

SME IT Trends Report Q4 2022

Survey of US Small to Mid-Sized IT Professionals

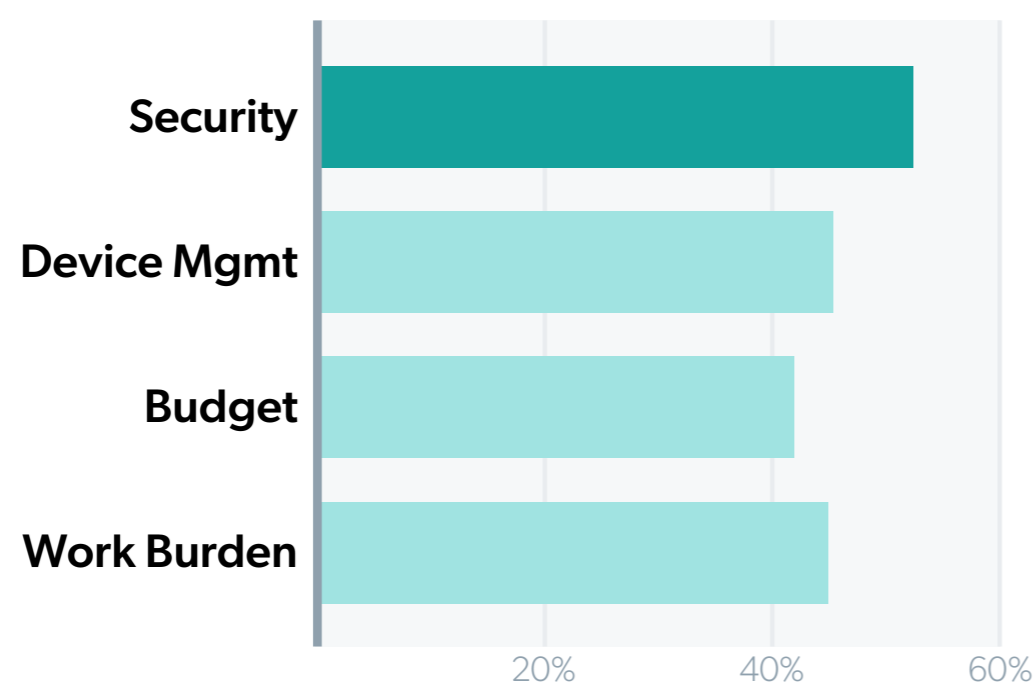
Security, Tool Sprawl, and Macroeconomic Issues Weigh Heavily on SME IT Pros

Security Remains the #1 SME IT Concern

Security takes #1 spot second time in a row

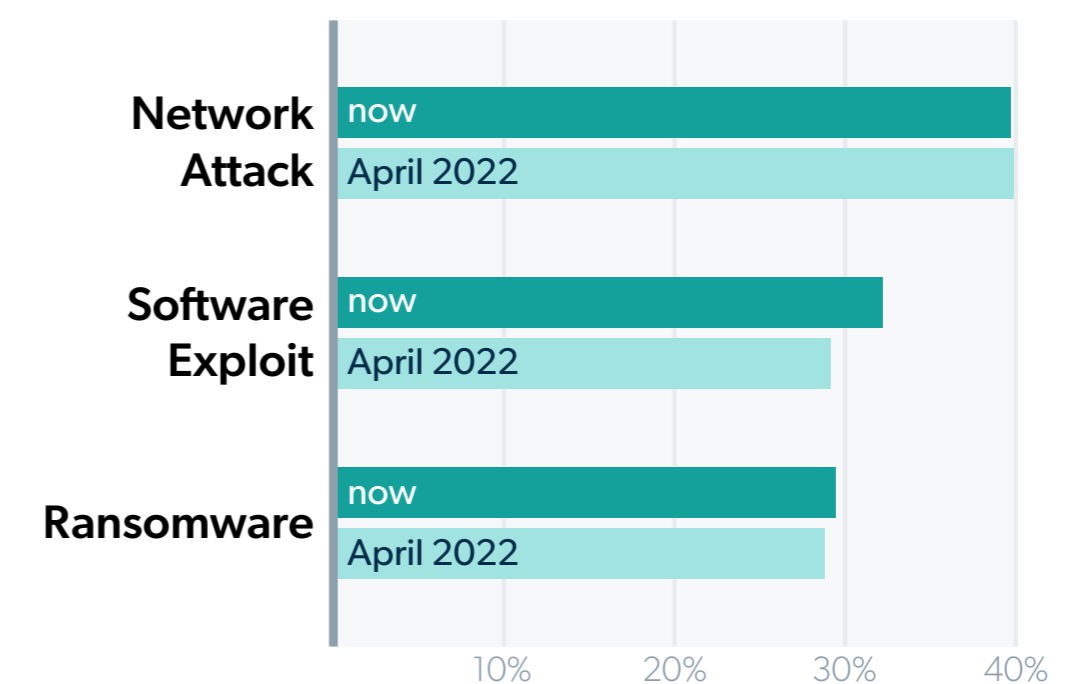
BIGGEST CHALLENGE

52% say security is their biggest challenge over device management (46%), budget (42%), and increased work burden (45%)



TOP SECURITY CONCERNS

The top three security concerns are a network attack (40%), software vulnerability exploit (32%), and ransomware (29%)



The IT Landscape

Tool sprawl continues to be an issue

10% Nearly one in 10 IT admins report needing nine or more tools to manage the employee lifecycle. It's similarly complicated for employees, with 16% of admins estimating employees use 10 or more passwords to do their jobs, and only 23% of admins estimating employees need only one or two passwords.

74% Tool sprawl doesn't just impact end users, IT admins are juggling a number of solutions and tools despite an interest in consolidating. When asked if they would prefer to use a single solution to do their job, 74% agree, virtually the same percentage as those who expressed the preference in April 2022 (75%).

40% IT individualism and perceived effort of consolidating are the biggest roadblocks to consolidation. What prevents them from consolidating IT products? IT admins' top reasons are that there is no single product that will meet all needs (40%), their existing infrastructure meets existing needs (37%), a preference to not be dependent on a single solution (34%), and that rip and replace isn't feasible (32%).

Recession Fears Mounting



78% report seeing evidence of a recession in their business



34% say their organization is severely impacted by the evidence they're seeing of a recession

Labor Shortages Add Pressure



34% of IT admins report that labor shortages are making a significant business impact or are a serious business limiter

Download the full survey findings from JumpCloud's twice annual SME IT Trends survey [here](#).



Methodology: JumpCloud surveyed 502 US-based SME IT decision-makers, including managers, directors, vice presidents, and executives. Each survey respondent represented an organization with 2,500 or fewer employees across a variety of industries. The online survey was conducted by Propeller Insights, October 11-14, 2022.

JumpCloud® helps IT teams **Make Work Happen®** by centralizing management of user identities and devices, enabling small and medium-sized enterprises to adopt Zero Trust security models. JumpCloud has a global user base of more than 180,000 organizations, with more than 5,000 paying customers including Cars.com, GoFundMe, Grab, ClassPass, Uplight, Beyond Finance, and Foursquare. JumpCloud has raised over \$400M from world-class investors including Sapphire Ventures, General Atlantic, Sands Capital, Atlassian, and CrowdStrike.