

CDW IT Monitor
Wave 23, Oct 2011

Section 1. Standard Questions

Q1. Looking ahead to the next six months, will your [company's, employer's] overall budget for IT, including products, systems and staffing, most likely:

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
Increase a lot	7%	8%	4%	2%	11%	11%	3%	6%	4%
Increase a little	32%	33%	23%	21%	38%	39%	23%	25%	20%
Stay the same	49%	48%	49%	63%	41%	40%	58%	48%	32%
Decrease a little	8%	7%	20%	6%	8%	7%	14%	17%	37%
Decrease a lot	4%	4%	4%	8%	2%	3%	3%	5%	7%

Q2. In the next six months, will IT spending at your [company, employer] be mostly:

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	873	793	80	214	179	400	41	19	20
Replacing or upgrading existing IT hardware, software or solutions/services	72%	70%	84%	75%	70%	68%	87%	81%	81%
Purchasing new IT hardware, software or solutions/services	28%	30%	16%	25%	30%	32%	13%	19%	19%

Q3. Over the next six months, will your [company, employer] be replacing or installing new IT hardware systems?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
Yes, for a significant part of the organization	37%	38%	26%	20%	45%	49%	24%	24%	31%
Yes, for a minor part of the organization	39%	38%	51%	26%	47%	42%	45%	58%	57%
No	24%	25%	23%	54%	9%	8%	31%	18%	12%

Q4. Will your [company's, employer's] purchases in the next six months mostly be:

Base: Purchase hardware in the next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	793	565	228	117	229	219	54	85	89
Replacing or upgrading existing hardware	67%	66%	80%	70%	64%	64%	81%	75%	81%
Purchasing new hardware	33%	34%	20%	30%	36%	36%	19%	25%	19%

Q5. What do you expect to be among your [company's, employer's] IT hardware purchases next six months? (Select all that apply)

Base: Purchase hardware in the next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	803	570	233	115	231	224	53	86	94
Desktops	66%	66%	67%	62%	73%	65%	68%	73%	59%
Data storage	64%	65%	56%	46%	64%	72%	57%	48%	63%
Notebooks/mobile devices	61%	62%	58%	51%	58%	67%	57%	59%	59%
Network communications	54%	54%	52%	51%	59%	53%	57%	48%	48%
Printers	51%	52%	41%	30%	52%	60%	40%	33%	50%
Video monitors	35%	35%	34%	27%	35%	38%	32%	30%	39%
Other	3%	3%	6%	3%	2%	4%	8%	2%	6%

Q6. Will your [company, employer] be replacing or installing new software (e.g., new applications or operating systems) in the next six months?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
Yes, for a significant part of the organization	37%	38%	25%	19%	47%	49%	17%	35%	34%
Yes, for a minor part of the organization	38%	37%	49%	35%	38%	39%	47%	52%	50%
No	25%	25%	26%	47%	15%	12%	36%	13%	16%

Q7. Will your [company's, employer's] IT software purchases in the next six months mostly be:

Base: Purchase software in the next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	765	700	65	168	161	371	29	18	18
New software	28%	28%	21%	26%	31%	28%	23%	20%	18%
Additional licenses or installations of existing software	19%	19%	21%	17%	20%	20%	23%	17%	21%
Upgrades to existing software	53%	53%	58%	57%	49%	52%	54%	63%	61%

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Q8. Looking ahead to the next **six months**, will your [company's, employer's] spending on IT solutions/services most likely:

Solutions/services include the planning, installation, operation, support, and training given for a fee by providers outside your [company, employer]. It includes cloud services (i.e., SaaS, PaaS, IaaS).

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
Increase a lot	10%	10%	6%	4%	12%	14%	5%	8%	7%
Increase a little	33%	34%	28%	21%	40%	41%	27%	32%	26%
Stay the same	43%	43%	46%	54%	38%	36%	55%	44%	28%
Decrease a little	7%	6%	12%	7%	6%	6%	6%	9%	28%
Decrease a lot	4%	4%	5%	6%	4%	3%	4%	5%	8%
Does not apply	3%	3%	2%	7%	1%	1%	3%	2%	3%

Q9a. In what category of **IT solutions/services** do you expect your [company, employer] will spend more in the **next six months**? (Select all that apply)

