

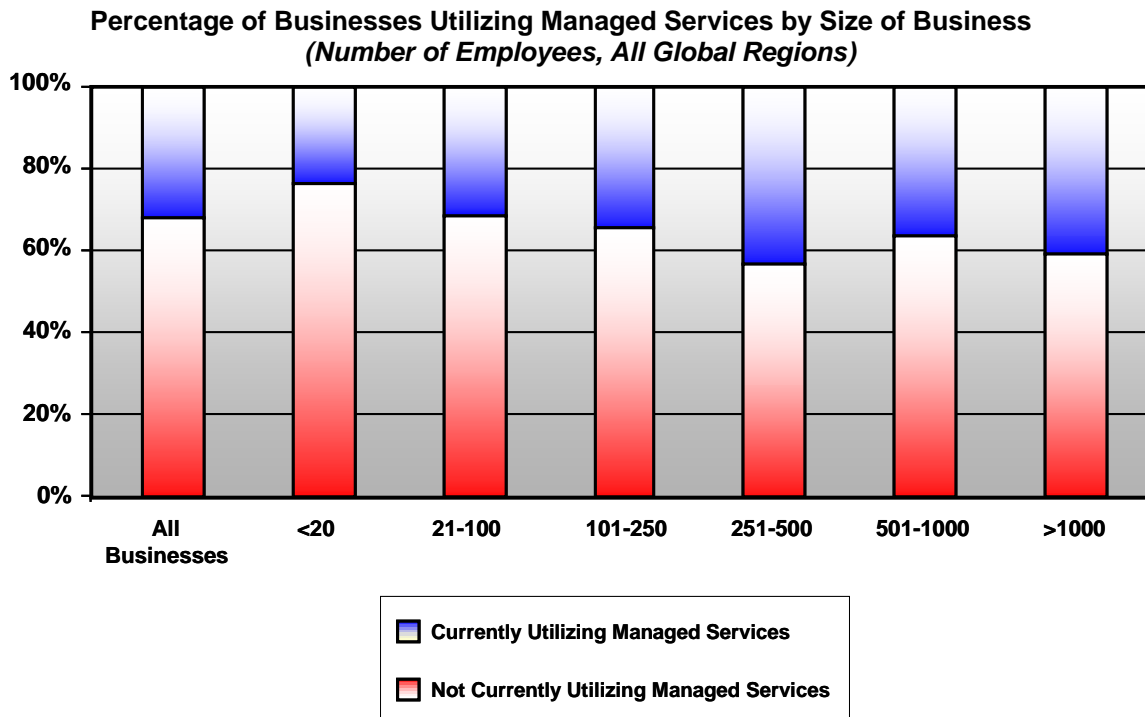
Majority of Businesses Not Yet Utilizing Managed Services

In the first of our services-themed surveys to probe decision-maker approaches for maintaining and managing communication infrastructures, TMCNet readers worldwide indicated that System Manufacturers were the clear choice when it comes to choosing an external maintenance provider.

Last week's survey conducted in partnership with [IntelliCom Analytics](#) took a look at how many businesses have decided to go beyond traditional maintenance and engage a 3rd party to provide managed services support in areas such as network performance optimization or configuration management.

Of the 1,734 global respondents, the overwhelming majority – **68%** – are not currently using any externally provided managed services. Within this segment, more North American-headquartered businesses (**72%**) have chosen a non-external management approach compared to their Global Region counterparts (**63%**).

Does your business utilize externally-provided Managed Services?



For the **32%** of total respondents that *do utilize* 3rd party-provided managed services, the choice of preferred provider is a tossup between Platform Manufacturers such as Avaya, and Network Service Providers such as BT. The responses show clear regional differences, with **36%** of Global Region decision-makers clearly preferring Service Providers over Manufacturers (**26%**) and System Integrators (**23%**), while NA firms had nearly equal preference for Manufacturers and NSPs (**35%** vs. **32%**) with SIs and VARs the least preferred providers.

If you do utilize Managed Services, who is your preferred provider?

**Predominant Managed Service Provider by Size of Business
(Number of Employees, All Global Regions)**

