



Collaboration Technology Survey

- 1 What type of organisation do you work for?
- 2 Within which sector is your organisation?
- 3 How many employees work in your organisation within the UK?
- 4 How many sites does your organisation have in the UK?
- 5 Does your organisation use Microsoft SharePoint or any other collaboration tools?
- 6 How do you purchase SharePoint in your organisation?
- 7 How many SharePoint team sites does your organisation have?
- 8 What percentage of your SharePoint team sites are in active use?
- 9 To what extent do you believe that your IT department is leading the use of collaborative tools within your enterprise?
- 10 To what extent do you believe that your IT department is leading the use of social networking within your enterprise?
- 11 How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools? Combination grid combining the totals of those who rated '5 - very much' and '4'
- 12 How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools? CRM
- 13 How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools? Marketing
- 14 How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools? Projects
- 15 How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools? HR
- 16 How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools? Financial management
- 17 How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools? Service management
- 18 How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools? ERP
- 19 How far do you believe that team collaborative and content sharing applications will drive efficiency improvements within your enterprise?
- 20 How far do you believe that team collaborative and content sharing applications will drive cost savings within your enterprise?
- 21 To what extent do you believe your organisation has the skills required to make collaboration happen to your users' satisfaction?
- 22 How beneficial to your organisation do you think each of the following types of social networking interfaces can be? Combination grid combining the totals of those who rated '5 - very useful' and '4'
- 23 How beneficial to your organisation do you think each of the following types of social networking interfaces can be? Blogging - Wordpress, Blogger etc
- 24 How beneficial to your organisation do you think each of the following types of social networking interfaces can be? Microblogging - Twitter, Yammer, Tumblr etc
- 25 How beneficial to your organisation do you think each of the following types of social networking interfaces can be? Wikis - Wikipedia etc
- 26 How beneficial to your organisation do you think each of the following types of social networking interfaces can be? Forums - Yahoo! Answers, Quora, Wiki Answers etc
- 27 How beneficial to your organisation do you think each of the following types of social networking interfaces can be? Social networks - Facebook, LinkedIn etc
- 28 How far do you think that each of the following business processes could be enhanced by using social networking to collaborate? Combination grid combining the totals of those who rated '5 - greatly enhanced' and '4'
- 29 How far do you think that each of the following business processes could be enhanced by using social networking to collaborate? CRM
- 30 How far do you think that each of the following business processes could be enhanced by using social networking to collaborate? Marketing
- 31 How far do you think that each of the following business processes could be enhanced by using social networking to collaborate? Projects
- 32 How far do you think that each of the following business processes could be enhanced by using social networking to collaborate? HR
- 33 How far do you think that each of the following business processes could be enhanced by using social networking to collaborate? Financial management
- 34 How far do you think that each of the following business processes could be enhanced by using social networking to collaborate? Service management
- 35 How far do you think that each of the following business processes could be enhanced by using social networking to collaborate? ERP
- 36 To what extent do you think the use of social networking for business use during work hours detracts employees from their core activities?
- 37 Does your network allow your employees to access social networking sites (Facebook, LinkedIn, Twitter etc), regardless of whether your organisation uses those sites for business reasons?
- 38 Which of the following social media types do you use for personal reasons, for business reasons, or for both? Blogging - Wordpress, Blogger etc
- 39 Which of the following social media types do you use for personal reasons, for business reasons, or for both? Microblogging - Twitter, Yammer, Tumblr etc
- 40 Which of the following social media types do you use for personal reasons, for business reasons, or for both? Wikis - Wikipedia etc
- 41 Which of the following social media types do you use for personal reasons, for business reasons, or for both? Forums - Yahoo! Answers, Quora, Wiki Answers etc
- 42 Which of the following social media types do you use for personal reasons, for business reasons, or for both? Social networks - Facebook, LinkedIn etc



What type of organisation do you work for?

Base: All respondents

	Total	Between 1000 and 3000	More than 3000
Public sector	50 %	43 %	54 %
Finance	13 %	19 %	10 %
Retail, distribution or transport	13 %	8 %	16 %
Manufacturing	12 %	16 %	10 %
Business and professional services	10 %	11 %	10 %
Telecoms	2 %	3 %	2 %
Base	100	37	63

Base: All respondents

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Public sector	50 %	51 %	43 %	50 %
Finance	13 %	13 %	14 %	13 %
Retail, distribution or transport	13 %	13 %	14 %	13 %
Manufacturing	12 %	10 %	14 %	25 %
Business and professional services	10 %	10 %	14 %	0 %
Telecoms	2 %	3 %	0 %	0 %
Base	100	78	14	8



Within which sector is your organisation?

Base: All respondents

	Total	Between 1000 and 3000	More than 3000
Private	50 %	57 %	46 %
Public	50 %	43 %	54 %
Base	100	37	63

Base: All respondents

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Private	50 %	49 %	57 %	50 %
Public	50 %	51 %	43 %	50 %
Base	100	78	14	8



How many employees work in your organisation within the UK?

Base: All respondents

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Between 1000 and 3000	37 %	54 %	50 %	50 %	23 %	40 %	32 %
More than 3000	63 %	46 %	50 %	50 %	77 %	60 %	68 %
Base	100	13	12	2	13	10	50

Base: All respondents

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Between 1000 and 3000	37 %	37 %	36 %	38 %
More than 3000	63 %	63 %	64 %	63 %
Base	100	78	14	8



How many sites does your organisation have in the UK?

Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
2 to 15	52 %	54 %	67 %	50 %	46 %	60 %	48 %
16 to 25	10 %	15 %	25 %	0 %	0 %	10 %	8 %
26 to 50	9 %	15 %	0 %	50 %	0 %	0 %	12 %
51 to 75	6 %	0 %	8 %	0 %	15 %	10 %	4 %
75 to 99	11 %	15 %	0 %	0 %	8 %	10 %	14 %
*100 or more (please specify)	12 %	0 %	0 %	0 %	31 %	10 %	14 %
Average	26	27	16	23	47	22	25
Base	100	13	12	2	13	10	50

*100 or more, please specify: "99", "104", "110", "180", "200", "220", "250", "300 stations 24 offices", "300", "504", "650", "2000"

Base: All respondents	Total	Between 1000 and 3000	More than 3000
2 to 15	52 %	70 %	41 %
16 to 25	10 %	8 %	11 %
26 to 50	9 %	14 %	6 %
51 to 75	6 %	5 %	6 %
75 to 99	11 %	3 %	16 %
*100 or more (please specify)	12 %	0 %	19 %
Average	26	18	31
Base	100	37	63

Base: All respondents	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
2 to 15	52 %	53 %	36 %	75 %
16 to 25	10 %	12 %	7 %	0 %
26 to 50	9 %	6 %	21 %	13 %
51 to 75	6 %	6 %	7 %	0 %
75 to 99	11 %	12 %	7 %	13 %
*100 or more (please specify)	12 %	12 %	21 %	0 %
Average	26	28	21	17
Base	100	78	14	8



Does your organisation use Microsoft SharePoint or any other collaboration tools?

Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
We use Microsoft SharePoint	78 %	77 %	67 %	100 %	77 %	80 %	80 %
We use Microsoft SharePoint alongside other tools	14 %	15 %	17 %	0 %	15 %	20 %	12 %
We use other collaboration tools	8 %	8 %	17 %	0 %	8 %	0 %	8 %
Base	100	13	12	2	13	10	50

*Other collaborative tools: "CynIn", "eibs easysite", "EMC Shared Workspace", "eroom" x3, "IBM", "IBM Domino", "iGrafix", "Jive", "Lotus", "Lotus Notes" x2, "Lotus Sametime", "MindTouch Wiki, Basecamp", "OCS/Link, etc", "Office Communicator", "Opensource", "Oracle Beehive", "Serengeti", "Various open source such as Nuxeo", "VX", "WebLearn", "Webtop".

Base: All respondents	Total	Between 1000 and 3000	More than 3000
We use Microsoft SharePoint	78 %	78 %	78 %
We use Microsoft SharePoint alongside other tools	14 %	14 %	14 %
We use other collaboration tools	8 %	8 %	8 %
Base	100	37	63



How do you purchase SharePoint in your organisation?

Base: Only asked of respondents who use SharePoint

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Directly from the vendor	50 %	50 %	40 %	50 %	42 %	50 %	54 %
Through a channel partner	33 %	33 %	50 %	50 %	50 %	40 %	22 %
Through a systems integrator/IT services company	15 %	17 %	10 %	0 %	8 %	10 %	20 %
*Other, please specify	2 %	0 %	0 %	0 %	0 %	0 %	4 %
Base	92	12	10	2	12	10	46

*Other, please specify: "Microsoft Campus agreement and appointed vendor", "We use the free version of sharepoint"

Base: Only asked of respondents who use SharePoint

	Total	Between 1000 and 3000	More than 3000
Directly from the vendor	50 %	50 %	50 %
Through a channel partner	33 %	38 %	29 %
Through a systems integrator/IT services company	15 %	9 %	19 %
Other, please specify	2 %	3 %	2 %
Base	92	34	58

Base: Only asked of respondents who use SharePoint

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Directly from the vendor	50 %	46 %	71 %	0 %
Through a channel partner	33 %	35 %	21 %	0 %
Through a systems integrator/IT services company	15 %	17 %	7 %	0 %
Other, please specify	2 %	3 %	0 %	0 %
Base	92	78	14	0



How many SharePoint team sites does your organisation have?

Base: Only asked of respondents who use SharePoint

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Fewer than 5	20 %	0 %	0 %	0 %	25 %	20 %	28 %
6 to 15	27 %	8 %	30 %	0 %	17 %	30 %	35 %
16 to 25	16 %	25 %	30 %	50 %	17 %	20 %	9 %
26 to 50	11 %	0 %	30 %	0 %	8 %	0 %	13 %
51 to 100	8 %	8 %	10 %	0 %	17 %	0 %	7 %
101 to 500	10 %	17 %	0 %	50 %	17 %	30 %	2 %
501 to 1,000	9 %	42 %	0 %	0 %	0 %	0 %	7 %
More than 1,000, please specify	0 %	0 %	0 %	0 %	0 %	0 %	0 %
Average	111	375	28	161	72	98	72
Base	92	12	10	2	12	10	46

Base: Only asked of respondents who use SharePoint

	Total	Between 1000 and 3000	More than 3000
Fewer than 5	20 %	12 %	24 %
6 to 15	27 %	38 %	21 %
16 to 25	16 %	24 %	12 %
26 to 50	11 %	9 %	12 %
51 to 100	8 %	6 %	9 %
101 to 500	10 %	12 %	9 %
501 to 1,000	9 %	0 %	14 %
More than 1,000, please specify	0 %	0 %	0 %
Average	111	52	146
Base	92	34	58

Base: Only asked of respondents who use SharePoint

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Fewer than 5	20 %	22 %	7 %	0 %
6 to 15	27 %	26 %	36 %	0 %
16 to 25	16 %	17 %	14 %	0 %
26 to 50	11 %	10 %	14 %	0 %
51 to 100	8 %	8 %	7 %	0 %
101 to 500	10 %	8 %	21 %	0 %
501 to 1,000	9 %	10 %	0 %	0 %
More than 1,000, please specify	0 %	0 %	0 %	0 %
Average	111	117	82	
Base	92	78	14	0



What percentage of your SharePoint team sites are in active use?

