

SME IT Trends Report Q2 2022

Survey of US and UK SME IT Professionals

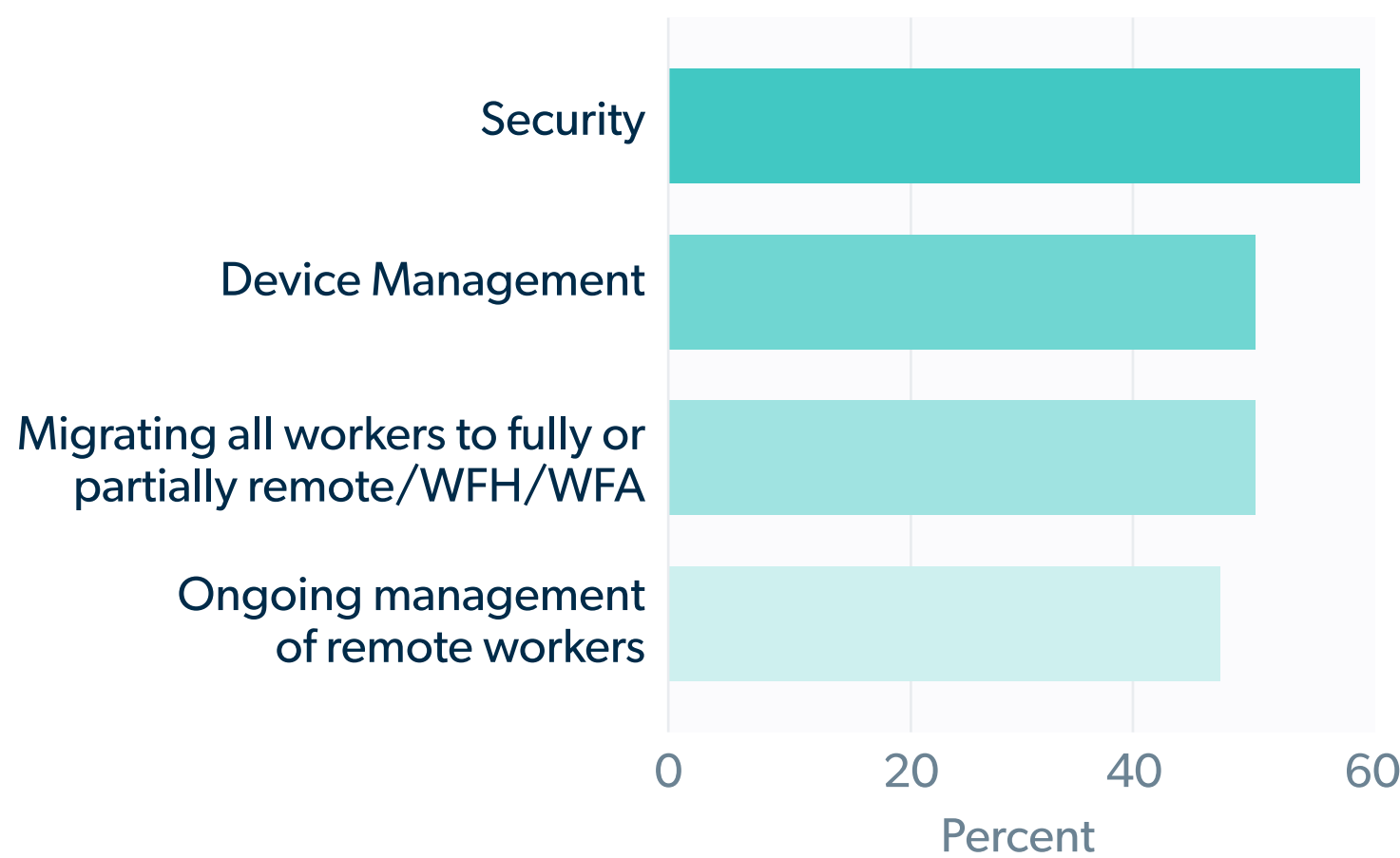
SME Business Outlook

Preparing for Uncertainty as Broader Economic Concerns Loom



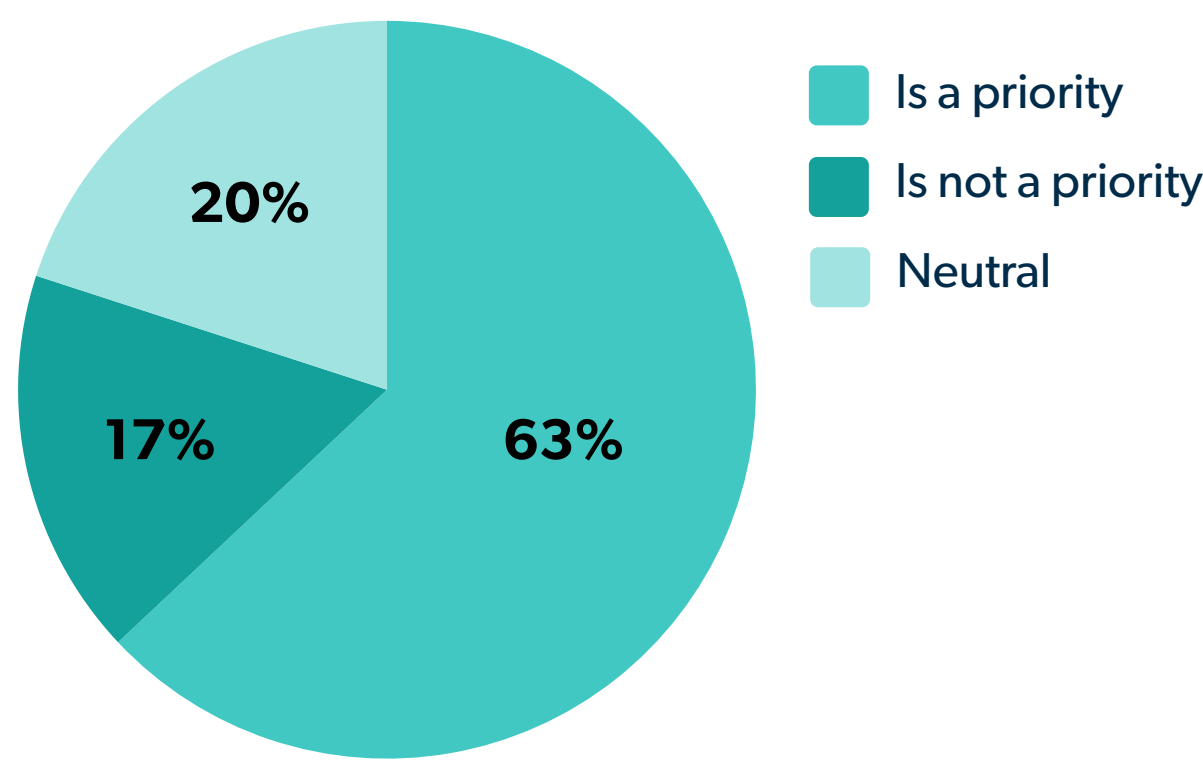
Securing the SME

Security is Top Concern



