

THE RADICATI GROUP, INC.
A TECHNOLOGY MARKET RESEARCH FIRM

Instant Messaging Market, 2009-2013

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A comprehensive analysis of the *Instant Messaging* market, including:

- ⊗ Installed Base and Revenue Market Share by Vendor, Four-Year Forecasts, and Breakouts by Region and Business Size.
- ⊗ The Study Covers Four Key Market Segments:
 - Public IM
 - Enterprise IM
 - IM Management & Security
 - IM Aggregators
- ⊗ Statistics on Worldwide IM Accounts, IM Traffic, and Consumer vs. Corporate IM users.
- ⊗ An in depth analysis of key market players: *AOL, Cisco, eBuddy, FaceTime, Google, IBM, Meebo, Microsoft Corporation, Novell, Skype Technologies, Symantec, Tencent, Quest Software, and Yahoo!*.

This report is intended for Organizations, Vendors, Service Providers, and Investors who need to make informed decisions about the *Instant Messaging market*.

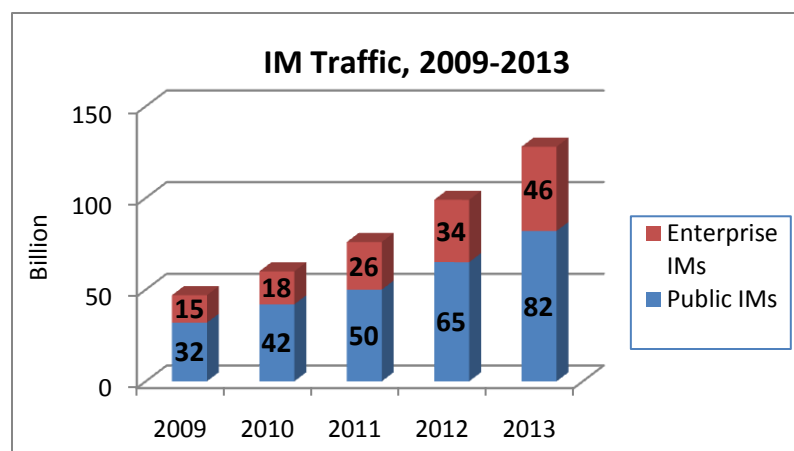


Figure 1: Worldwide IM's Sent Per Day, 2009-2013

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About The Radicati Group, Inc.

The Radicati Group covers all aspects of email security, email archiving, regulatory compliance, wireless technologies, web services, identity management, instant messaging, unified communications, VoIP, and more. The company provides both quantitative and qualitative information, including detailed market size, installed base and forecast information on a worldwide basis, as well as detailed country breakouts.

The Radicati Group works with corporate organizations to assist them in selecting the right products and technologies to support their business needs, as well as with vendors to define the best strategic direction for their products. We also work with investment firms on a worldwide basis to help them identify and assess new investment opportunities.

The Radicati Group, Inc. is headquartered in Palo Alto, CA, with offices in London, UK.

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