

Manufacturers Lead as the Preferred Maintenance Provider

Following our last series of reader surveys that focused on decision-maker perspectives and plans surrounding Unified Communications, we now turn our attention to another topic of keen interest to enterprises of all sizes: *what are the evolving approaches and expectations of businesses -- along the entire technology spectrum -- when it comes to maintaining and managing their communications infrastructure and applications?*

In our lead survey conducted in partnership with [IntelliCom Analytics](#), we were interested in seeing who businesses are turning to when they decide to engage a 3rd party to help maintain their voice communications at peak performance.

Of the 275 businesses participating in the survey, the clear majority, **41%**, look to the manufacturer as being best suited to providing lifecycle telephony support. Close behind at **28%** and **25%**, respectively, are Value Added Resellers and Network Service Providers such as Verizon or Deutsche Telekom. Only **6%** of participating decision makers indicated that they look to systems integrators such as IBM as their preferred maintenance provider.

In an interesting symmetry, the very smallest and largest businesses both favored system manufacturers as their provider of choice, while enterprises in the mid-range generally showed a preference for selecting a local dealer or VAR.

Who performs the majority of maintenance activities on your voice communications system?

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

