



THE RADICATI GROUP, INC.
A TECHNOLOGY MARKET RESEARCH FIRM

Survey: Instant Messaging, Social Networking, Unified Communications, 2011-2012

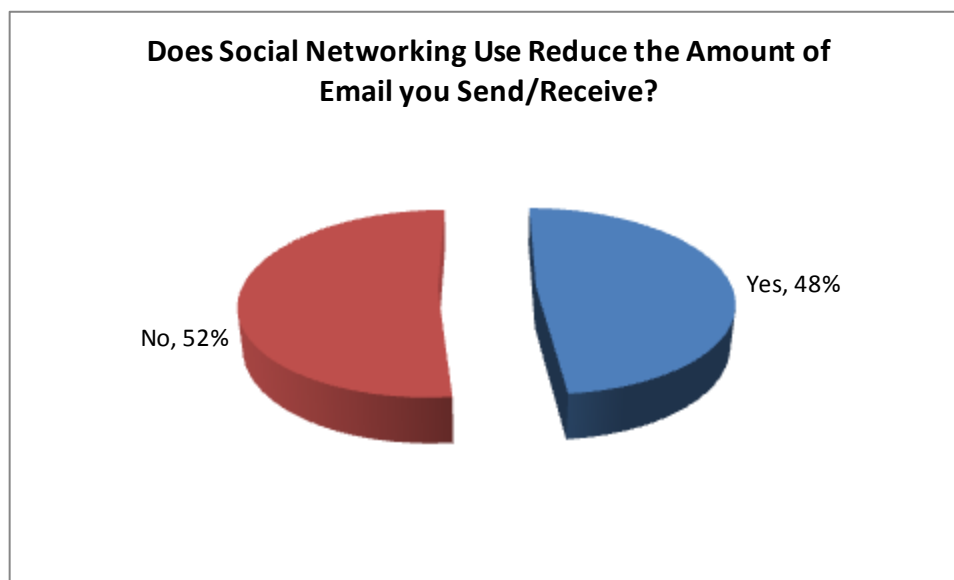
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A comprehensive survey of current deployments and user behavior in 100 corporate organizations, with regards to Instant Messaging, Social Networking, and Unified Communications. The sample represented a population of 228,068 users worldwide. Survey Results include:

- ⊗ **Instant Messaging Use** – Number of IM Accounts and Conversations, Preferred IM Solutions, Sanctioned and Unsanctioned Corporate IM Use, Preferred IM Features, IM Spam and more.
- ⊗ **Business Social Networking Use** – Preferred Business Social Network sites, Internal vs. External Social Networking, and more.
- ⊗ **Unified Communications** – VoIP Deployment, Preferred Vendors, Skype Usage, and UC Deployments.
- ⊗ **Consumer Behavior** – User Behavior as a Consumer (i.e. Outside of Office Hours) for IM and Social Networking, Number of Consumer Accounts, Preferences and Usage Patterns.

This report is intended for Organizations, Vendors, and Investors who need to understand IT directions with regards to Business Instant Messaging, Social Networking and Unified Communications.



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About The Radicati Group, Inc.

The Radicati Group is a leading technology research and advisory firm focused on all aspects of email, security, email archiving, regulatory compliance, wireless technologies, web services, instant messaging, unified communications, social networking, 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 in the selection of 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 identify new investment opportunities.

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

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