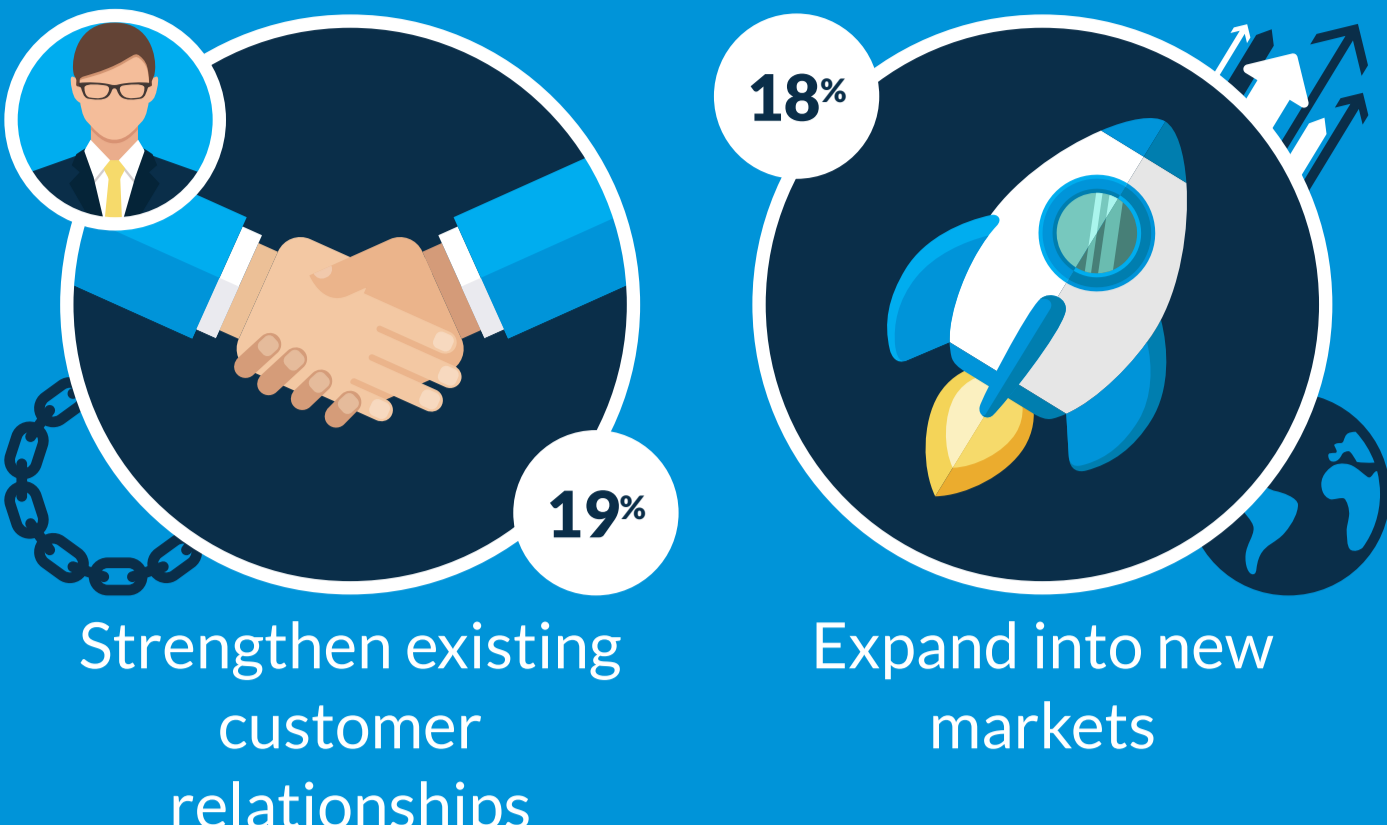


THE NETENRICH FALL 2017 STATE OF IT SERVICES REPORT

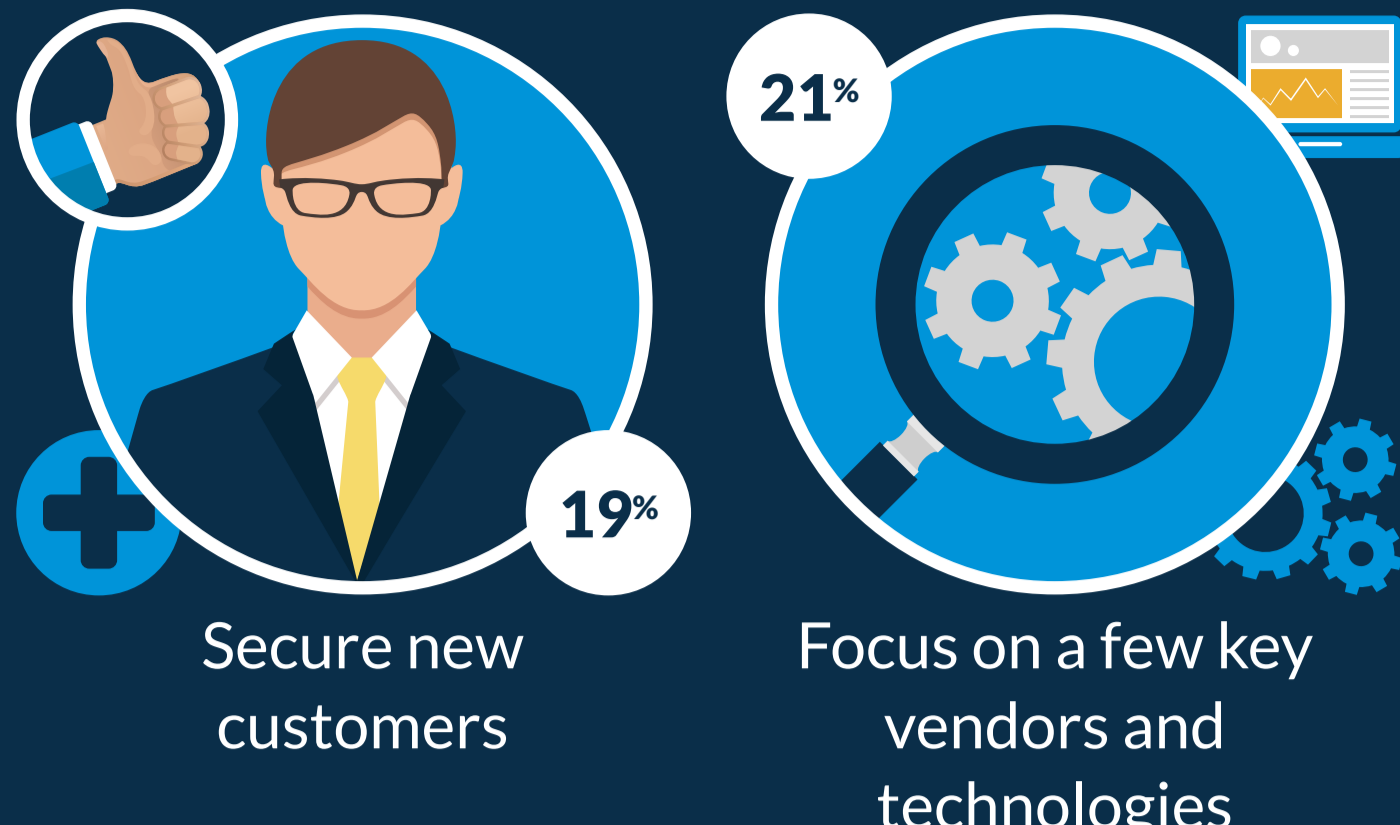
In an effort to understand the market forces that are driving IT service providers, and how these issues are impacting their businesses, NetEnrich conducted a survey of 200 IT professionals working in IT services companies (Managed Service Providers, Value-Added Resellers, Systems Integrators, etc.) with at least 250 employees.

