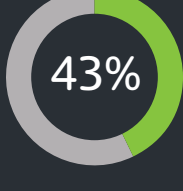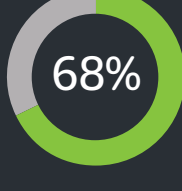# The changing face of SMB Communications

Staff are struggling to collaborate effectively
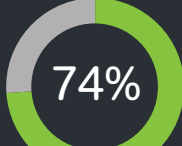
43%

feel frustrated or overwhelmed by the team collaboration and the communications technologies they work with [1]

68%

have trouble coordinating communications with team members [2]

On average they spend **2 hours or more** dealing with unwanted communications [3]

74%

receive negative customer comments or complaints because they can't be reached in a timely fashion [4]
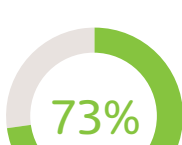
Working practices are changing...

Over **50%**

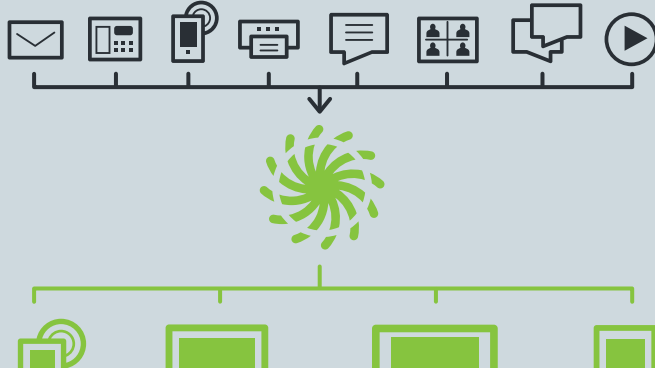of SMB staff are now mobile workers [5]

79%

of staff employees always or frequently work as part of a virtual team [6]

73%

of SMBs unofficially permit staff to use personal devices for work [7]

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