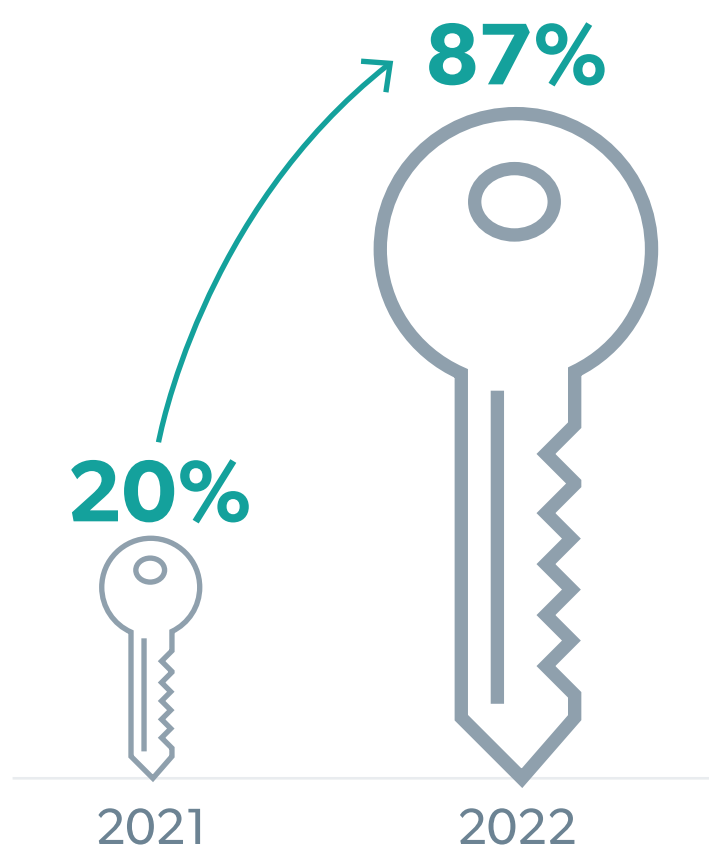
59% said security was their biggest challenge in the last year **and beat out all other challenges by at least 10 percentage points**. 48% said device management. 48% said migrating all workers to fully or partially remote/WFH/WFA. 46% said ongoing management of remote workers.