TOP PRIORITIES FOR IT SERVICES COMPANIES

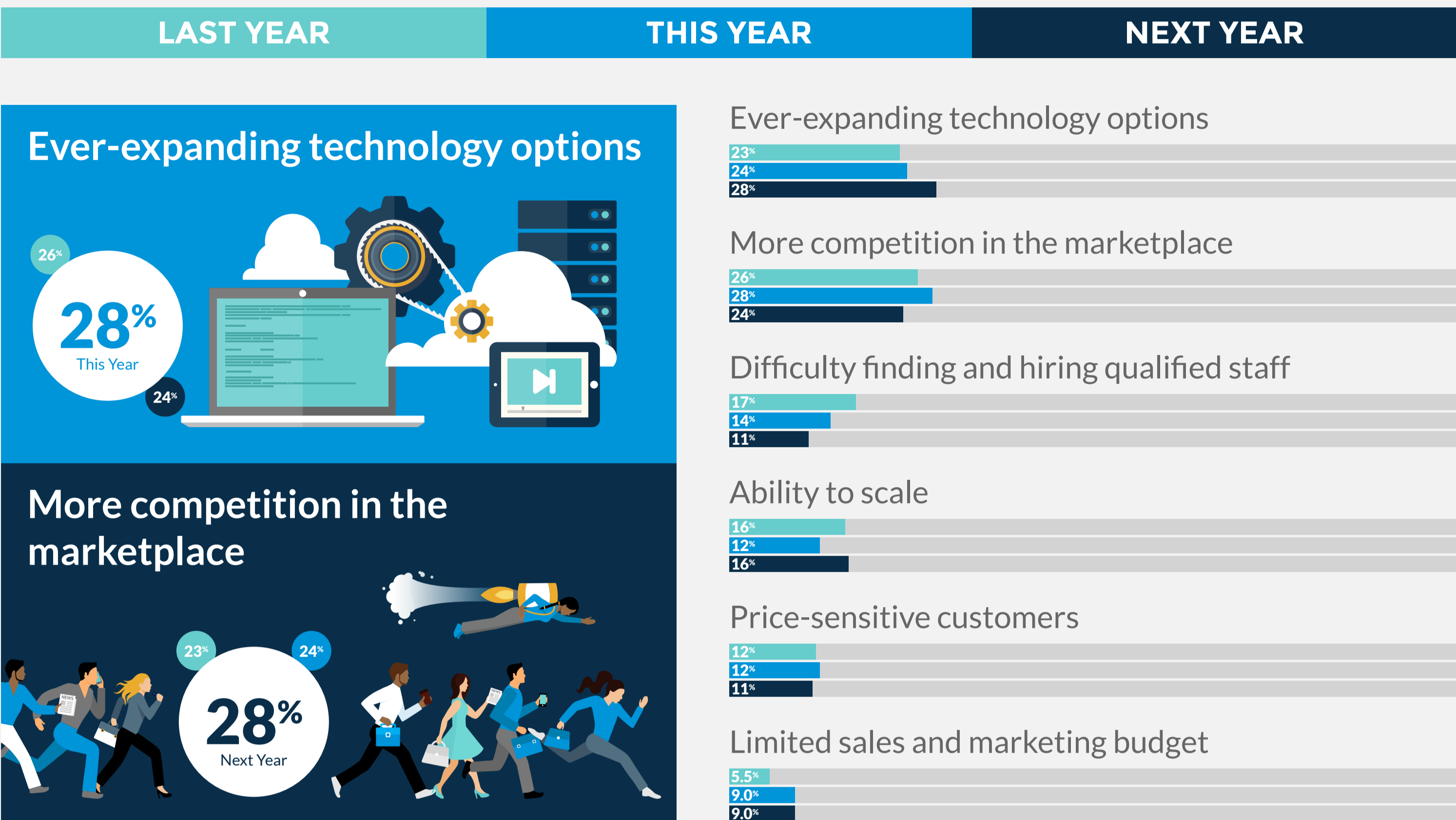
This year, IT service provider growth is the top priority. Their approach:



