

# FACTS & FIGURES

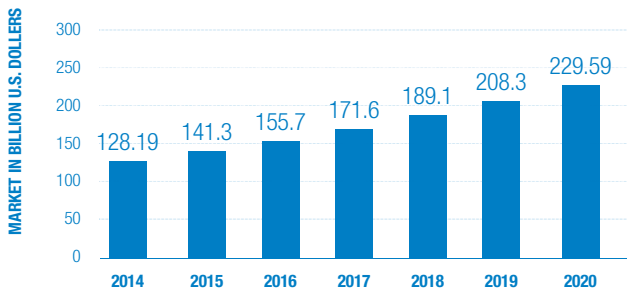
## INFRASTRUCTURE MANAGEMENT SERVICES (IMS)



KONICA MINOLTA

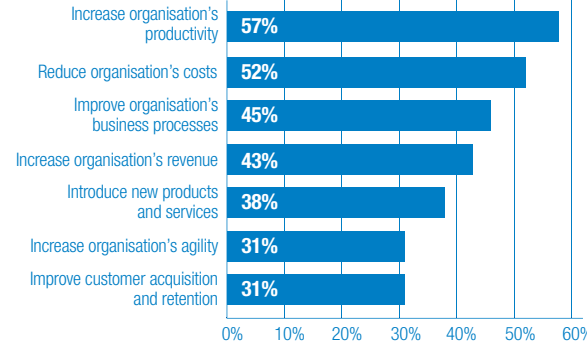
### MARKET POTENTIAL

More and more companies rely on managed service providers to reduce cost and minimise down time:



Size of managed IT services market worldwide from 2014 to 2020 (Forecast, in billion U.S. dollars), Statista, 2014

Which of the following business initiatives will be significant in driving IT investments at your organisation?



IDC White Paper, sponsored by Dell, Why Upgrade Your Server Infrastructure Now?, July 2016.

### IT INFRASTRUCTURE

IDC found that by neglecting to upgrade their server infrastructure in a timely fashion, IT organisations can lose up to **39% of peak performance** and add up to **40% in application management costs** and up to **148% in server administration costs**.

By upgrading their infrastructure on a regular cadence, IT organisations can save millions of dollars in capital and operations costs annually, thanks to higher server performance, consolidation, management efficiency, and improved reliability.

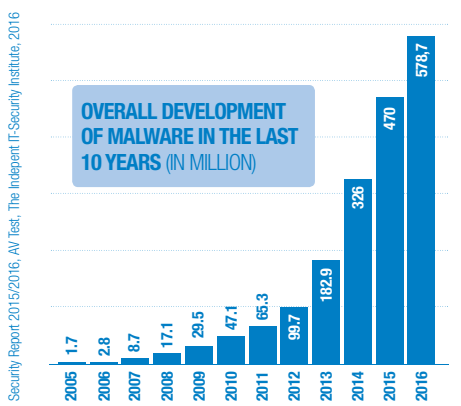
IDC White Paper, sponsored by Dell, Why Upgrade Your Server Infrastructure Now?, July 2016.

### OUTSOURCING IT SUPPORT

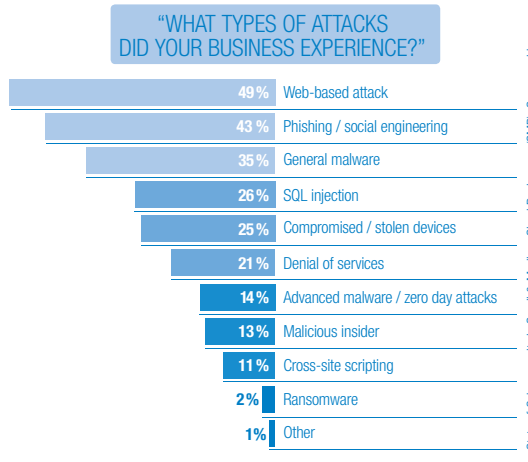
**40%** OF IT DEPARTMENTS CURRENTLY HAVE NOT AN EXTERNAL IT SERVICE PROVIDER, **93%** OF THEM ARE OPEN TO OUTSOURCING THEIR IT SUPPORT.