Passwordless Authentication is a Priority



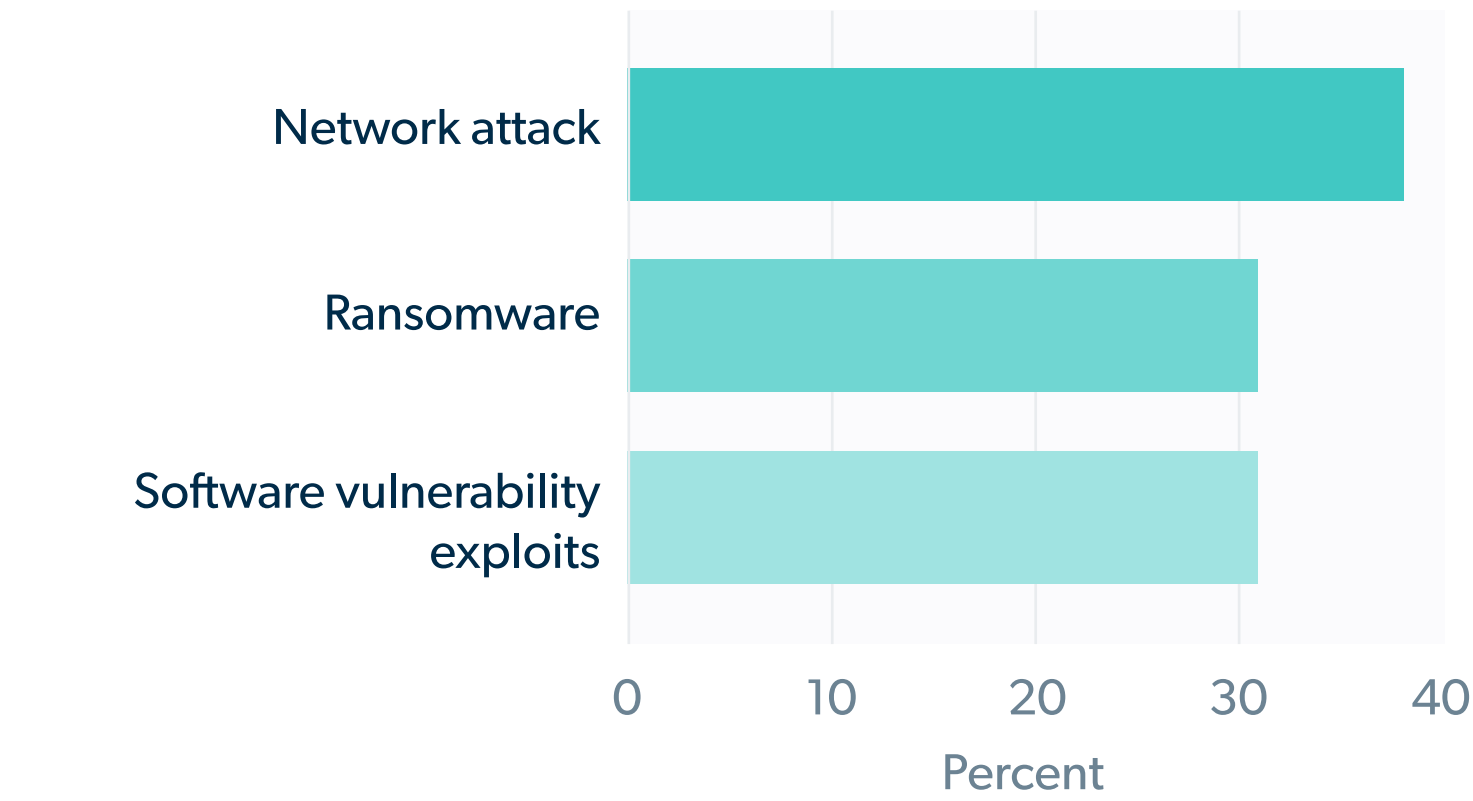
63% said passwordless authentication is a priority for their company, only 17% disagreed.

