

December/January 2008 - Hosted v In-House



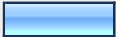
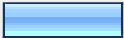

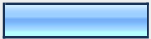



1. For the following application areas, do you use in-house or hosted systems?					
	In-house	Hosted	Outsourced	Not used	Response Count
Accounts/ERP	76.1% (497)	8.4% (55)	8.3% (54)	7.2% (47)	653
CRM	46.5% (311)	35.9% (240)	2.8% (19)	14.8% (99)	669
Payroll	50.3% (325)	7.3% (47)	28.9% (187)	13.5% (87)	646
HR	45.1% (292)	6.3% (41)	10.2% (66)	38.4% (249)	648
Manufacturing	18.8% (120)	2.2% (14)	4.1% (26)	75.0% (480)	640
	<i>answered question</i>				678
	<i>skipped question</i>				1

2. How confident are you, or would you be, with hosted systems as opposed to traditional in-house systems?						
	Not at all confident	Some reservations	No preference	Pretty confident	Very confident	Response Count
Accounts/ERP	14.9% (97)	35.4% (230)	14.8% (96)	19.2% (125)	15.7% (102)	650
CRM	7.4% (49)	21.4% (141)	11.1% (73)	30.2% (199)	30.0% (198)	660
Payroll	11.9% (77)	27.4% (177)	18.9% (122)	23.5% (152)	18.4% (119)	647
HR	10.4% (67)	25.7% (165)	26.6% (171)	21.8% (140)	15.4% (99)	642
Manufacturing	12.0% (73)	17.5% (106)	43.3% (263)	12.9% (78)	14.3% (87)	607
	<i>answered question</i>					674
	<i>skipped question</i>					5

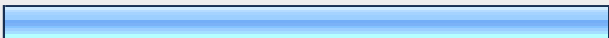
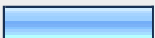
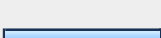
3. How much do you agree with the following statements, comparing hosted systems to traditional in-house systems?

	strongly disagree	disagree	neutral	agree	strongly agree	Rating Average	Response Count
I'm more confident in hosted systems now than I was a year ago	2.5% (15)	8.6% (52)	30.4% (185)	44.2% (269)	14.3% (87)	3.59	608
The current economy makes hosted systems more attractive	3.0% (18)	13.3% (81)	29.8% (181)	39.0% (237)	14.8% (90)	3.49	607
Hosted systems are more reliable than in-house systems	2.6% (16)	18.9% (115)	51.4% (312)	21.3% (129)	5.8% (35)	3.09	607
Hosted systems are faster than in-house systems	5.4% (33)	27.4% (167)	48.6% (296)	13.6% (83)	4.9% (30)	2.85	609
My data is safer with a hosted system than with an in-house system	6.7% (41)	30.4% (186)	37.1% (227)	20.6% (126)	5.2% (32)	2.87	612
Hosted systems have more functionality than in-house systems	4.9% (30)	22.5% (137)	39.6% (241)	27.3% (166)	5.6% (34)	3.06	608
Hosted systems require less internal IT support than in-house systems	0.7% (4)	3.8% (23)	12.6% (77)	49.4% (301)	33.5% (204)	4.11	609
Hosted systems offer better value than in-house systems	2.0% (12)	12.2% (74)	50.0% (304)	25.2% (153)	10.7% (65)	3.30	608
	answered question						612
	skipped question						67

4. What do you estimate your overall IT spend will be over the next 12 months, compared to the last 12 months?

		Response Percent	Response Count
Down more than 60%		4.6%	28
Down 40%-60%		4.3%	26
Down 20%-40%		12.0%	73
Down 10%-20%		12.8%	78
Same as the last 12 months		38.0%	232
Up 10%-20%		15.7%	96
Up 20%-40%		7.0%	43
Up 40%-60%		2.5%	15
Up more than 60%		3.1%	19
		answered question	610
		skipped question	69

5. And finally, can we collect some demographic information so we can analyse the survey results? Your Company Size

		Response Percent	Response Count
Small (less than 50 employees)		66.7%	406
Medium (50 to 250 employees)		16.3%	99
Enterprise (more than 250 employees)		17.1%	104
		answered question	609
		skipped question	70

6. Your email address for us to send you the final survey result and enter you in the draw

		Response Count
		600
	<i>answered question</i>	600
	<i>skipped question</i>	79