

# IT and Support Services for Small Businesses

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## Abstracts

This report examines the technical support market for small and medium businesses in the U.S. It analyzes the technology environment of businesses of varying sizes, their current technical challenges, and their support interests and needs. It also forecasts the revenue opportunities in providing support solutions to these companies.

## Report Topics

Technology make-up of SMBs

Service provider strategies in SMB markets

Factors driving adoption of IT and support services

SMB interest in new IT and support services

Market challenges and opportunities

Five-year forecast of revenue opportunities in providing support solutions to SMBs

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