Thank you for participating in IDG’s March 1, 2016 TechPulse poll.

A total of 106 ITDMs responded to this week’s poll.

**RESPONDENT PROFILE**

**JOB TITLE**
- C-level: 44%
- SVP/VP: 27%
- Director: 8%
- Manager: 21%

**COMPANY SIZE**
- 10,000+: 31%
- 5,000-9,999: 15%
- 1,000-4,999: 27%
- 500-999: 11%
- 250-499: 15%

**INDUSTRY**
- High Tech/Technology: 16%
- Healthcare: 14%
- Manufacturing: 12%
- Education: 11%
- Financial services: 9%
- Government & Nonprofits: 9%
- Services: 7%
- Other: 21%
What is the stark “reality” of voice technology that is holding companies back in these digital times? (Select all that apply)

- Even a small change is expensive and labor intensive: 39%
- Technology isn’t reflective of company’s innovative spirit or commitment to digital transformation: 30%
- Capabilities aren’t in alignment with business goals: 25%
- The technology is outdated and rigid: 20%
- It doesn’t scale: 19%
- It’s big and bulky: 15%
- Don’t know: 17%

Those in small organizations (250-999 employees) are more likely than larger companies to note that even a small change is expensive and labor intensive (61% vs 31%).
What capabilities do you think make for an “ideal” voice environment, one that is in line with today’s business/operational requirements? (Select all that apply)

- Lots of capabilities (voice mail, call forwarding, easy three-way calling) to meet disparate needs: 48%
- Integration with enterprise applications: 46%
- Easier deployment of mobile/smartphone capabilities: 43%
- A blended solution that accommodates both traditional and advanced systems (SIP, hosted, POTS): 41%
- Easier administration for remote office/branch office: 30%
- Cloud deployment: 27%
- Don’t know: 8%

Those in larger organizations with 1,000+ employees are more likely than smaller companies to believe an ideal voice environment has lots of capabilities (71% vs 40%) and can integrate with enterprise applications (61% vs 41%).
What benefits would that ideal voice environment bring to an organization? (Select all that apply)

- Increased productivity: 60%
- Reduced costs: 46%
- Smoother customer interaction: 46%
- Maximize innovations of digital transformation: 32%
- Competitive advantage: 27%
- Increased revenue: 27%
- Don’t know: 7%

Three out of five ITDMs report their ideal voice environment would most benefit their organization by increasing productivity.

Those in small organizations are more likely than larger companies to require an ideal voice environment that helps reduce costs (64% vs 40%).