Base: Only asked of respondents who use SharePoint

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
None	1 %	0 %	0 %	0 %	0 %	0 %	2 %
0% to 10%	3 %	0 %	0 %	0 %	0 %	20 %	2 %
10% to 25%	11 %	8 %	10 %	0 %	17 %	20 %	9 %
25% to 50%	18 %	17 %	20 %	50 %	33 %	10 %	15 %
50% to 75%	33 %	33 %	10 %	0 %	25 %	20 %	43 %
75% to 99%	20 %	33 %	50 %	50 %	8 %	0 %	15 %
All of them	14 %	8 %	10%	0%	17%	30%	13 %
Average	60.53%	65.88%	69.00%	62.25%	54.96%	50.75%	60.79%
Base	92	12	10	2	12	10	46

Base: Only asked of respondents who use SharePoint

	Total	Between 1000 and 3000	More than 3000
None	1 %	0 %	2 %
0% to 10%	3 %	6 %	2 %
10% to 25%	11 %	12 %	10 %
25% to 50%	18 %	21 %	17 %
50% to 75%	33 %	26 %	36 %
75% to 99%	20 %	18 %	21 %
All of them	14 %	18 %	12 %
Average	60.53%	59.62%	61.06%
Base	92	34	58

Base: Only asked of respondents who use SharePoint

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
None	1 %	1 %	0 %	0 %
0% to 10%	3 %	4 %	0 %	0 %
10% to 25%	11 %	8 %	29 %	0 %
25% to 50%	18 %	19 %	14 %	0 %
50% to 75%	33 %	36 %	14 %	0 %
75% to 99%	20 %	18 %	29 %	0 %
All of them	14 %	14 %	14 %	0 %
Average	60.53%	60.90%	58.43%	
Base	92	78	14	0



To what extent do you believe that your IT department is leading the use of collaborative tools within your enterprise?

Base: All respondents

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Leading the way, seen as innovative by board and users	28 %	38 %	33 %	0 %	15 %	40 %	26 %
Balanced between formal initiatives but with pockets of user Skunkworks	20 %	15 %	42 %	100 %	23 %	10 %	14 %
Just taking the initiative – drawing in all the threads and internal efforts	27 %	38 %	25 %	0 %	23 %	30 %	26 %
Business users are driving the pace	15 %	8 %	0 %	0 %	23 %	10 %	20 %
No-one is leading the drive toward collaborative tool uptake	10 %	0 %	0 %	0 %	15 %	10 %	14 %
Base	100	13	12	2	13	10	50

Base: All respondents

	Total	Between 1000 and 3000	More than 3000
Leading the way, seen as innovative by board and users	28 %	30 %	27 %
Balanced between formal initiatives but with pockets of user Skunkworks	20 %	14 %	24 %
Just taking the initiative – drawing in all the threads and internal efforts	27 %	30 %	25 %
Business users are driving the pace	15 %	16 %	14 %
No-one is leading the drive toward collaborative tool uptake	10 %	11 %	10 %
Base	100	37	63

Base: All respondents

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Leading the way, seen as innovative by board and users	28 %	24 %	29 %	63 %
Balanced between formal initiatives but with pockets of user Skunkworks	20 %	21 %	21 %	13 %
Just taking the initiative – drawing in all the threads and internal efforts	27 %	27 %	36 %	13 %
Business users are driving the pace	15 %	17 %	7 %	13 %
No-one is leading the drive toward collaborative tool uptake	10 %	12 %	7 %	0 %
Base	100	78	14	8



To what extent do you believe that your IT department is leading the use of social networking within your enterprise?

Base: All respondents

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Leading the way, seen as innovative by board and users	6 %	8 %	8 %	0 %	0 %	20 %	4 %
Balanced between formal initiatives but with pockets of user Skunkworks	14 %	31 %	8 %	50 %	23 %	30 %	4 %
Just taking the initiative – drawing in all the threads and internal efforts	24 %	23 %	25 %	0 %	15 %	0 %	32 %
Business users are driving the pace	26 %	15 %	8 %	0 %	38 %	20 %	32 %
No-one is leading the drive toward social media uptake	30 %	23 %	50 %	50 %	23 %	30 %	28 %
Base	100	13	12	2	13	10	50

Base: All respondents

	Total	Between 1000 and 3000	More than 3000
Leading the way, seen as innovative by board and users	6 %	5 %	6 %
Balanced between formal initiatives but with pockets of user Skunkworks	14 %	11 %	16 %
Just taking the initiative – drawing in all the threads and internal efforts	24 %	27 %	22 %
Business users are driving the pace	26 %	27 %	25 %
No-one is leading the drive toward social media uptake	30 %	30 %	30 %
Base	100	37	63

Base: All respondents

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Leading the way, seen as innovative by board and users	6 %	4 %	14 %	13 %
Balanced between formal initiatives but with pockets of user Skunkworks	14 %	13 %	7 %	38 %
Just taking the initiative – drawing in all the threads and internal efforts	24 %	24 %	29 %	13 %
Business users are driving the pace	26 %	28 %	14 %	25 %
No-one is leading the drive toward social media uptake	30 %	31 %	36 %	13 %
Base	100	78	14	8



How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools? Combination grid combining the totals of those who rated '5 - very much' and '4'

Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Projects	86 %	92%	92%	100%	77%	90%	84%
Service management	64 %	54%	75%	100%	31%	80%	68%
CRM	62%	62%	67%	100%	38%	90%	60%
Marketing	54%	54%	50%	50%	46%	90%	50%
HR	42%	23%	33%	100%	38%	30%	50%
ERP	38 %	31 %	50 %	50 %	15 %	50 %	40 %
Financial management	34%	38%	25%	50%	15%	20%	42%
Base	100	13	12	2	13	10	50

Base: All respondents	Total	Between 1000 and 3000	More than 3000
Projects	86%	84%	87%
Service management	64%	57%	68%
CRM	62%	62%	62%
Marketing	54%	57%	52%
HR	42%	43%	41%
ERP	38 %	43 %	35 %
Financial management	34%	30%	37%
Base	100	37	63

Base: All respondents	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Projects	86%	85%	93%	88%
Service management	64%	67%	50%	63%
CRM	62%	64%	50%	63%
Marketing	54%	56%	36%	63%
HR	42%	41%	43%	50%
ERP	38 %	41 %	21 %	38 %
Financial management	34%	36%	21%	38%
Base	100	78	14	8