Base: Increase solutions/services spending in next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	435	333	102	65	132	136	25	42	35
Wireless/networking	57%	58%	46%	60%	50%	61%	44%	45%	51%
Server/Storage/Client virtualization	56%	56%	62%	37%	64%	60%	68%	52%	60%
Security	50%	51%	35%	35%	52%	56%	16%	43%	66%
Cloud computing	44%	45%	24%	29%	45%	51%	20%	24%	31%
Managed services	36%	37%	29%	34%	33%	39%	24%	31%	37%
Converged data centers	26%	27%	17%	12%	31%	30%	16%	21%	14%
Unified communications	25%	25%	18%	11%	27%	29%	12%	26%	23%
Other	1%	1%	3%	-	2%	1%	-	7%	3%

Q9b. In what category of **IT solutions/services** do you expect your [company, employer] will spend less in the **next six months**? (Select all that apply)

Base: Decrease solutions/services spending in next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	137	75	62	29	24	22	8	15	39
Managed services	57%	56%	59%	59%	46%	59%	88%	40%	49%
Server/Storage/Client virtualization	48%	49%	45%	52%	42%	50%	63%	27%	41%
Wireless/networking	41%	42%	32%	45%	50%	36%	12%	47%	38%
Converged data centers	34%	37%	15%	28%	42%	45%	-	20%	23%
Unified communications	30%	33%	10%	34%	33%	32%	-	13%	15%
Cloud computing	26%	26%	22%	28%	42%	18%	12%	33%	23%
Security	21%	20%	23%	31%	12%	14%	25%	33%	18%
Other	1%	-	4%	-	-	-	-	-	-

Q10. In the next **six months**, will your IT department be:

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
Hiring additional staff	20%	20%	13%	5%	22%	31%	9%	19%	16%
Staying at current staffing levels	73%	73%	76%	89%	71%	60%	85%	71%	61%
Reducing staff	7%	7%	11%	6%	6%	8%	6%	10%	23%

Q11. What type of staff will your IT department be hiring in the next **six months**? (Select all that apply)

Base: Hiring in the next six months

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	193	149	44	14	57	78	7	20	17
Programmers, developers and engineers	62%	64%	28%	71%	54%	67%	-	45%	41%
Help desk and technical support	55%	55%	57%	29%	61%	56%	71%	55%	41%
Analysts and technical specialists	54%	54%	48%	43%	53%	56%	57%	40%	47%
Network, systems or database administrators	49%	49%	45%	29%	44%	54%	57%	45%	29%
Project leaders and project managers	47%	48%	28%	29%	44%	53%	29%	25%	29%
Senior management	27%	28%	14%	14%	35%	27%	14%	5%	24%
Other	1%	1%	3%	7%	-	-	-	5%	6%

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Q12. Is your [company, employer] currently actively considering any IT investment totaling more than [small/local: \$10,000; medium/state: \$100,000; large/federal: \$1,000,000]?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1063	972	91	346	192	433	47	22	22
Yes	37%	36%	41%	13%	50%	48%	46%	36%	35%
No	47%	48%	39%	78%	37%	30%	41%	36%	39%

Section 2. The Year In Review

Q1. Looking back at 2011, did your [company, organization]:

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
Put off buying IT products that you had planned for the purchase of IT products that you had originally planned on buying later	26%	26%	27%	27%	29%	24%	28%	30%	23%
Put forward the purchase of IT products that you had originally planned on buying later	19%	20%	16%	11%	22%	25%	8%	25%	26%
Did both of these	19%	18%	25%	8%	19%	26%	26%	15%	32%
Did neither of these	36%	36%	32%	54%	29%	25%	38%	30%	19%

Q2. What IT products / solutions / services did your [company, organization] put off buying in 2011?

Base: Put off buying IT products or pulled forward and put off buying IT products

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	491	341	150	91	124	126	42	48	60
PCs (including laptops, desktops, workstations and POS)	38%	36%	57%	52%	33%	29%	67%	46%	47%
Data storage	24%	25%	18%	23%	23%	26%	12%	17%	30%
Memory	13%	13%	9%	13%	15%	13%	5%	13%	15%
Mobile devices	23%	23%	26%	27%	27%	19%	24%	27%	30%
Networking (including telephony)	17%	17%	14%	16%	19%	17%	14%	19%	8%
Operating systems	21%	22%	20%	16%	23%	24%	24%	15%	15%
Software (excluding operating systems)	30%	30%	36%	35%	25%	29%	38%	38%	30%
Printing and imaging devices (including printers, copiers and scanners)	23%	22%	23%	34%	19%	17%	24%	31%	13%
Cloud computing	27%	27%	28%	24%	23%	31%	21%	31%	38%
Converged data centers	24%	25%	13%	19%	27%	27%	7%	21%	20%
Managed services	10%	10%	5%	4%	7%	15%	-	17%	5%
Security	14%	14%	11%	11%	17%	14%	12%	8%	12%
Server / Storage / Client virtualization	14%	15%	12%	13%	14%	16%	14%	4%	13%
Unified communications	17%	17%	17%	13%	25%	17%	12%	17%	28%
Wireless / networking	12%	12%	6%	7%	16%	13%	5%	8%	8%
Servers	20%	21%	16%	22%	21%	20%	17%	19%	13%
Other products, specify	0%	0%	0%	1%	-	-	-	2%	-
Other solutions / services, specify	-	-	-	-	-	-	-	-	-

