



The Radicati Group, Inc.
www.radicati.com

BUSINESS USER SURVEY – 2013

The Radicati Group, Inc.
1900 Embarcadero Rd., Suite 206
Palo Alto, CA 94303
www.radicati.com

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August, 2013

Scope & Survey Sample



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- ▶ A survey of 46 business organizations worldwide, representing a total of 175,700 employees.

Total Companies Surveyed	46
Total Employees	175,700
% Employees on Email	97%
Total Email Users Represented	170,429

- ▶ Key research focus was on the use of Email, Instant Messaging, Social Media, Mobile, Security, Archiving and more.
- ▶ **Notes:**
 - ▶ *Repondents were asked to answer on behalf of their organizations, as well as about their own personal use of technology.*
 - ▶ *Throughout this report the terms business, organization and company are used interchangeably. Government and Education are considered businesses.*

Methodology



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- ▶ The data and analysis in this study is based on primary research in the form of data collected via a specifically designed online questionnaire which was administered to survey respondents worldwide in mid-2013.
- ▶ Experienced analysts from The Radicati Group, Inc. collected and analyzed the data.
- ▶ Respondents included many CxOs, Line of Business Managers, IT Managers and other corporate decision makers or influencers.
- ▶ Survey responses were collected from companies of all sizes, in various industries worldwide.

Executive Summary



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- ▶ On average, survey respondents send and receive a total of 103 emails per day. Users reported that on average 19% of email received is spam.
- ▶ On a daily basis, business users spend an average of 2:22 hours on email, 39 minutes on Instant Messaging, and 33 minutes on Social Networking sites.
- ▶ Despite the growing popularity of cloud business email, 50% of organizations surveyed are still deploying an on-premise email solution, whereas 26% rely on a cloud-based email and 24% have a hybrid (i.e. cloud and on-premise) email solution.

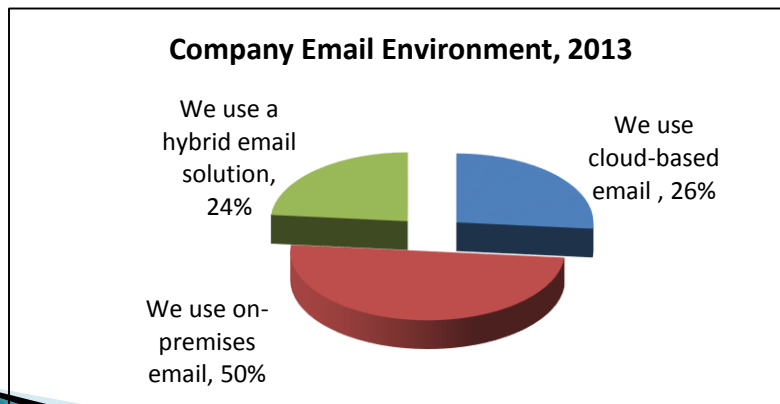
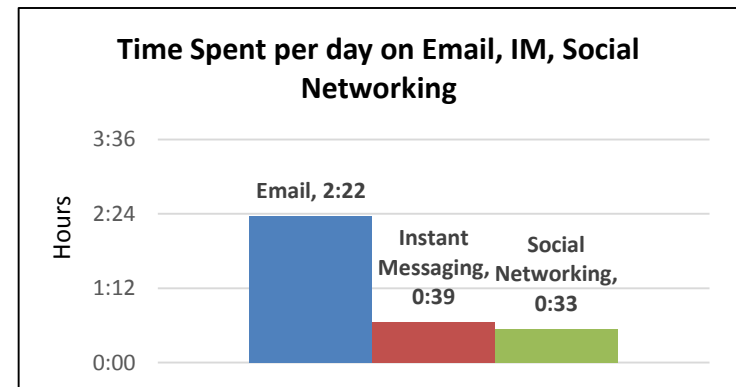
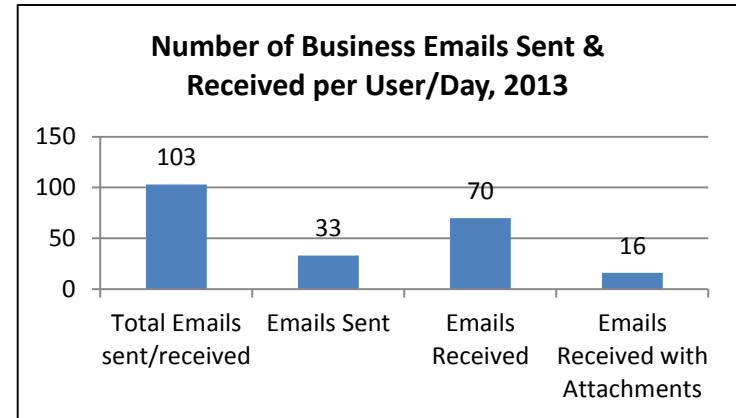


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