**How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools?
CRM**

Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not at all	2 %	0 %	0 %	0 %	0 %	0 %	4 %
2	10 %	23 %	8 %	0 %	15 %	10 %	6 %
3	26 %	15 %	25 %	0 %	46 %	0 %	30 %
4	38 %	54 %	50 %	50 %	31 %	30 %	34 %
5 - very much	24 %	8 %	17 %	50 %	8 %	60 %	26 %
Average	3.72	3.46	3.75	4.50	3.31	4.40	3.72
Base	100	13	12	2	13	10	50

Base: All respondents	Total	Between 1000 and 3000	More than 3000
1 - not at all	2 %	0 %	3 %
2	10 %	14 %	8 %
3	26 %	24 %	27 %
4	38 %	38 %	38 %
5 - very much	24 %	24 %	24 %
Average	3.72	3.73	3.71
Base	100	37	63

Base: All respondents	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not at all	2 %	3 %	0 %	0 %
2	10 %	12 %	7 %	0 %
3	26 %	22 %	43 %	38 %
4	38 %	41 %	29 %	25 %
5 - very much	24 %	23 %	21 %	38 %
Average	3.72	3.71	3.64	4.00
Base	100	78	14	8

How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools?
Marketing



Base: All respondents

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not at all	1 %	0 %	0 %	0 %	0 %	0 %	2 %
2	12 %	15 %	8 %	0 %	15 %	0 %	14 %
3	33 %	31 %	42 %	50 %	38 %	10 %	34 %
4	33 %	31 %	42 %	0 %	31 %	40 %	32 %
5 - very much	21 %	23 %	8 %	50 %	15 %	50 %	18 %
Average	3.61	3.62	3.50	4.00	3.46	4.40	3.50
Base	100	13	12	2	13	10	50

Base: All respondents

	Total	Between 1000 and 3000	More than 3000
1 - not at all	1 %	0 %	2 %
2	12 %	14 %	11 %
3	33 %	30 %	35 %
4	33 %	41 %	29 %
5 - very much	21 %	16 %	24 %
Average	3.61	3.59	3.62
Base	100	37	63

Base: All respondents

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not at all	1 %	1 %	0 %	0 %
2	12 %	12 %	14 %	13 %
3	33 %	31 %	50 %	25 %
4	33 %	38 %	14 %	13 %
5 - very much	21 %	18 %	21 %	50 %
Average	3.61	3.60	3.43	4.00
Base	100	78	14	8



**How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools?
Projects**

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Base: All respondents							
1 - not at all	2 %	0 %	0 %	0 %	8 %	0 %	2 %
2	2 %	0 %	8 %	0 %	8 %	0 %	0 %
3	10 %	8 %	0 %	0 %	8 %	10 %	14 %
4	41 %	46 %	33 %	50 %	54 %	30 %	40 %
5 - very much	45 %	46 %	58 %	50 %	23 %	60 %	44 %
Average	4.25	4.38	4.42	4.50	3.77	4.50	4.24
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Base: All respondents			
1 - not at all	2 %	0 %	3 %
2	2 %	3 %	2 %
3	10 %	14 %	8 %
4	41 %	35 %	44 %
5 - very much	45 %	49 %	43 %
Average	4.25	4.30	4.22
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Base: All respondents				
1 - not at all	2 %	3 %	0 %	0 %
2	2 %	1 %	0 %	13 %
3	10 %	12 %	7 %	0 %
4	41 %	41 %	64 %	0 %
5 - very much	45 %	44 %	29 %	88 %
Average	4.25	4.22	4.21	4.63
Base	100	78	14	8



**How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools?
HR**

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Base: All respondents							
1 - not at all	3 %	8 %	0 %	0 %	0 %	20 %	0 %
2	19 %	15 %	25 %	0 %	46 %	10 %	14 %
3	36 %	54 %	42 %	0 %	15 %	40 %	36 %
4	23 %	15 %	8 %	0 %	31 %	10 %	30 %
5 - very much	19 %	8 %	25 %	100 %	8 %	20 %	20 %
Average	3.36	3.00	3.33	5.00	3.00	3.00	3.56
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Base: All respondents			
1 - not at all	3 %	5 %	2 %
2	19 %	19 %	19 %
3	36 %	32 %	38 %
4	23 %	24 %	22 %
5 - very much	19 %	19 %	19 %
Average	3.36	3.32	3.38
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Base: All respondents				
1 - not at all	3 %	3 %	7 %	0 %
2	19 %	18 %	21 %	25 %
3	36 %	38 %	29 %	25 %
4	23 %	23 %	21 %	25 %
5 - very much	19 %	18 %	21 %	25 %
Average	3.36	3.36	3.29	3.50
Base	100	78	14	8



How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools?
Financial management

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Base: All respondents							
1 - not at all	1 %	0 %	0 %	0 %	0 %	0 %	2 %
2	24 %	31 %	25 %	0 %	62 %	40 %	10 %
3	41 %	31 %	50 %	50 %	23 %	40 %	46 %
4	25 %	31 %	8 %	50 %	8 %	0 %	36 %
5 - very much	9 %	8 %	17 %	0 %	8 %	20 %	6 %
Average	3.17	3.15	3.17	3.50	2.62	3.00	3.34
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Base: All respondents			
1 - not at all	1 %	3 %	0 %
2	24 %	32 %	19 %
3	41 %	35 %	44 %
4	25 %	22 %	27 %
5 - very much	9 %	8 %	10 %
Average	3.17	3.00	3.27
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Base: All respondents				
1 - not at all	1 %	1 %	0 %	0 %
2	24 %	23 %	43 %	0 %
3	41 %	40 %	36 %	63 %
4	25 %	28 %	14 %	13 %
5 - very much	9 %	8 %	7 %	25 %
Average	3.17	3.18	2.86	3.63
Base	100	78	14	8