Q3. What was the **main reason** your [company, organization] pulled forward the purchase of IT products / solutions / services in 2011 that you had originally planned on buying later?

Base: Pulled forward the purchase of IT products or pulled forward and put off buying IT products

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	417	285	132	51	106	128	26	43	63
Budget surplus	21%	20%	30%	20%	28%	18%	23%	33%	38%
Customer / constituent request	13%	13%	4%	4%	7%	19%	4%	2%	6%
Management or employee request	28%	28%	32%	20%	31%	29%	38%	35%	22%
Manufacturer or sales incentive	12%	12%	10%	12%	8%	13%	15%	9%	3%
Product failure	12%	12%	12%	22%	11%	9%	15%	7%	11%
Tax incentives	4%	5%	-	10%	6%	3%	-	-	-
Other reason, specify	3%	3%	3%	4%	4%	2%	-	5%	6%

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Q4. Thinking of all the priorities for spending at your [company, organization], do you feel investment in IT in 2012 will:

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
Not be a high priority	41%	39%	52%	58%	34%	27%	60%	44%	44%
Be a top priority	46%	46%	38%	23%	56%	60%	36%	39%	41%
I'm not sure	14%	14%	10%	19%	10%	13%	4%	17%	15%

Q5. You said you felt that investment in IT in 2012 at your [company, organization] will [be a top priority, not be a top priority]. How does this compare to the past five years (2007-2011)?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	919	662	257	213	231	218	75	89	93
It normally has been a top priority	45%	45%	43%	22%	48%	62%	36%	47%	55%
It normally has not been a top priority	45%	45%	46%	60%	46%	33%	51%	44%	38%
I'm not sure	5%	5%	8%	5%	5%	5%	8%	8%	8%
Does not apply	5%	5%	3%	13%	1%	0%	5%	1%	-

Q6. Looking ahead at the IT spending at your [company, organization] in 2012, which of the following, if any, do you feel will be a top priority for IT spending? (Select all that apply)

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
Cloud computing	33%	35%	16%	16%	42%	47%	13%	16%	24%
Mobility	28%	28%	21%	19%	33%	34%	12%	29%	33%
PCs (including laptops, desktops, workstations and PDS)	52%	52%	55%	49%	59%	50%	53%	62%	52%
Security	42%	42%	42%	24%	48%	52%	35%	40%	61%
Virtualization	26%	27%	18%	5%	36%	42%	15%	18%	26%
None of the above	11%	11%	11%	24%	3%	4%	18%	4%	4%

Q7. Has your [company, organization] adjusted its IT security practices to address the following threats?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
A. Workplace identity theft									
Completed before 2011	29%	28%	39%	19%	32%	34%	38%	30%	50%
Completed in 2011	17%	18%	10%	12%	20%	21%	6%	15%	12%
Planning to in 2012	16%	16%	13%	10%	19%	20%	9%	16%	18%
Not planning to in the near future	17%	17%	20%	23%	20%	11%	24%	18%	13%
Does not apply	21%	21%	18%	36%	8%	14%	22%	21%	6%
B. Use of social media									
Completed before 2011	22%	21%	30%	13%	21%	27%	33%	24%	27%
Completed in 2011	22%	22%	21%	16%	22%	27%	18%	21%	28%
Planning to in 2012	18%	18%	15%	15%	24%	18%	15%	12%	16%
Not planning to in the near future	19%	19%	15%	23%	20%	15%	13%	19%	15%
Does not apply	20%	20%	20%	34%	13%	13%	21%	23%	16%
C. Increased virtualization									
Completed before 2011	15%	14%	23%	5%	14%	22%	22%	30%	17%
Completed in 2011	19%	20%	14%	13%	24%	24%	9%	15%	25%
Planning to in 2012	30%	30%	24%	16%	38%	38%	17%	30%	32%
Not planning to in the near future	15%	15%	17%	26%	15%	6%	22%	11%	11%
Does not apply	21%	21%	23%	40%	9%	11%	31%	14%	15%
D. Increase in use of mobile devices									
Completed before 2011	22%	21%	29%	15%	27%	24%	29%	25%	30%
Completed in 2011	23%	23%	18%	19%	23%	27%	15%	21%	22%
Planning to in 2012	30%	30%	29%	20%	33%	38%	28%	27%	31%
Not planning to in the near future	12%	12%	11%	19%	11%	6%	12%	12%	10%
Does not apply	14%	14%	13%	28%	6%	6%	15%	14%	6%

