

Survey finds 6% of SME owners more likely to divorce than change IT support company!

Submitted by: Cerco Communications

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A survey of small business owners in Hertfordshire and Essex by Shadowfax Technology has revealed that 6% would be more likely to divorce or change their life partner than move to a new IT Support provider!

Says MD Adam Pedder "We were astonished by the findings. We knew that many companies felt that the perceived 'pain' of changing supplier prevented them moving but we never thought that some would rather get divorced! It shows how important a good IT Support company is to a small business!"

The survey was undertaken with 210 small businesses in Hertfordshire and Essex in January.

Potential reasons for changing IT Support provider included the business outgrowing them (30%), too expensive (41%), poor value for money (47%) and not being knowledgeable enough (47%)

As a result of the survey Shadowfax (www.shadowfaxtechnology.co.uk) are now amending their services to improve the changeover process.

ENDS

Notes for Editors

Shadowfax are experts in IT support services for small and medium-sized businesses. They have been established nearly 20 years and cover Essex, Hertfordshire, Cambridgeshire and East London.

They supply companies with a complete package of IT consultancy, PC maintenance, hardware support and managed services.

Shadowfax are Microsoft Gold Certified Partners and Small Business Specialists.

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