



Press Release

Contact Limited

SMEs Are Not Protected From The Risk Of Disasters.

London, UK - Friday, 01 September 2006 - CONTACT, The leading provider of hosted IT and Telecoms solutions today announced details of sponsored research carried out by a top student from the Shell Step programme. The research describes the current operational state of SMEs and their provision for business continuity.

The research finds that most SMEs are not built on a foundation of business continuity. On the contrary most SMEs bolt on a rudimentary recovery plan in case disaster strikes. These findings further inspire Contact to raise awareness of the major benefits of new hosted IT and communications technologies. "I am surprised to see just how many SMEs still only use on-site back-up for their data. This is true for a massive 68% of respondents," says MD, Dominic List.

Simon Knockton, researcher says, "One respondent told me how they had suffered major downtime caused by an electrical supply being cut when workmen drill a hole in the wrong place closer their premises. This really brought home the fact that a 'disaster' could really range from a terrorist attack to an unexplained power cut. Whatever the cause it affected business operations drastically."

87% of SMEs report they have remote IT access, with the majority operating a Virtual Private Network (VPN). SMEs recognise the benefit of being able to access their computer systems when they are out of the office. But as List comments, "28% of respondents say that their IT and telecoms provision is not as effective when working out of the office. Hosted technology (including using high quality VoIP services) allows 100% access to company IT and telecoms wherever there's an Internet connection, at a flexible cost that SMEs can easily afford."

Tom Nokes, Head of Marketing says, "Not only does it [Hosted IT and telecoms] make business continuity a reality but it also makes financial planning more predictable and flexible. Priced on a per month per user basis your IT telecoms cost becomes a operational expenditure not a capital expenditure."

At the moment SME employees have limited or no access to the company phone system when they are out of the office.

The research finds that there is limited awareness of business VoIP products with only 15% currently using VoIP technology in their office. The majority of these SMEs use consumer products such as Skype. List says "VoIP is a fantastic technology for SMEs. Skype is generally considered a consumer product, great for saving money but not great on quality or business functionality."



Press Release

Contact Limited

Although only 15% of SMEs have already implemented VoIP and over 50% of these companies use consumer products such as Skype, there is still some encouragement for List. “The research showed 52% of SMEs will consider VoIP in the next 6 months. Making SMEs aware of the possibilities available to them is very important.”

By migrating both IT and telecoms onto a hosted platform SMEs can prepare themselves for any eventuality. If there is a fire in the building, a flood or a power outage, their business is built on a foundation of business continuity. Both IT and telecoms are priced on per user per month basis, call costs are kept low and there is no need for ongoing capital expenditure on systems.

Press Contact: Simon Knockton
Contact
0845 2757575
sknockton@contact.co.uk
www.contact.co.uk