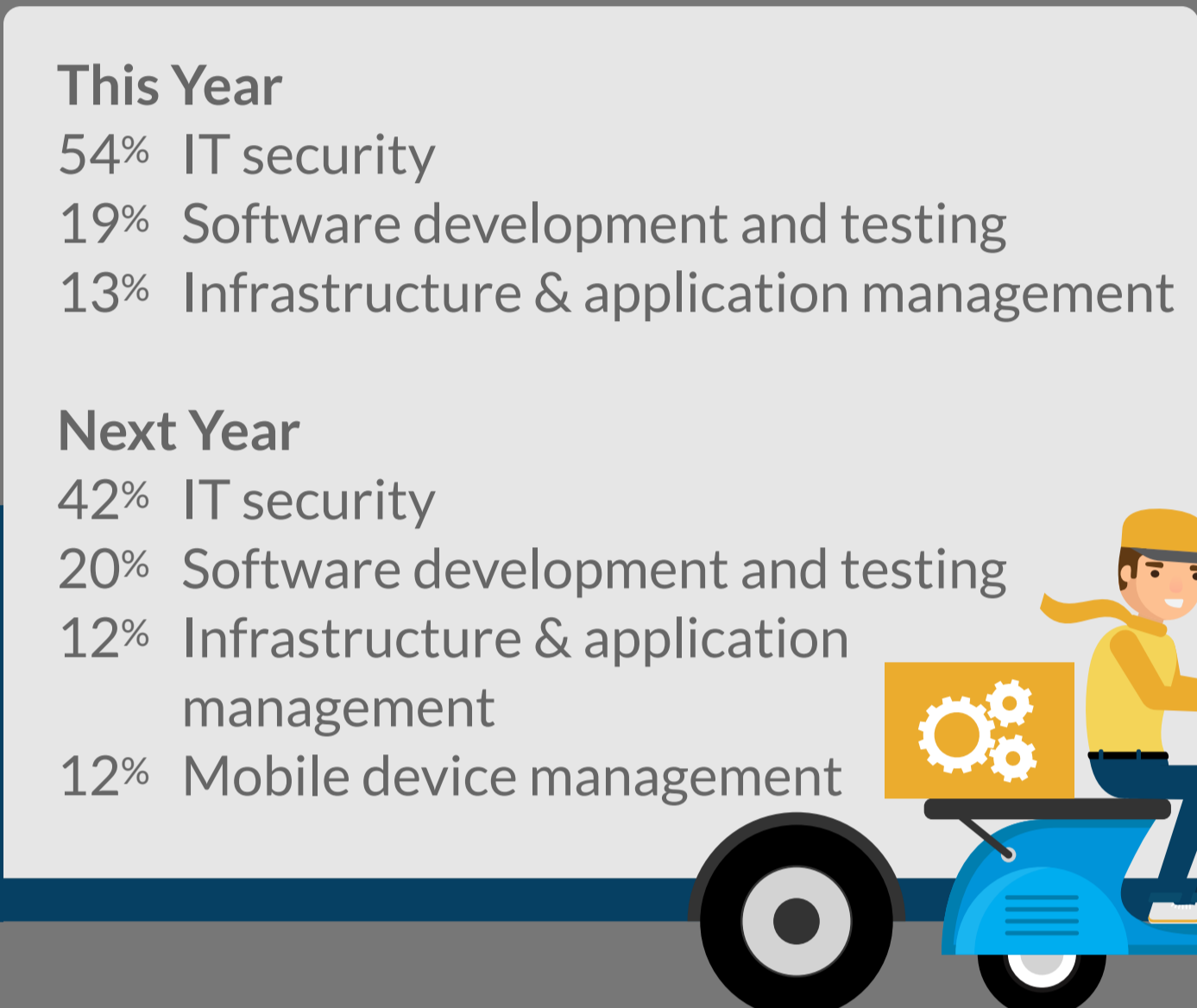
Heading into 2018, the top priorities will be...