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Q7A. Looking back over the past year, how would you have spent your IT budget differently? (Select all that apply)

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
Would not have spent IT budget differently	41%	41%	48%	60%	39%	26%	56%	35%	42%
Hired additional IT staff	19%	20%	18%	3%	23%	31%	13%	31%	17%
Decreased IT staff	5%	5%	4%	2%	9%	6%	-	6%	12%
Used additional service providers	10%	10%	8%	5%	9%	15%	5%	12%	10%
Used fewer service providers	7%	8%	5%	4%	9%	10%	1%	7%	10%
Replaced / upgraded hardware	27%	27%	29%	17%	30%	34%	28%	34%	26%
Not replaced / upgraded hardware	5%	5%	3%	5%	5%	4%	1%	5%	6%
Replaced / upgraded software, including operating systems	20%	20%	23%	12%	18%	27%	24%	24%	20%
Not replaced / upgraded software, including operating systems	3%	3%	2%	4%	4%	2%	1%	5%	2%
Spent more on IT solutions / services (i.e. server / storage / client virtualization, wireless)	13%	13%	12%	4%	14%	19%	12%	13%	12%
Spent less on IT solutions / services (i.e. server / storage / client virtualization, wireless / networking, security, managed services, etc.)	4%	4%	3%	3%	4%	6%	3%	5%	2%
Other, specify	0%	0%	-	1%	0%	-	-	-	-

Q8. What change would you **most** like made to IT at your [company, organization] in 2012?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
Additional IT staff	9%	9%	12%	3%	13%	11%	10%	19%	11%
Better use of existing [company / organizational] IT resources	15%	15%	15%	14%	14%	17%	14%	12%	18%
Better use of service providers	5%	4%	6%	5%	5%	3%	5%	4%	9%
Greater employee adherence to [company, organization] IT policies	5%	4%	5%	3%	5%	6%	4%	7%	6%
Greater involvement in strategic business decisions	8%	8%	6%	6%	9%	8%	5%	7%	7%
Replace / upgrade hardware	21%	21%	18%	28%	19%	16%	18%	21%	17%
Replace / upgrade software, including operating systems	19%	19%	23%	21%	17%	18%	26%	19%	20%
Greater use of IT solutions / services (i.e. server / storage / client virtualization, wireless / networking, security, managed services, etc.)	15%	15%	13%	9%	16%	19%	15%	11%	11%
Other, specify	0%	0%	-	1%	0%	-	-	-	-

Q9. What hardware would you **most** like to replace or upgrade in 2012?

Base: Would most like a replacement / upgrade in hardware in 2012

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	216	163	53	74	48	41	14	21	18
PCs (including laptops, desktops, workstations and POS)	51%	50%	56%	53%	56%	44%	57%	57%	50%
Data storage	5%	5%	7%	5%	4%	5%	-	14%	17%
Memory	2%	2%	5%	3%	4%	-	7%	5%	-
Mobile devices	7%	7%	7%	8%	4%	7%	7%	5%	11%
Networking (including telephony)	4%	4%	6%	1%	4%	7%	7%	10%	-
Printing and imaging devices (including printers, copiers and scanners)	8%	9%	4%	12%	2%	7%	-	5%	11%
Servers	21%	22%	15%	15%	25%	29%	21%	5%	11%
Other, specify	1%	1%	-	3%	-	-	-	-	-

Q9A. What IT solutions / services would you **most** like to use more of in 2012?