How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools?
Service management



	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Base: All respondents							
1 - not at all	0 %	0 %	0 %	0 %	0 %	0 %	0 %
2	16 %	15 %	17 %	0 %	46 %	20 %	8 %
3	20 %	31 %	8 %	0 %	23 %	0 %	24 %
4	37 %	38 %	33 %	100 %	15 %	50 %	38 %
5 - very much	27 %	15 %	42 %	0 %	15 %	30 %	30 %
Average	3.75	3.54	4.00	4.00	3.00	3.90	3.90
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Base: All respondents			
1 - not at all	0 %	0 %	0 %
2	16 %	19 %	14 %
3	20 %	24 %	17 %
4	37 %	32 %	40 %
5 - very much	27 %	24 %	29 %
Average	3.75	3.62	3.83
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Base: All respondents				
1 - not at all	0 %	0 %	0 %	0 %
2	16 %	15 %	29 %	0 %
3	20 %	18 %	21 %	38 %
4	37 %	41 %	36 %	0 %
5 - very much	27 %	26 %	14 %	63 %
Average	3.75	3.77	3.36	4.25
Base	100	78	14	8



**How far do you think that each of the following business processes or working practices can be enhanced through using collaborative tools?
ERP**

Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not at all	0 %	0 %	0 %	0 %	0 %	0 %	0 %
2	19 %	31 %	25 %	0 %	31 %	20 %	12 %
3	43 %	38 %	25 %	50 %	54 %	30 %	48 %
4	24 %	31 %	17 %	0 %	15 %	20 %	28 %
5 - very much	14 %	0 %	33 %	50 %	0 %	30 %	12 %
Average	3.33	3.00	3.58	4.00	2.85	3.60	3.40
Base	100	13	12	2	13	10	50

Base: All respondents	Total	Between 1000 and 3000	More than 3000
1 - not at all	0 %	0 %	0 %
2	19 %	24 %	16 %
3	43 %	32 %	49 %
4	24 %	30 %	21 %
5 - very much	14 %	14 %	14 %
Average	3.33	3.32	3.33
Base	100	37	63

Base: All respondents	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not at all	0 %	0 %	0 %	0 %
2	19 %	18 %	36 %	0 %
3	43 %	41 %	43 %	63 %
4	24 %	27 %	21 %	0 %
5 - very much	14 %	14 %	0 %	38 %
Average	3.33	3.37	2.86	3.75
Base	100	78	14	8



How far do you believe that team collaborative and content sharing applications will drive efficiency improvements within your enterprise?

Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not at all	1 %	0 %	0 %	0 %	0 %	10 %	0 %
2	10 %	15 %	0 %	0 %	8 %	20 %	10 %
3	30 %	38 %	8 %	50 %	38 %	10 %	34 %
4	42 %	31 %	67 %	50 %	38 %	50 %	38 %
5 - very much	17 %	15 %	25 %	0 %	15 %	10 %	18 %
Average	3.64	3.46	4.17	3.50	3.62	3.30	3.64
Base	100	13	12	2	13	10	50

Base: All respondents	Total	Between 1000 and 3000	More than 3000
1 - not at all	1 %	0 %	2 %
2	10 %	14 %	8 %
3	30 %	27 %	32 %
4	42 %	41 %	43 %
5 - very much	17 %	19 %	16 %
Average	3.64	3.65	3.63
Base	100	37	63

Base: All respondents	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not at all	1 %	1 %	0 %	0 %
2	10 %	9 %	14 %	13 %
3	30 %	31 %	36 %	13 %
4	42 %	42 %	29 %	63 %
5 - very much	17 %	17 %	21 %	13 %
Average	3.64	3.64	3.57	3.75
Base	100	78	14	8



How far do you believe that team collaborative and content sharing applications will drive cost savings within your enterprise?

Base: All respondents

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not at all	3 %	0 %	0 %	0 %	0 %	20 %	2 %
2	16 %	31 %	8 %	0 %	23 %	10 %	14 %
3	41 %	31 %	42 %	50 %	54 %	40 %	40 %
4	30 %	31 %	33 %	50 %	8 %	20 %	36 %
5 - very much	10 %	8 %	17 %	0 %	15 %	10 %	8 %
Average	3.28	3.15	3.58	3.50	3.15	2.90	3.34
Base	100	13	12	2	13	10	50

Base: All respondents

	Total	Between 1000 and 3000	More than 3000
1 - not at all	3 %	3 %	3 %
2	16 %	16 %	16 %
3	41 %	43 %	40 %
4	30 %	30 %	30 %
5 - very much	10 %	8 %	11 %
Average	3.28	3.24	3.30
Base	100	37	63

Base: All respondents

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not at all	3 %	4 %	0 %	0 %
2	16 %	14 %	21 %	25 %
3	41 %	41 %	43 %	38 %
4	30 %	31 %	36 %	13 %
5 - very much	10 %	10 %	0 %	25 %
Average	3.28	3.29	3.14	3.38
Base	100	78	14	8



To what extent do you believe your organisation has the skills required to make collaboration happen to your users' satisfaction?

Base: All respondents

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not at all	6 %	0 %	0 %	0 %	8 %	20 %	6 %
2	21 %	15 %	8 %	0 %	8 %	20 %	30 %
3	33 %	31 %	42 %	50 %	38 %	10 %	34 %
4	29 %	46 %	25 %	50 %	46 %	30 %	20 %
5 - very much	11 %	8 %	25 %	0 %	0 %	20 %	10 %
Average	3.18	3.46	3.67	3.50	3.23	3.10	2.98
Base	100	13	12	2	13	10	50

Base: All respondents

	Total	Between 1000 and 3000	More than 3000
1 - not at all	6 %	0 %	10 %
2	21 %	22 %	21 %
3	33 %	35 %	32 %
4	29 %	30 %	29 %
5 - very much	11 %	14 %	10 %
Average	3.18	3.35	3.08
Base	100	37	63

Base: All respondents

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not at all	6 %	6 %	7 %	0 %
2	21 %	21 %	29 %	13 %
3	33 %	32 %	43 %	25 %
4	29 %	31 %	14 %	38 %
5 - very much	11 %	10 %	7 %	25 %
Average	3.18	3.18	2.86	3.75
Base	100	78	14	8



