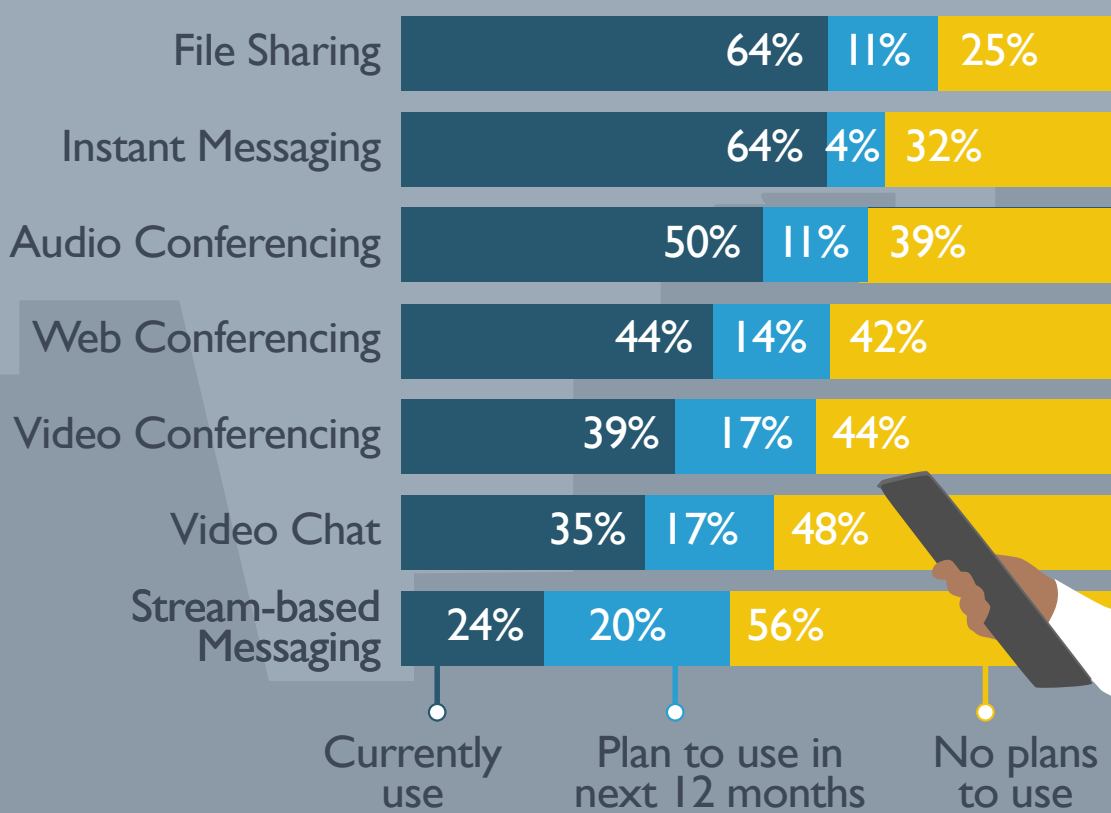


Online Collaboration Tools for Your Small Business

CONVENIENCE TO CONNECT ANYTIME, ANYPLACE



89%
of small business owners think the desk phone will be nonessential in the next 3-5 years

Percentage of businesses that use collaboration tools:

17%

12%

< 100 Employees

35%

28%

100 - 1000 Employees

Currently use Plan to use in next 12 months

THESE TOOLS CAN SAVE YOU IN:

Communication

- 40% on local calls
- Up to 90% on international calls
- Up to 90% on initial costs for a new business

Travel

- 30% reduction in conferencing expenses
- Average savings of \$1,700 per month

Time

- 43 minutes a day due to more efficient message management

70%
OF OWNERS

THINK ONLINE COLLABORATION TOOLS IMPROVE PRODUCTIVITY

THERE ARE CONCERNS...

- 41%** Cost/funding
- 36%** Security/privacy concerns
- 33%** Interaction with existing infrastructure
- 30%** User quality/experience
- 27%** End users require training

THE BOTTOM LINE:

Small businesses that use collaboration tools see

26% Faster Growth **&** **21%** Higher Profits

SCORE

SCORE can help you incorporate new technologies in your business.

Sources:

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