

THE RADICATI GROUP, INC.  
A TECHNOLOGY MARKET RESEARCH FIRM

## ***Business User Survey, 2009***

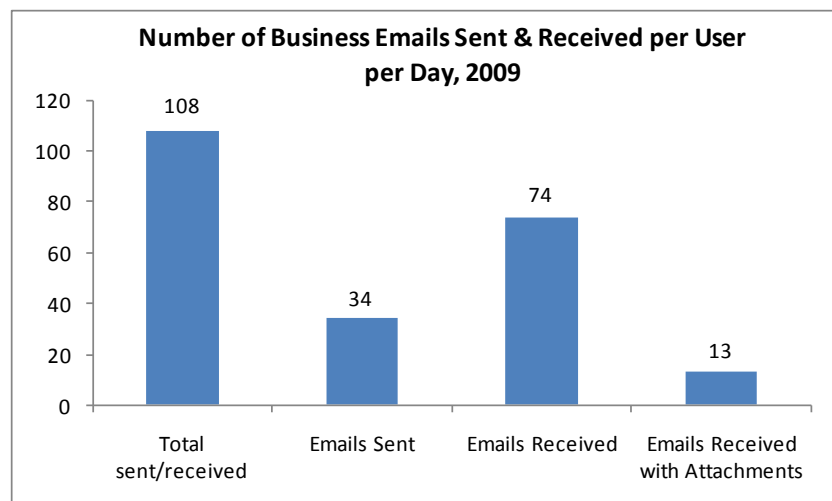
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A comprehensive survey examines attitudes and behavior of 110 business users with regards to messaging and collaboration. Survey Results include:

- ⊗ **Business Email** – Number of email accounts per user, number of email clients per user, emails sent/received per day statistics.
- ⊗ **Security & Email Hygiene** – Amount of spam and viruses received.
- ⊗ **Instant Messaging Use** – Sanctioned and unsanctioned business IM use, user preferences.
- ⊗ **Business Social Networking Software Use** – Business Social Networking use and preferences.
- ⊗ Breakout of Email Platforms by Operating System, and other key features.
- ⊗ **Wireless Messaging Use** – Wireless devices in use, wireless “Push” email and SMS text messages sent and received.
- ⊗ **Consumer Messaging and Collaboration Use** – User behavior as a consumer (i.e. outside of office hours), number of accounts per user, emails sent/received per day, spam, IM use, social networking site use.

This report is aimed at identifying user behavior and preferences in regards to messaging and collaboration technologies.



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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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