**How beneficial to your organisation do you think each of the following types of social networking interfaces can be?
Combination grid combining the totals of those who rated '5 - very useful' and '4'**

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Wikis – Wikipedia etc	42%	54%	33%	0%	23%	50%	46%
Social networks – Facebook, LinkedIn etc	38%	46%	17%	50%	38%	50%	38%
Forums – Yahoo! Answers, Quora, Wiki Answers etc	34%	31%	50%	50%	8%	40%	36%
Microblogging – Twitter, Yammer, Tumblr etc	27%	23%	17%	0%	46%	20%	28%
Bloggging – Wordpress, Blogger etc	26%	23%	42%	0%	15%	30%	26%
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Wikis – Wikipedia etc	42%	51%	37%
Social networks – Facebook, LinkedIn etc	38%	38%	38%
Forums – Yahoo! Answers, Quora, Wiki Answers etc	34%	43%	29%
Microblogging – Twitter, Yammer, Tumblr etc	27%	22%	30%
Bloggging – Wordpress, Blogger etc	26%	35%	21%
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Wikis – Wikipedia etc	42%	41%	50%	38%
Social networks – Facebook, LinkedIn etc	38%	40%	36%	25%
Forums – Yahoo! Answers, Quora, Wiki Answers etc	34%	33%	43%	25%
Microblogging – Twitter, Yammer, Tumblr etc	27%	28%	21%	25%
Bloggging – Wordpress, Blogger etc	26%	24%	36%	25%
Base	100	78	14	8



**How beneficial to your organisation do you think each of the following types of social networking interfaces can be?
 Blogging – Wordpress, Blogger etc**

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Base: All respondents							
1 - not at all useful	14 %	8 %	0 %	50 %	31 %	0 %	16 %
2	31 %	38 %	58 %	0 %	23 %	40 %	24 %
3	29 %	31 %	0 %	50 %	31 %	30 %	34 %
4	19 %	23 %	25 %	0 %	15 %	10 %	20 %
5 - very useful	7 %	0 %	17 %	0 %	0 %	20 %	6 %
Average	2.74	2.69	3.00	2.00	2.31	3.10	2.76
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Base: All respondents			
1 - not at all useful	14 %	5 %	19 %
2	31 %	30 %	32 %
3	29 %	30 %	29 %
4	19 %	27 %	14 %
5 - very useful	7 %	8 %	6 %
Average	2.74	3.03	2.57
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Base: All respondents				
1 - not at all useful	14 %	18 %	0 %	0 %
2	31 %	28 %	50 %	25 %
3	29 %	29 %	14 %	50 %
4	19 %	15 %	36 %	25 %
5 - very useful	7 %	9 %	0 %	0 %
Average	2.74	2.69	2.86	3.00
Base	100	78	14	8



**How beneficial to your organisation do you think each of the following types of social networking interfaces can be?
Microblogging – Twitter, Yammer, Tumblr etc**

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Base: All respondents							
1 - not at all useful	14 %	8 %	25 %	0 %	15 %	0 %	16 %
2	29 %	46 %	33 %	100 %	23 %	40 %	20 %
3	30 %	23 %	25 %	0 %	15 %	40 %	36 %
4	20 %	15 %	8 %	0 %	31 %	20 %	22 %
5 - very useful	7 %	8 %	8 %	0 %	15 %	0 %	6 %
Average	2.77	2.69	2.42	2.00	3.08	2.80	2.82
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Base: All respondents			
1 - not at all useful	14 %	5 %	19 %
2	29 %	32 %	27 %
3	30 %	41 %	24 %
4	20 %	16 %	22 %
5 - very useful	7 %	5 %	8 %
Average	2.77	2.84	2.73
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Base: All respondents				
1 - not at all useful	14 %	17 %	7 %	0 %
2	29 %	26 %	43 %	38 %
3	30 %	29 %	29 %	38 %
4	20 %	21 %	21 %	13 %
5 - very useful	7 %	8 %	0 %	13 %
Average	2.77	2.77	2.64	3.00
Base	100	78	14	8



How beneficial to your organisation do you think each of the following types of social networking interfaces can be?
Wikis – Wikipedia etc

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Base: All respondents							
1 - not at all useful	5 %	0 %	0 %	0 %	15 %	0 %	6 %
2	13 %	23 %	8 %	0 %	23 %	20 %	8 %
3	40 %	23 %	58 %	100 %	38 %	30 %	40 %
4	25 %	23 %	25 %	0 %	23 %	10 %	30 %
5 - very useful	17 %	31 %	8 %	0 %	0 %	40 %	16 %
Average	3.36	3.62	3.33	3.00	2.69	3.70	3.42
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Base: All respondents			
1 - not at all useful	5 %	3 %	6 %
2	13 %	11 %	14 %
3	40 %	35 %	43 %
4	25 %	35 %	19 %
5 - very useful	17 %	16 %	17 %
Average	3.36	3.51	3.27
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Base: All respondents				
1 - not at all useful	5 %	6 %	0 %	0 %
2	13 %	15 %	0 %	13 %
3	40 %	37 %	50 %	50 %
4	25 %	27 %	29 %	0 %
5 - very useful	17 %	14 %	21 %	38 %
Average	3.36	3.27	3.71	3.63
Base	100	78	14	8



How beneficial to your organisation do you think each of the following types of social networking interfaces can be?
Forums – Yahoo! Answers, Quora, Wiki Answers etc