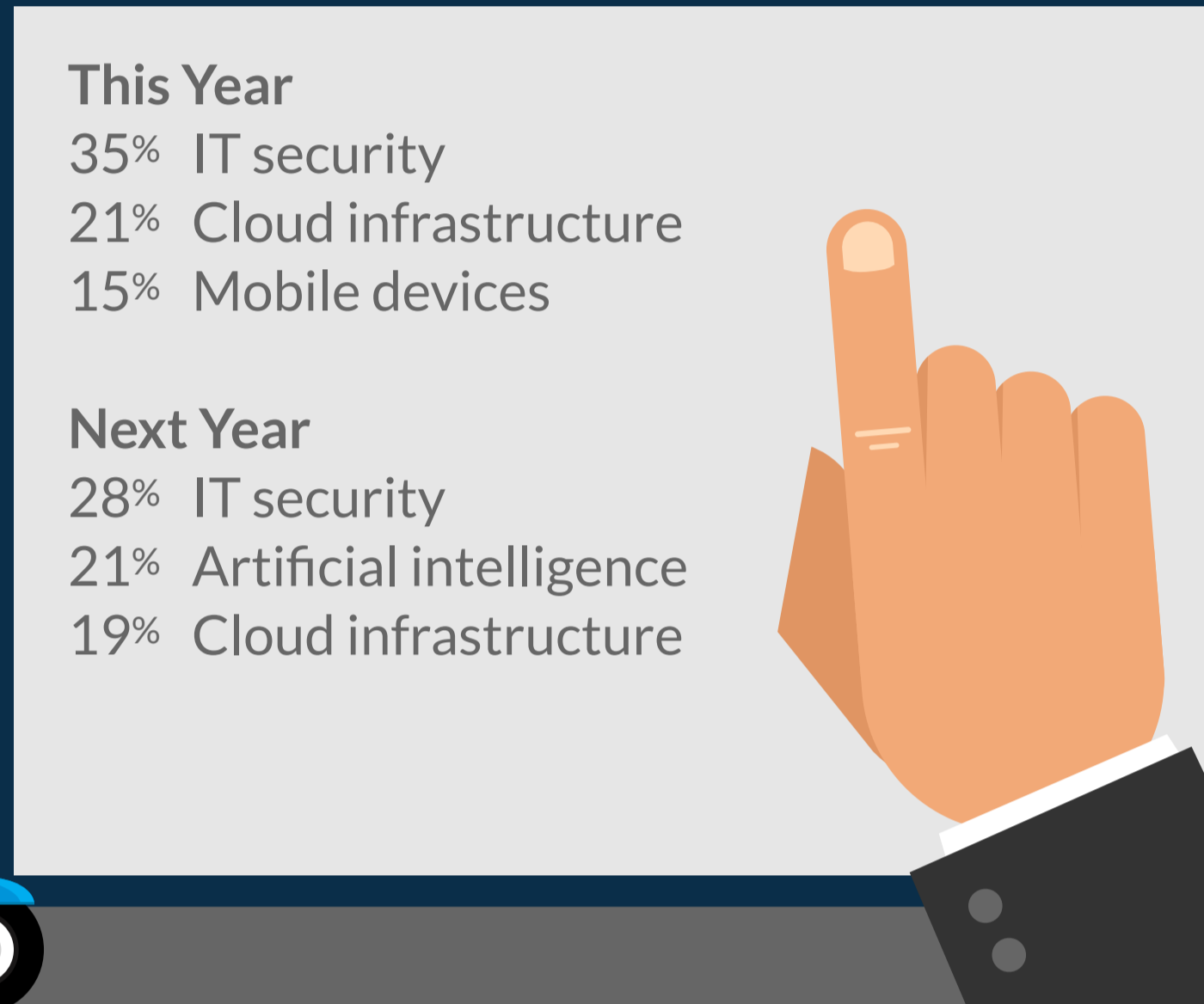
BIGGEST CHALLENGES



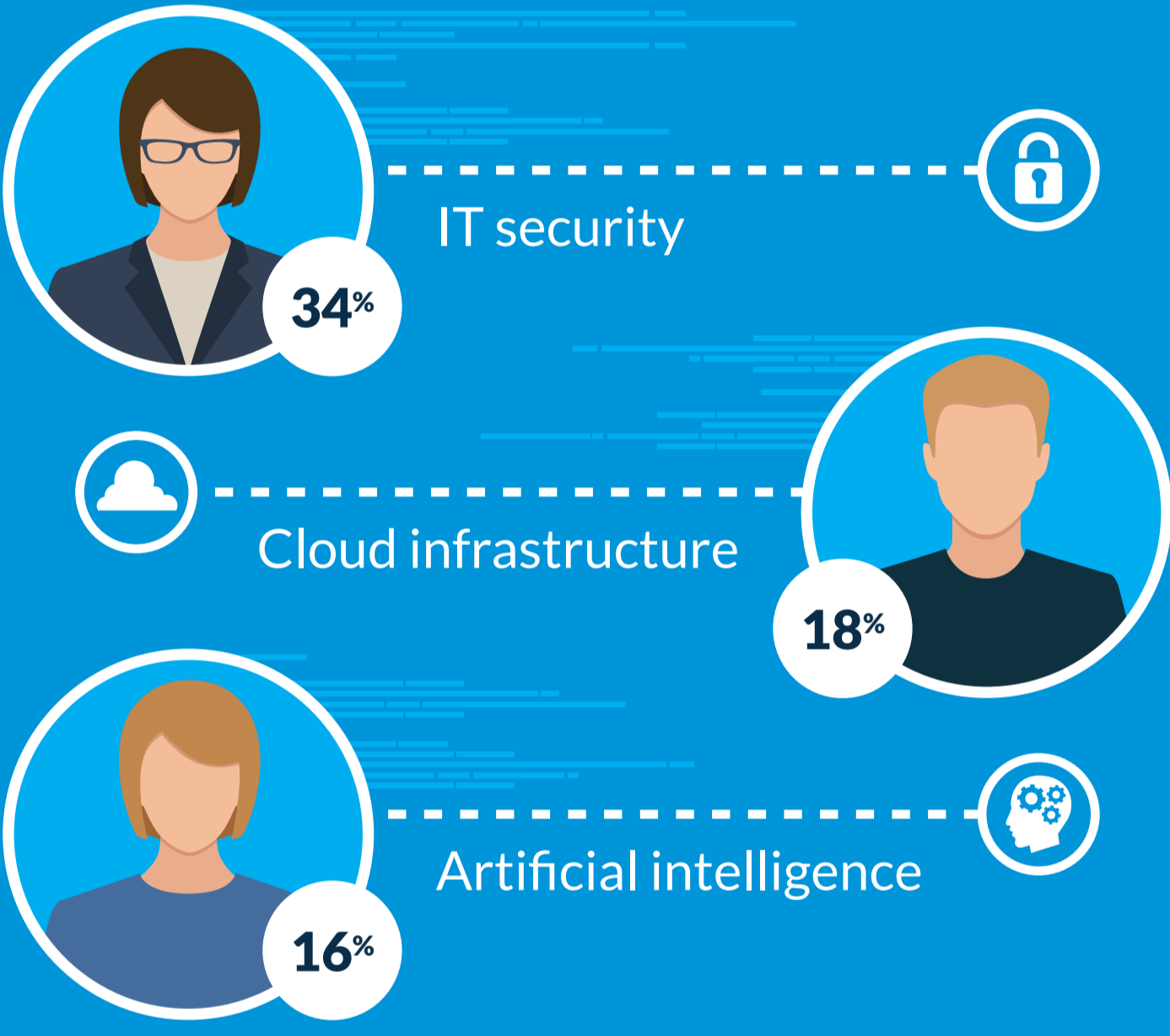
THE SERVICES THAT