**IT SECURITY**

The LogicNow Global IT Service Providers Harmony Report. Are the relationships between IT Service Providers and IT Departments in a state of Harmony or Discord?, LOGICnow, 2015



Security Report 2015/2016, AV Test, The Independent IT-Security Institute, 2016



State of Cybersecurity in Small & Medium-Sized Businesses (SMB), Sponsored by Keeper Security/Ponemon Institute© Research Report, 2016

**86%** CLIENT FIREWALLS

**90%** ANTI-MALWARE

**71%** PASSWORD PROTECTION/MANAGEMENT

SECURITY TECHNOLOGIES CONSIDERED ESSENTIAL AND VERY IMPORTANT

State of Cybersecurity in Small & Medium-Sized Businesses (SMB), Sponsored by Keeper Security, Ponemon Institute© Research Report, 2016

### IT ON THE CLOUD

**48%** of IT services are delivered via cloud

**34%** The preferred cloud hosting model for 34% is virtualised servers in their own data centers... with a further **25%** opting for private cloud on outsourced servers or IaaS (Infrastructure as a Service).

**75%** feel security by cloud providers is likely to be better as their own servers.

**CLOUD TECHNOLOGIES**

Mobile and Cloud: accessing, capturing and processing content, AIM, 2015

ONLY **22%** OF DECISION MAKERS ARE CONVINCED THAT THE DATA IN THEIR ORGANISATION IS STORED SAFELY.

**65%** OF THEM EXPECT A MAJOR SECURITY BREACH WITHIN THE NEAR FUTURE.

WITH **24.8%** INDUSTRIES ARE THE TOP TARGET OF ATTACKERS' PREFERENCES

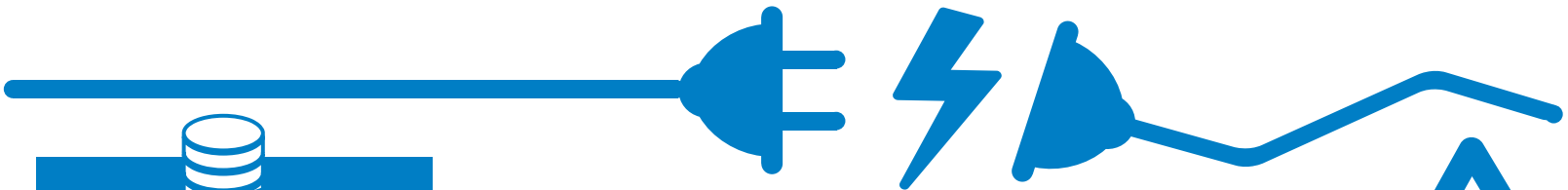
By 2026, **73%** of an organisation's IT will be running in the cloud

PwC, CIO and CSO, The Global State of Information Security© Survey, 2017

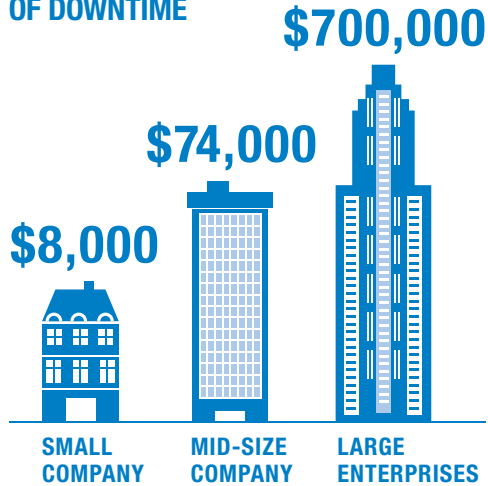
Echte IT-Sicherheit ist vielen Firmen zu teuer, 2017 <http://www.com-magazin.de/praxis/sicherheit/echte-it-sicherheit-vielen-firmen-zu-teuer-1220087.html>

<http://www.hackmageddon.com/2017/01/19/2016-cyber-attacks-statistics/>, 2016

# DOWNTIME RISK



## THE COST OF ONE HOUR OF DOWNTIME



<https://www.infrascale.com/25-disaster-recovery-statistics-for-2015-infographic/>

