

THE RADICATI GROUP, INC.
A TECHNOLOGY MARKET RESEARCH FIRM

Business User Survey, 2010

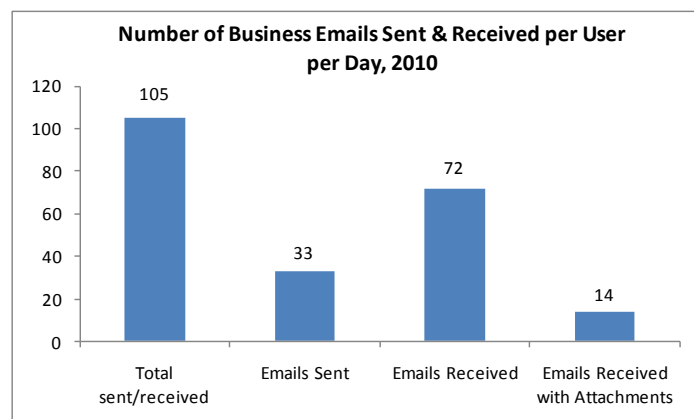
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Cost – US \$3,000 by company P.O. or \$2,500 by credit card

This study summarizes the attitudes and preferences of business users towards the use of different messaging and collaboration technologies. The study was conducted among 120 business users worldwide, across organizations of all sizes and a broad range of industries. The study also compares and contrasts business and consumer attitudes. Survey Results include:

- ☒ **Business Email** – Number of email accounts and clients per user, emails sent/received per day statistics, attachment size, address book contacts, web client use and more.
- ☒ **Email Security and Data Protection** – Amount of spam and viruses received, number of false positives, time spent looking for old emails, and more.
- ☒ **Instant Messaging** – Number of IM accounts, preferred IM solutions, sanctioned and unsanctioned business IM use, user preferences, IM spam and more.
- ☒ **Business Social Networks** – Preferred Business Social Network sites, main business use of Social Networks, company-wide Business Social Networking sites, and more.
- ☒ **Wireless Email and SMS** – Mobile phone use, number of wireless “Push” email and SMS text messages sent and received, access to other business applications, and more.
- ☒ **Consumer Behavior** – User behavior as a consumer (i.e. outside of office hours), number of accounts per user, emails sent/received per day, spam, IM, Social Networking and more.

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



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