

Press Release

London, May 11<sup>th</sup> 2009

**Day to day problems are biggest headache for IT workers, says new research report from [Connect](#)**

*New research reveals increase in IT 'glitches' between 2008 and 2009*

Almost half (47%) of IT managers think their biggest IT headache is simple day-to-day problems, such as internet downtime and being unable to back up files, according to a new research report published today by [Connect Support Services](#). This is a 10% increase compared to similar findings in 2008, when only 37% of IT workers in the UK said they felt daily problems were their biggest IT headache.

The survey was conducted by an independent research company on behalf of [Connect](#) and consisted of in-depth interviews with IT Managers and Directors at 151 UK companies in a range of industries.

Key findings from the research include:

- There are significant variations in the attitudes of IT managers working in different organisations: just 38% of those working in small companies with fewer than 50 staff put day-to day hassles top, with costs, at 15%, the second most pressing worry. In contrast, daily issues were the number one headache for 60% of IT workers in organisations with over 500 staff.
- The only sector where there was a major difference was the finance sector where security was the primary problem.
- One in five (18%) IT managers believe lack of understanding among staff about technology is their number one problem. Slightly fewer (14%) think that security tops their agenda.
- Email and internet downtime is only the main headache for 7% of IT workers, though this figure rose to 21% for retailers and 10% for the public sector.
- Slightly surprisingly, costs are only the fifth most important worry for IT managers.

Mark MacGregor, CEO of Connect, said:

“With companies making major cuts in their workforce, it is hardly surprising that IT workers are spending more time undertaking the simply day to day fixes rather than wider concerns. It’s a difficult time for many of those working in technology with uncertainty over employment and increasing pressure to deliver better IT. It is also one of the factors that is driving many companies to consider outsourcing all or part of their IT as they have access to a wider pool of skills that may no longer be affordable in-house.

The survey of 151 IT Directors was conducted by The Survey Shop in 2008/2009. Full details of the survey can be found at [www.connect.co.uk](http://www.connect.co.uk)

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**About Connect** [Connect](#) IT Support, London - one of the UK’s leading IT support companies - provides a variety of technology services including helpdesk and on-site support, project management and business continuity. The company is based at Canary Wharf in London with a network of engineers based at different locations across the world. In 2007, Connect launched an innovative [online backup](#) and [email continuity](#) service.

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