ARE MOST IMPORTANT TO CUSTOMERS TODAY



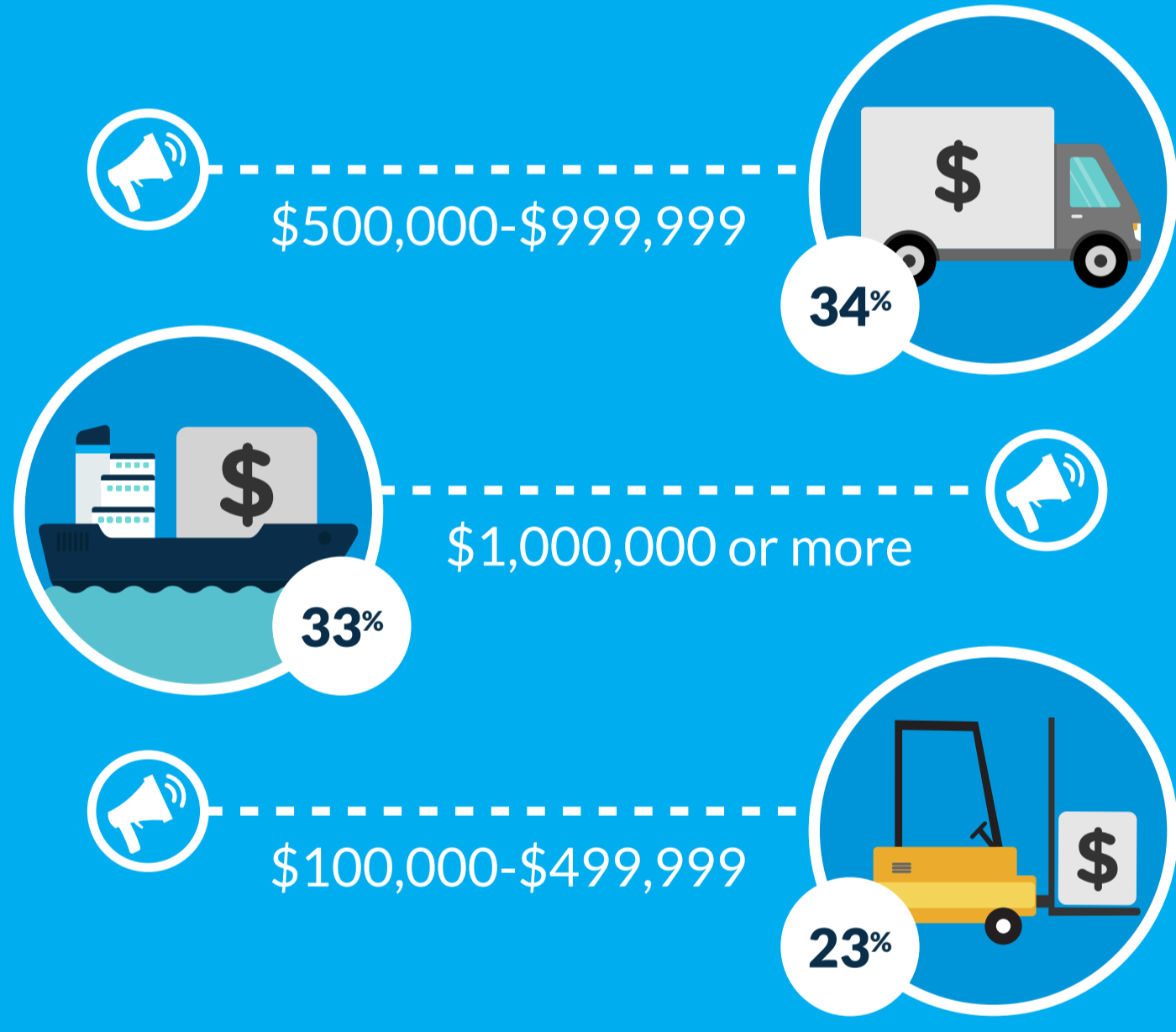
TOP TECHNOLOGIES CUSTOMERS REQUESTED OF IT PROVIDERS