Single Sign-On Sees Explosive Growth

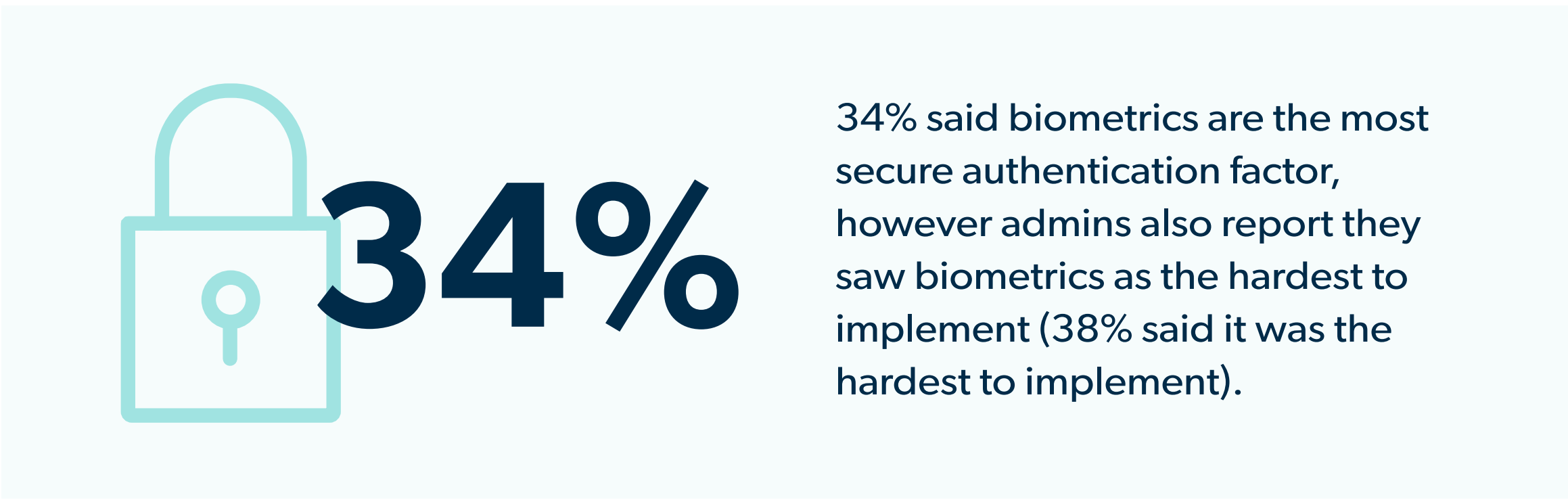
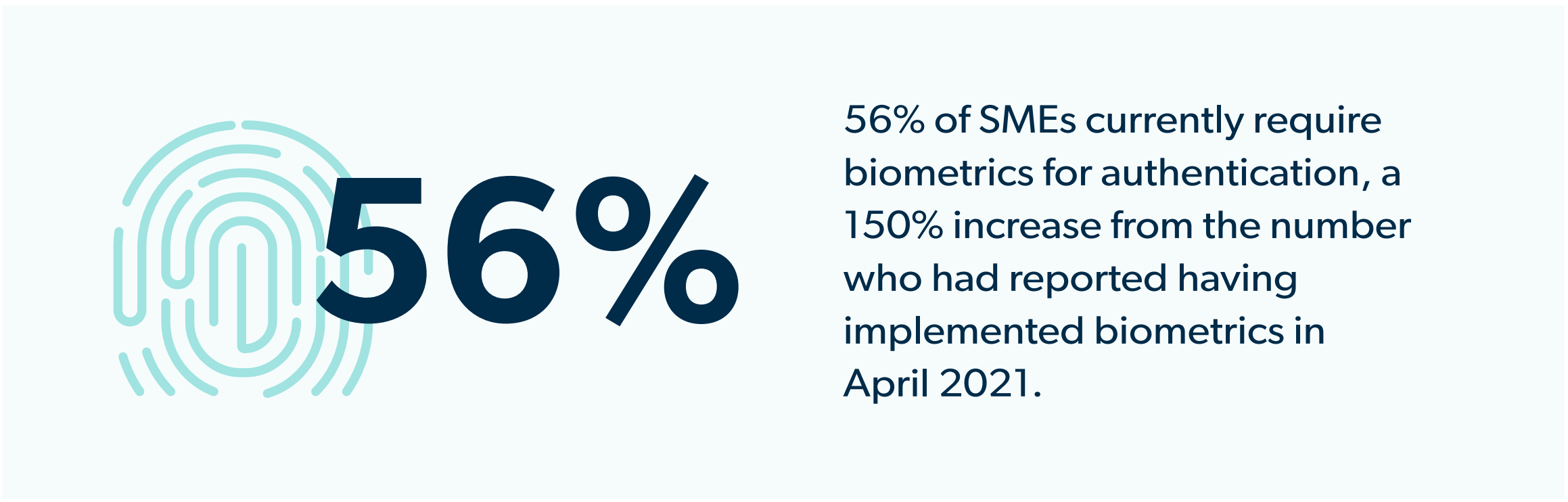


