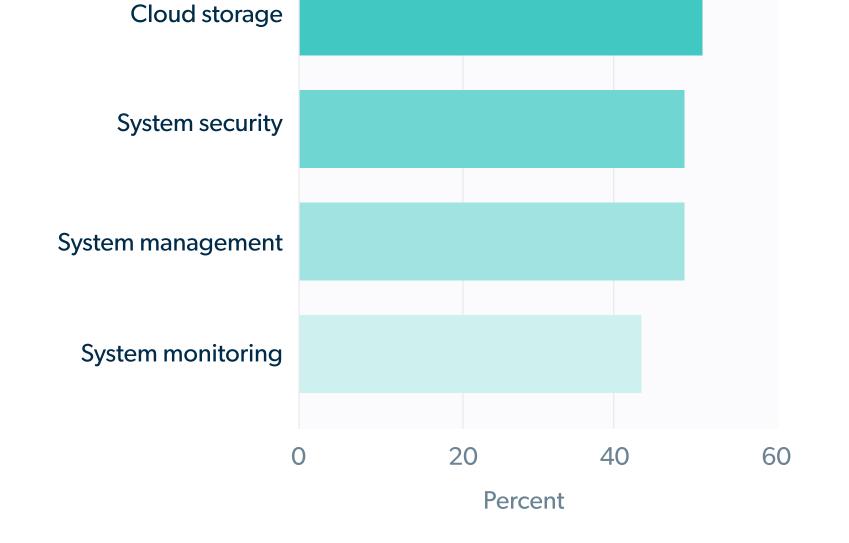
SMEs Are Investing Heavily in MSPs

SMEs Are Investing Significantly in MSP Support

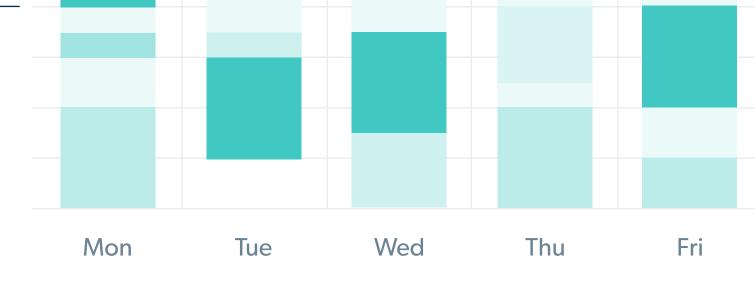


Vendor Communication is a Significant Time Investment

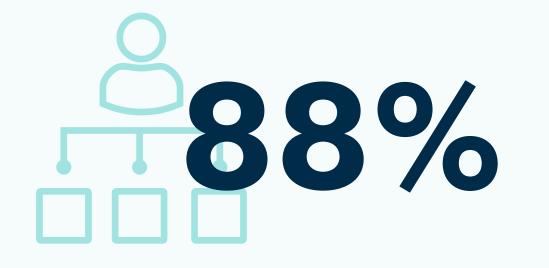




SMEs rely most heavily on MSPs for cloud storage (51%), system security (48%), system management (48%), and system monitoring (43%).



Perhaps as an effect of tool sprawl, vendor communication eats into a significant amount of IT professionals' work time. 39% of IT professionals spend at least a quarter of their day working with vendors. In a traditional 8-hour work week, that's at least two hours a day.



88% currently use an MSP or are considering using one for a variety of functions.



The findings from the JumpCloud Q2 2022 SME IT Trends Report can be found in "IT Evolution: How IT Is Securing the Next Stage of SME Workplace Models," at:

jumpcloud.com/resources/sme-trends-security