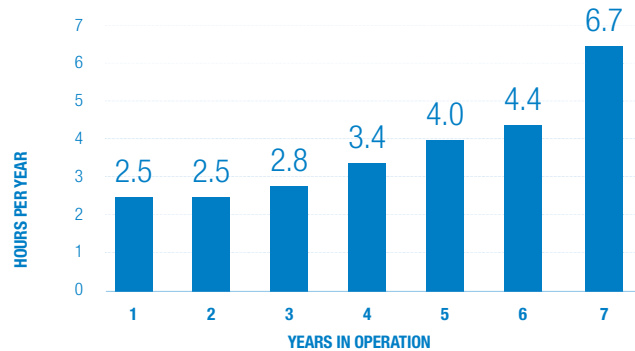
Average cost of a critical application failure per hour is

**€400,000 to €800,000**

DevOps and the Cost of Downtime: Fortune 1000 Best Practice Metrics Quantified, IDC, 2014

## UNPLANNED SERVER DOWNTIME

Companies experience up to 3 hours (per user per server) of unplanned downtime each year in the first three years of server operation.



IDC White Paper, sponsored by Dell, Why Upgrade Your Server Infrastructure Now?, July 2016.

**18.5 HOURS**

IS THE AVERAGE TIME IT TAKES BUSINESS TO RECOVER AFTER A DISASTER.

<https://www.infrascale.com/25-disaster-recovery-statistics-for-2015-infographic/>

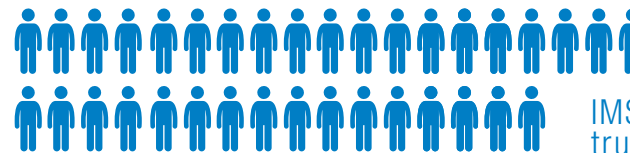
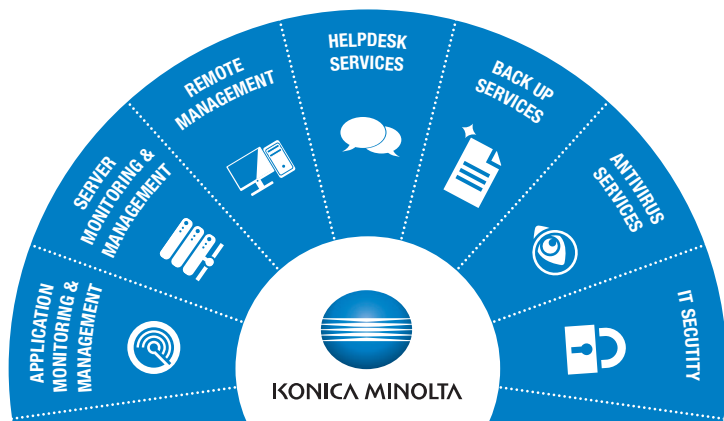
**40%**

RATED THEIR ORGANISATION'S ABILITY TO RECOVER THEIR OPERATION IN THE EVENT OF DISASTER AS FAIR OR POOR.

<https://www.infrascale.com/25-disaster-recovery-statistics-for-2015-infographic/>

# IMS BY KONICA MINOLTA

Konica Minolta Business Solutions optimises your business with business solutions such as:



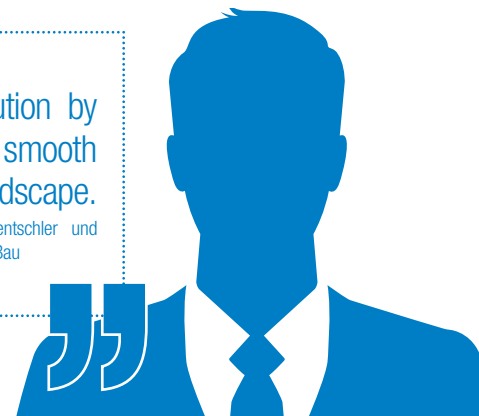
**13,500**

IMS customers in Europe trust in Konica Minolta



The managed services solution by Konica Minolta ensures the smooth operation of our entire IT Landscape.

Prof. Siegmund Wucher, Managing Director, Rentschler und Riedesser Ingenieurgesellschaft mbH für Technik im Bau



IDC MarketScape named Konica Minolta a Major Player in Workflow Services Hardcopy in the Western European market.

IDC MarketScape: Western European Document Workflow Services Hardcopy 2016 Vendor Assessment