87% of SMEs now use SSO for some applications or devices whereas only 20% had already implemented SSO in April 2021.

External Threats Loom Large

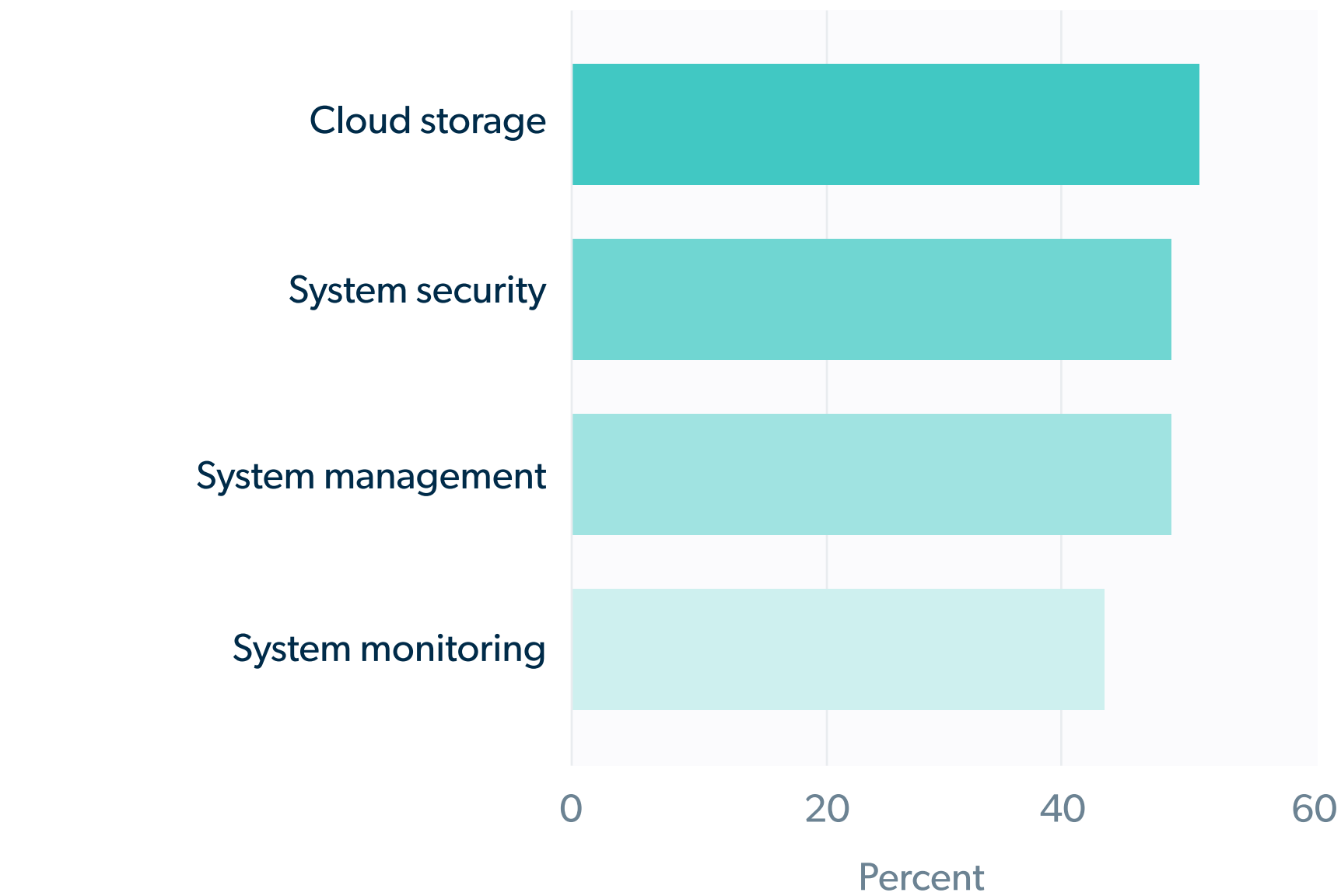


Outside threats are what keep IT professionals up at night. Their top concern was a network attack (38%), which **beat out other options by almost 10 percentage points**, 31% said ransomware. 31% said software vulnerability exploits.