Base: Would most like greater use of IT solutions / services in 2012

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	148	112	36	22	42	48	12	12	12
Cloud computing	25%	27%	10%	9%	36%	29%	8%	8%	17%
Converged data centers	6%	6%	7%	-	5%	8%	8%	-	8%
Managed services	9%	10%	5%	14%	10%	8%	-	17%	8%
Security	10%	11%	8%	14%	2%	13%	8%	8%	8%
Server / Storage / Client virtualization	26%	24%	48%	18%	29%	25%	50%	50%	42%
Unified communications	7%	7%	3%	9%	7%	6%	-	8%	8%
Wireless / networking	16%	16%	18%	36%	12%	10%	25%	8%	8%
Other, specify	-	-	-	-	-	-	-	-	-

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Q10. In the past year, did your [company, organization] experience at least one IT failure / disruption that interrupted regular business operations?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
Frequently, once a month or more often	16%	16%	12%	6%	22%	21%	8%	16%	17%
Yes, less than once a month	49%	48%	59%	39%	45%	58%	58%	60%	61%
No	35%	36%	29%	55%	33%	22%	35%	24%	22%

Q11. In terms of lost productivity and operations, how would you characterize the impact of the most serious IT failure / disruption your company experienced in the last year?

Base: Experienced at least one IT failure / disruption that interrupted business operations

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	703	486	217	118	172	196	51	81	85
A significant amount of disruption	14%	14%	15%	19%	13%	12%	14%	14%	20%
Some disruption	44%	44%	49%	36%	48%	46%	53%	49%	40%
Only a slight disruption	40%	41%	34%	44%	36%	41%	31%	35%	40%
No disruption at all	1%	1%	2%	1%	3%	1%	2%	2%	-

Q12. Looking back at the most serious IT failure / disruption(s) that occurred at your [employer, company] in the past year, do you think it could have been prevented with a more comprehensive or regular maintenance program?

Base: Experienced at least one IT failure / disruption that interrupted business operations

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	703	486	217	118	172	196	51	81	85
Yes, it could have been prevented with a more comprehensive or regular maintenance program	50%	51%	39%	30%	56%	59%	35%	47%	36%
No, it couldn't have been prevented even if there was an upgraded maintenance program	38%	37%	38%	53%	36%	31%	37%	33%	45%
Not sure	12%	11%	23%	18%	8%	10%	27%	20%	19%

Q13. What are the largest demands being put on your [company, employer]'s IT departments from its internal clients? (Select all that apply)

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
Limited budget to meet internal client needs	34%	34%	41%	23%	38%	40%	37%	42%	49%
Routine tasks too numerous for a limited IT staff	31%	31%	33%	9%	38%	46%	24%	50%	36%
Multiple requests for upgrades / enhancements	36%	37%	29%	15%	45%	51%	19%	43%	37%
Multiple requests for IT support	26%	25%	36%	8%	33%	36%	29%	44%	44%
Other, specify	1%	1%	2%	1%	2%	0%	1%	2%	2%
Don't have an IT department	19%	20%	14%	53%	3%	0%	26%	3%	2%

Q14. How many different vendors do you use to support your IT functions?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
No vendors	18%	18%	12%	41%	9%	4%	13%	8%	12%
1-3	30%	30%	32%	41%	37%	18%	37%	28%	26%
4-6	19%	18%	26%	10%	25%	22%	29%	26%	17%
7-9	12%	12%	11%	4%	10%	19%	6%	14%	17%
10-14	10%	10%	8%	3%	10%	15%	6%	7%	13%
15-19	3%	3%	3%	-	4%	5%	3%	7%	2%
20-24	3%	3%	3%	1%	2%	5%	1%	7%	4%
25-29	2%	2%	2%	-	1%	4%	1%	2%	2%
30-39	1%	1%	1%	-	1%	2%	1%	-	2%
40-49	0%	1%	0%	-	1%	1%	-	-	1%
50 or more vendors	3%	3%	2%	0%	0%	6%	1%	1%	6%

Q15. How many different vendors do you think would be ideal to use to support your IT functions?

	Total	Overall		Corporate			Government		
		Corporate	Government	Small	Medium	Large	Local	State	Federal
Cases	1062	768	294	262	256	250	78	107	109
No vendors	15%	15%	10%	34%	7%	4%	10%	9%	11%
1-3	34%	34%	37%	46%	40%	21%	44%	34%	25%
4-6	18%	18%	22%	11%	21%	22%	23%	23%	19%
7-9	10%	9%	11%	2%	11%	14%	10%	14%	10%
10-14	11%	11%	10%	4%	12%	15%	6%	7%	18%
15-19	4%	4%	3%	1%	4%	6%	1%	5%	6%
20-24	3%	4%	2%	1%	2%	6%	1%	3%	1%
25-29	3%	3%	2%	-	1%	6%	1%	3%	1%
30-39	1%	1%	1%	-	1%	2%	1%	-	2%
40-49	0%	0%	0%	-	-	1%	-	-	2%
50 or more vendors	1%	1%	2%	0%	-	2%	1%	2%	6%