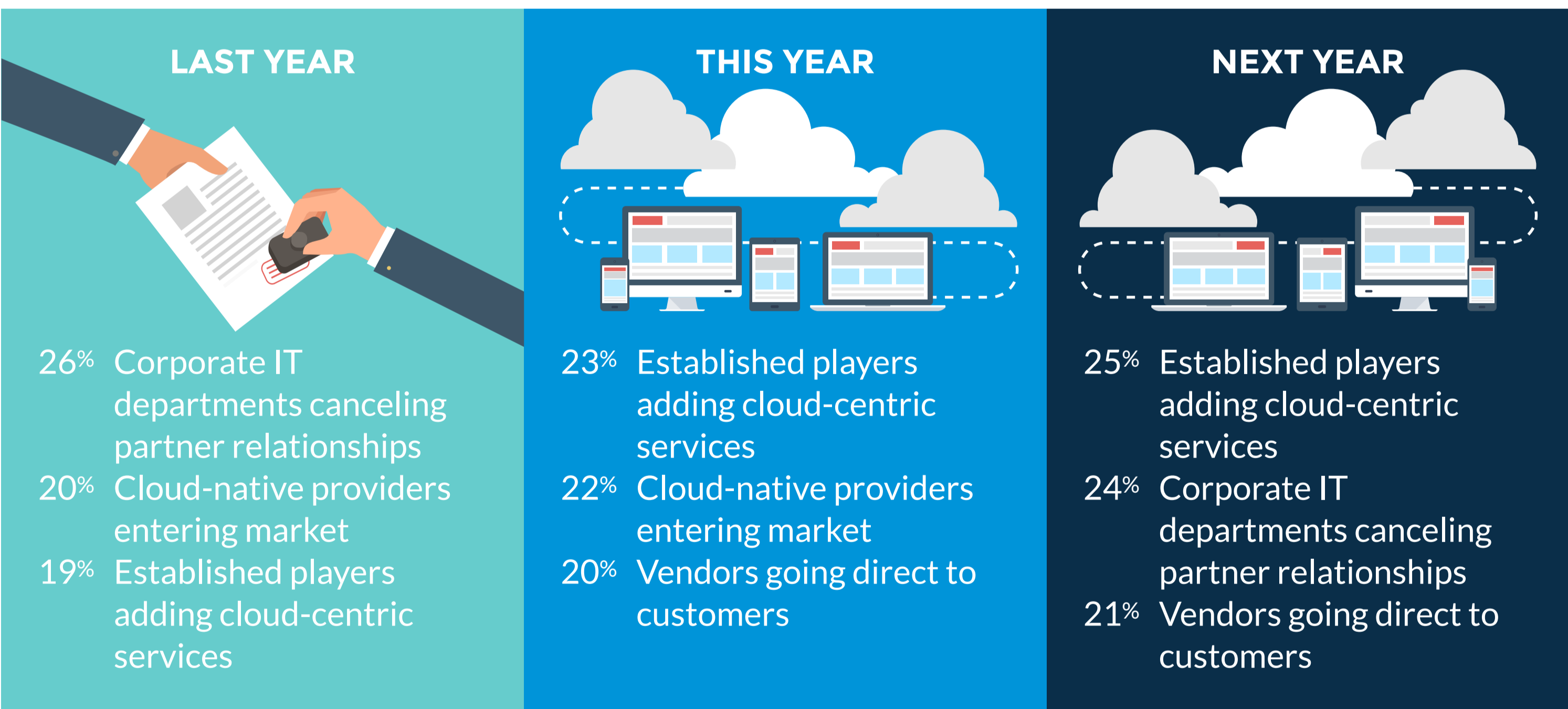
IT Firms Had the Hardest Time Hiring for These Job Skills in 2017