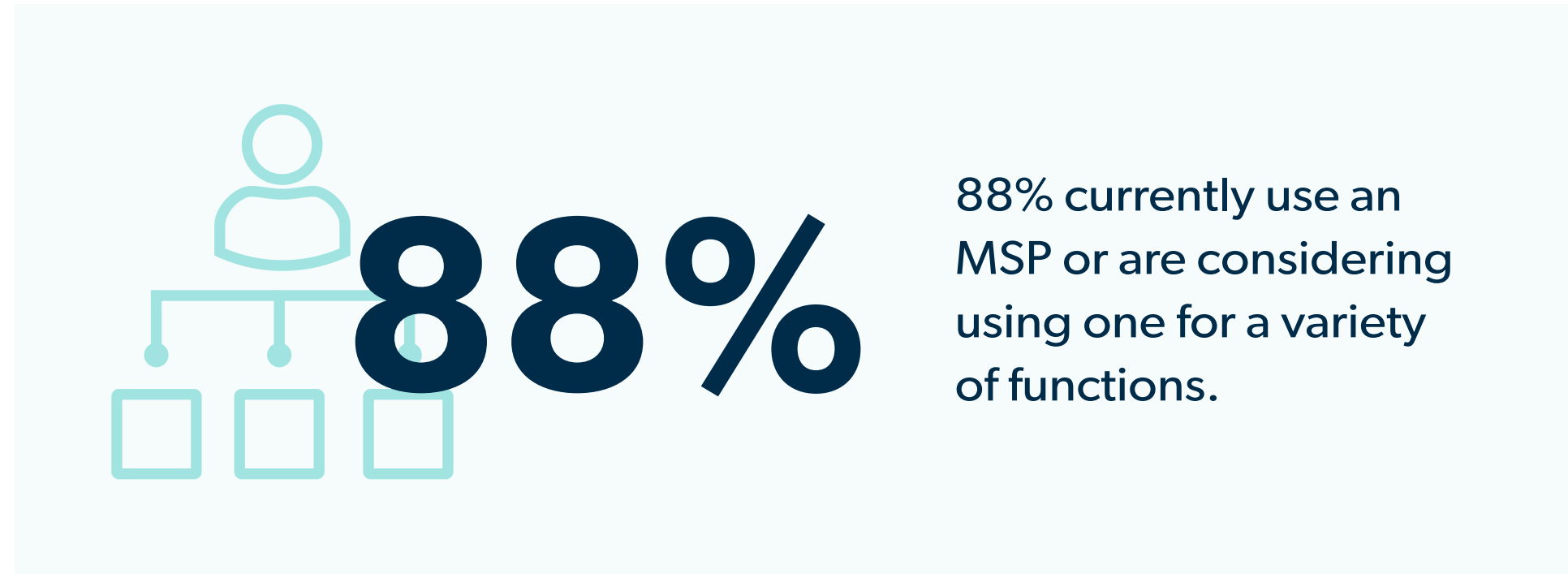


SMEs Are Investing Heavily in MSPs

SMEs Are Investing Significantly in MSP Support

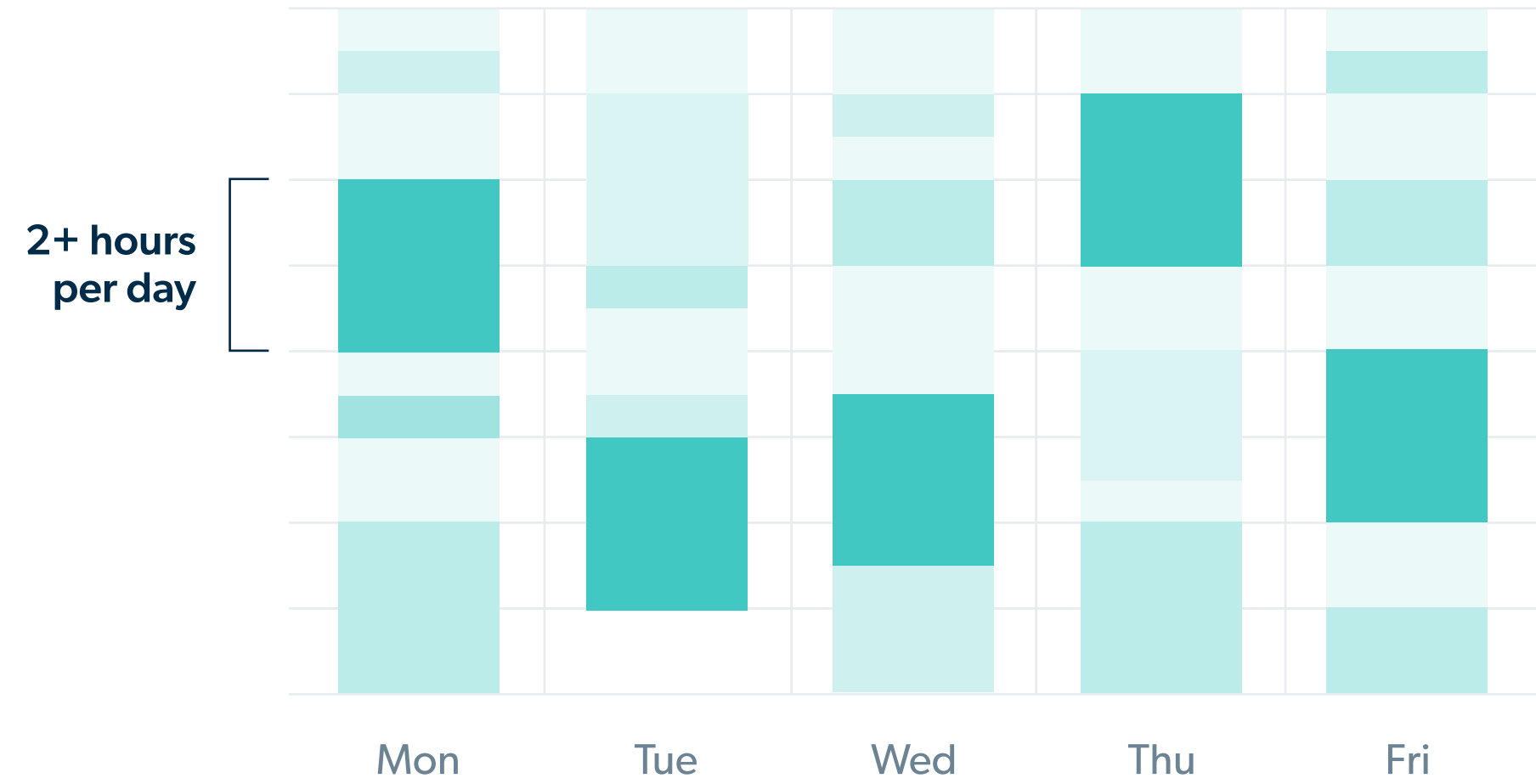


SMEs rely most heavily on MSPs for cloud storage (51%), system security (48%), system management (48%), and system monitoring (43%).



Making IT Work

Vendor Communication is a Significant Time Investment



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.



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