

Latest Survey from NIS Shows UK SMEs are Concerned about Security and Reliability of Cloud Services – with Connectivity an Issue for Many

About the Survey

A survey of 260 UK SME businesses has been conducted by NetPilot Internet Security (NIS) Ltd. The Bristol based internet security specialist wanted an accurate understanding of what was happening as regards Cloud adoption – what works for UK SME businesses and is actually being implemented successfully and what exactly are the concerns and deterrents to Cloud deployment.

“Other recently published surveys have been focused on responses from a more international perspective with the UK being a minor component of an overall study,” explains NIS Managing Director, Jamie Pushman. “Those organisations participating in previous surveys have typically been larger than the average UK SME business. Drawing detailed conclusions from these results seemed potentially unreliable for our area of interest and hence we considered yet another, more focussed study was justified.”

Key Findings

The NIS survey found that traditional in-house IT is alive and well but Cloud services are being used where appropriate to complement and enhance – rather than stimulate outright replacement programs. High on the list of concerns regarding Cloud adoption are issues of data security, support and reliability – reoccurring themes.

“What our survey highlights, which has been previously been largely ignored by other studies, is that for some the speed and reliability of broadband connectivity is a deterrent to Cloud adoption.” continues Jamie Pushman. “We feel that recent statements and studies concluding that the UK’s slow rate of Cloud adoption in comparison to other countries is due to lack of innovation, is misleading. These studies have not factored in any national comparisons on WAN connectivity to the Cloud - in particular performance, reliability or costs.”

NIS has first-hand experience working with SMEs that embark on large scale data transfers to the Cloud. Users quickly notice that uplink speeds are poor on many ADSL services. This means that if applications require constant sizeable uplink data transfers, Cloud solutions may not be practical purely because of connectivity throughput restrictions.

Only 15% of the total surveyed stated they had no issues with using Cloud services. Some of the other key issues raised other than cost of Cloud services were: Data Security and Integrity, Data Loss, Service Reliability, Lack of Control and Quality of Support offered by providers.

Despite these concerns, Cloud file sharing services in particular, have gained popularity based on their ease-of-use and cross platform support. Some 65% of respondents stated they use Cloud services for File Sharing and Synchronisation and/or Backup. The clear leader is Dropbox with a 60% share of deployments of those surveyed. In contrast, use of Cloud based email services and particularly office automation applications has still to gain approval from the majority for business use.

Rather than lagging behind other countries in Cloud adoption because of an overly cautious approach, NIS conclude that UK SMEs are looking to get best value out of existing IT infrastructure investments and only where Cloud services offer tangible cost-savings, superior ease-of-use, reliability and performance will they implement accordingly.

Levels of understanding regarding what Cloud service providers currently offer seem extremely high amongst surveyed IT staff, with more than 90% stating they had a good grasp of service details. The Cloud message has got through but the combination of Cloud service and connectivity providers still have some way to go before gaining higher take-up rates in the UK.

“For NIS this study has helped validate its strategy for Cloud services in helping provide reliable, high throughput connectivity and data security - issues being highlighted as serious concerns by this survey.” Jamie Pushman concludes.

Ends

The full survey and study is available at: <http://www.netpilot.com/survey>

About NetPilot Internet Security

Bristol based NetPilot Internet Security (NIS) Ltd, is a UK company with fifteen years of experience of developing and manufacturing internet security and productivity appliances. NIS Unified Threat Management (UTM) security devices are deployed in numerous UK SME businesses as well as larger organisations and UK armed forces. It is increasingly seeing its customers take advantage of Cloud based solutions and has provided a program of ‘Cloud Ready – Cloud Safe’ devices for suitable for this emerging market.

Contacts

Jamie Pushman
Managing Director NIS Ltd
jpushman@netpilot.com
01275 333 608

David Abbot
Aquantus PR for NIS
dabbot@aquantus.com
01672 512 246