IT Firms Spent Big Money on Sales and Marketing This Year



BIGGEST COMPETITIVE CHALLENGES



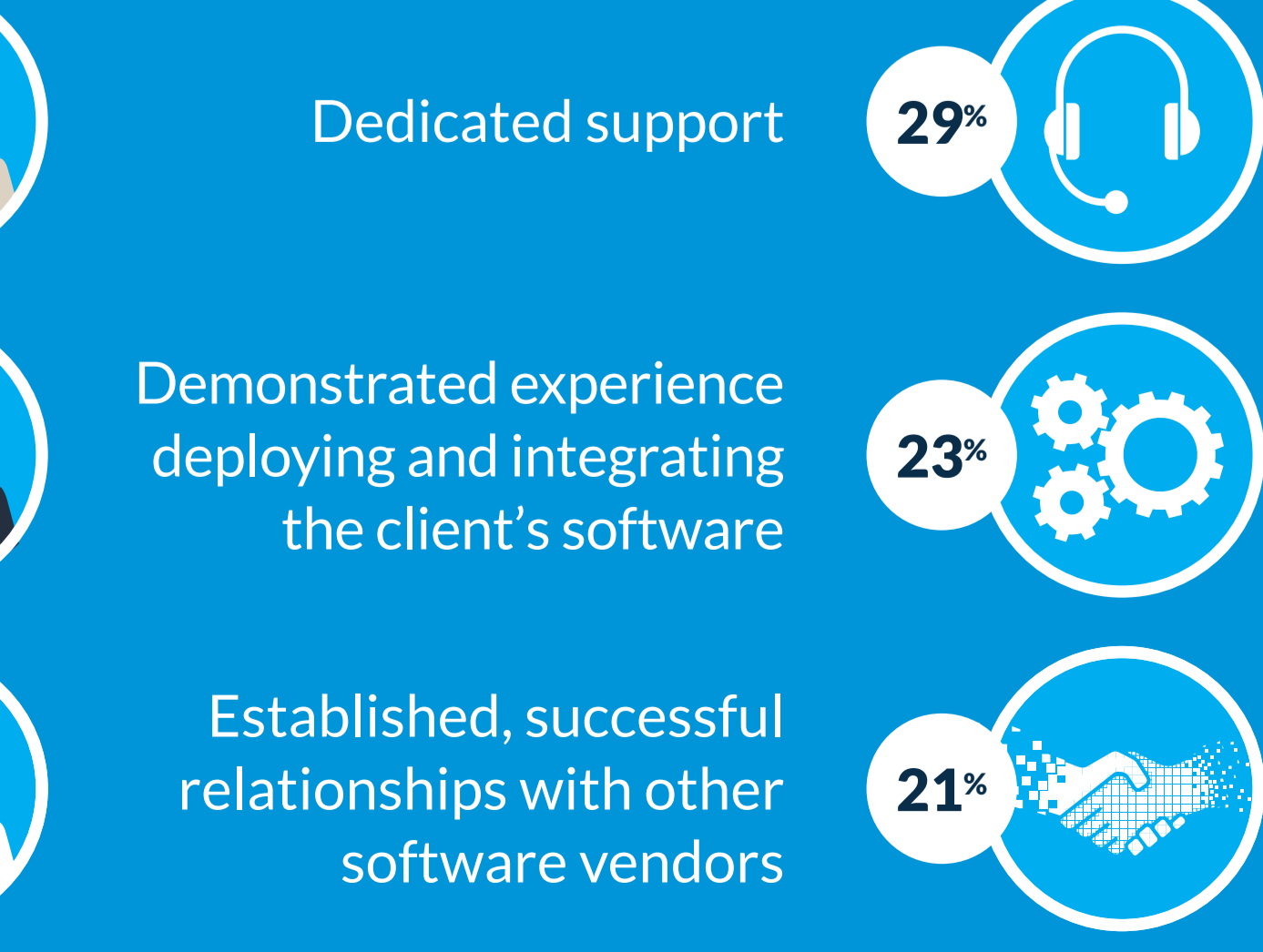
How to position for success?



How Are IT Firms Deciding Which Software Vendors to Align With?



MOST IMPORTANT ASPECT OF CLIENT RETENTION



REVENUE