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Base: All respondents							
1 - not at all useful	5 %	0 %	8 %	0 %	15 %	0 %	4 %
2	19 %	23 %	8 %	0 %	31 %	20 %	18 %
3	42 %	46 %	33 %	50 %	46 %	40 %	42 %
4	24 %	23 %	42 %	50 %	8 %	20 %	24 %
5 - very useful	10 %	8 %	8 %	0 %	0 %	20 %	12 %
Average	3.15	3.15	3.33	3.50	2.46	3.40	3.22
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Base: All respondents			
1 - not at all useful	5 %	0 %	8 %
2	19 %	22 %	17 %
3	42 %	35 %	46 %
4	24 %	35 %	17 %
5 - very useful	10 %	8 %	11 %
Average	3.15	3.30	3.06
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Base: All respondents				
1 - not at all useful	5 %	6 %	0 %	0 %
2	19 %	21 %	21 %	0 %
3	42 %	40 %	36 %	75 %
4	24 %	23 %	29 %	25 %
5 - very useful	10 %	10 %	14 %	0 %
Average	3.15	3.10	3.36	3.25
Base	100	78	14	8



**How beneficial to your organisation do you think each of the following types of social networking interfaces can be?
Social networks – Facebook, LinkedIn etc**

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Base: All respondents							
1 - not at all useful	6 %	8 %	17 %	0 %	8 %	0 %	4 %
2	28 %	23 %	50 %	50 %	31 %	40 %	20 %
3	28 %	23 %	17 %	0 %	23 %	10 %	38 %
4	28 %	46 %	0 %	50 %	15 %	40 %	30 %
5 - very useful	10 %	0 %	17 %	0 %	23 %	10 %	8 %
Average	3.08	3.08	2.50	3.00	3.15	3.20	3.18
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Base: All respondents			
1 - not at all useful	6 %	0 %	10 %
2	28 %	35 %	24 %
3	28 %	27 %	29 %
4	28 %	30 %	27 %
5 - very useful	10 %	8 %	11 %
Average	3.08	3.11	3.06
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Base: All respondents				
1 - not at all useful	6 %	5 %	14 %	0 %
2	28 %	28 %	21 %	38 %
3	28 %	27 %	29 %	38 %
4	28 %	29 %	29 %	13 %
5 - very useful	10 %	10 %	7 %	13 %
Average	3.08	3.12	2.93	3.00
Base	100	78	14	8

How far do you think that each of the following business processes could be enhanced by using social networking to collaborate?
 Combination grid combining the totals of those who rated '5 - greatly enhanced' and '4'



Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Marketing	62%	54%	33%	50%	62%	80%	68%
Projects	43%	54%	33%	50%	31%	60%	42%
CRM	41%	38%	17%	50%	23%	70%	46%
Service management	30%	31%	17%	50%	15%	40%	34%
HR	26%	38%	17%	0%	8%	20%	32%
ERP	22%	23%	8%	50%	8%	30%	26%
Financial management	16%	15%	17%	0%	0%	10%	22%
Base	100	13	12	2	13	10	50

Base: All respondents	Total	Between 1000 and 3000	More than 3000
Marketing	62%	59%	63%
Projects	43%	38%	46%
CRM	41%	35%	44%
Service management	30%	22%	35%
HR	26%	19%	30%
ERP	22%	11%	29%
Financial management	16%	11%	19%
Base	100	37	63

Base: All respondents	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Marketing	62%	62%	64%	63%
Projects	43%	41%	64%	25%
CRM	41%	41%	36%	50%
Service management	30%	27%	36%	50%
HR	26%	24%	36%	25%
ERP	22%	23%	14%	25%
Financial management	16%	17%	14%	13%
Base	100	78	14	8



**How far do you think that each of the following business processes could be enhanced by using social networking to collaborate?
CRM**

Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not enhanced at all	10 %	8 %	17 %	0 %	15 %	0 %	10 %
2	22 %	31 %	17 %	50 %	38 %	0 %	20 %
3	27 %	23 %	50 %	0 %	23 %	30 %	24 %
4	22 %	23 %	8 %	50 %	0 %	10 %	32 %
5 - greatly enhanced	19 %	15 %	8 %	0 %	23 %	60 %	14 %
Average	3.18	3.08	2.75	3.00	2.77	4.30	3.20
Base	100	13	12	2	13	10	50

Base: All respondents	Total	Between 1000 and 3000	More than 3000
1 - not enhanced at all	10 %	5 %	13 %
2	22 %	32 %	16 %
3	27 %	27 %	27 %
4	22 %	16 %	25 %
5 - greatly enhanced	19 %	19 %	19 %
Average	3.18	3.11	3.22
Base	100	37	63

Base: All respondents	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not enhanced at all	10 %	10 %	7 %	13 %
2	22 %	23 %	14 %	25 %
3	27 %	26 %	43 %	13 %
4	22 %	24 %	14 %	13 %
5 - greatly enhanced	19 %	17 %	21 %	38 %
Average	3.18	3.14	3.29	3.38
Base	100	78	14	8



**How far do you think that each of the following business processes could be enhanced by using social networking to collaborate?
Marketing**

Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not enhanced at all	5 %	0 %	0 %	0 %	15 %	0 %	6 %
2	11 %	15 %	8 %	50 %	15 %	0 %	10 %
3	22 %	31 %	58 %	0 %	8 %	20 %	16 %
4	25 %	31 %	17 %	50 %	23 %	20 %	26 %
5 - greatly enhanced	37 %	23 %	17 %	0 %	38 %	60 %	42 %
Average	3.78	3.62	3.42	3.00	3.54	4.40	3.88
Base	100	13	12	2	13	10	50

Base: All respondents	Total	Between 1000 and 3000	More than 3000
1 - not enhanced at all	5 %	3 %	6 %
2	11 %	11 %	11 %
3	22 %	27 %	19 %
4	25 %	27 %	24 %
5 - greatly enhanced	37 %	32 %	40 %
Average	3.78	3.76	3.79
Base	100	37	63

Base: All respondents	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not enhanced at all	5 %	5 %	7 %	0 %
2	11 %	13 %	0 %	13 %
3	22 %	21 %	29 %	25 %
4	25 %	24 %	43 %	0 %
5 - greatly enhanced	37 %	37 %	21 %	63 %
Average	3.78	3.76	3.71	4.13
Base	100	78	14	8



**How far do you think that each of the following business processes could be enhanced by using social networking to collaborate?
Projects**

Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not enhanced at all	7 %	8 %	0 %	0 %	8 %	0 %	10 %
2	28 %	23 %	42 %	50 %	46 %	20 %	22 %
3	22 %	15 %	25 %	0 %	15 %	20 %	26 %
4	28 %	46 %	25 %	0 %	15 %	40 %	26 %
5 - greatly enhanced	15 %	8 %	8 %	50 %	15 %	20 %	16 %
Average	3.16	3.23	3.00	3.50	2.85	3.60	3.16
Base	100	13	12	2	13	10	50

Base: All respondents	Total	Between 1000 and 3000	More than 3000
1 - not enhanced at all	7 %	5 %	8 %
2	28 %	38 %	22 %
3	22 %	19 %	24 %
4	28 %	32 %	25 %
5 - greatly enhanced	15 %	5 %	21 %
Average	3.16	2.95	3.29
Base	100	37	63

Base: All respondents	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not enhanced at all	7 %	8 %	0 %	13 %
2	28 %	24 %	36 %	50 %
3	22 %	27 %	0 %	13 %
4	28 %	24 %	57 %	13 %
5 - greatly enhanced	15 %	17 %	7 %	13 %
Average	3.16	3.18	3.36	2.63
Base	100	78	14	8



**How far do you think that each of the following business processes could be enhanced by using social networking to collaborate?
HR**

Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not enhanced at all	16 %	8 %	17 %	0 %	23 %	10 %	18 %
2	30 %	38 %	25 %	50 %	46 %	10 %	28 %
3	28 %	15 %	42 %	50 %	23 %	60 %	22 %
4	22 %	38 %	8 %	0 %	8 %	10 %	28 %
5 - greatly enhanced	4 %	0 %	8 %	0 %	0 %	10 %	4 %
Average	2.68	2.85	2.67	2.50	2.15	3.00	2.72
Base	100	13	12	2	13	10	50

Base: All respondents	Total	Between 1000 and 3000	More than 3000
1 - not enhanced at all	16 %	14 %	17 %
2	30 %	35 %	27 %
3	28 %	32 %	25 %
4	22 %	19 %	24 %
5 - greatly enhanced	4 %	0 %	6 %
Average	2.68	2.57	2.75
Base	100	37	63

Base: All respondents	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not enhanced at all	16 %	17 %	14 %	13 %
2	30 %	31 %	29 %	25 %
3	28 %	28 %	21 %	38 %
4	22 %	21 %	36 %	13 %
5 - greatly enhanced	4 %	4 %	0 %	13 %
Average	2.68	2.64	2.79	2.88
Base	100	78	14	8



How far do you think that each of the following business processes could be enhanced by using social networking to collaborate?
Financial management

Base: All respondents							
	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not enhanced at all	29 %	31 %	33 %	0 %	38 %	20 %	28 %
2	31 %	38 %	25 %	50 %	38 %	20 %	30 %
3	24 %	15 %	25 %	50 %	23 %	50 %	20 %
4	12 %	8 %	8 %	0 %	0 %	0 %	20 %
5 - greatly enhanced	4 %	8 %	8 %	0 %	0 %	10 %	2 %
Average	2.31	2.23	2.33	2.50	1.85	2.60	2.38
Base	100	13	12	2	13	10	50

Base: All respondents			
	Total	Between 1000 and 3000	More than 3000
1 - not enhanced at all	29 %	32 %	27 %
2	31 %	35 %	29 %
3	24 %	22 %	25 %
4	12 %	8 %	14 %
5 - greatly enhanced	4 %	3 %	5 %
Average	2.31	2.14	2.41
Base	100	37	63

Base: All respondents				
	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not enhanced at all	29 %	33 %	14 %	13 %
2	31 %	24 %	57 %	50 %
3	24 %	26 %	14 %	25 %
4	12 %	14 %	7 %	0 %
5 - greatly enhanced	4 %	3 %	7 %	13 %
Average	2.31	2.28	2.36	2.50
Base	100	78	14	8



**How far do you think that each of the following business processes could be enhanced by using social networking to collaborate?
Service management**

Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not enhanced at all	13 %	15 %	17 %	0 %	23 %	10 %	10 %
2	27 %	46 %	42 %	50 %	23 %	10 %	22 %
3	30 %	8 %	25 %	0 %	38 %	40 %	34 %
4	22 %	23 %	8 %	50 %	15 %	10 %	28 %
5 - greatly enhanced	8 %	8 %	8 %	0 %	0 %	30 %	6 %
Average	2.85	2.62	2.50	3.00	2.46	3.40	2.98
Base	100	13	12	2	13	10	50

Base: All respondents	Total	Between 1000 and 3000	More than 3000
1 - not enhanced at all	13 %	14 %	13 %
2	27 %	35 %	22 %
3	30 %	30 %	30 %
4	22 %	16 %	25 %
5 - greatly enhanced	8 %	5 %	10 %
Average	2.85	2.65	2.97
Base	100	37	63

Base: All respondents	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not enhanced at all	13 %	14 %	7 %	13 %
2	27 %	26 %	36 %	25 %
3	30 %	33 %	21 %	13 %
4	22 %	19 %	36 %	25 %
5 - greatly enhanced	8 %	8 %	0 %	25 %
Average	2.85	2.81	2.86	3.25
Base	100	78	14	8



**How far do you think that each of the following business processes could be enhanced by using social networking to collaborate?
ERP**

Base: All respondents	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 - not enhanced at all	19 %	23 %	25 %	0 %	38 %	10 %	14 %
2	31 %	31 %	42 %	50 %	38 %	20 %	28 %
3	28 %	23 %	25 %	0 %	15 %	40 %	32 %
4	15 %	23 %	0 %	50 %	0 %	10 %	20 %
5 - greatly enhanced	7 %	0 %	8 %	0 %	8 %	20 %	6 %
Average	2.60	2.46	2.25	3.00	2.00	3.10	2.76
Base	100	13	12	2	13	10	50

Base: All respondents	Total	Between 1000 and 3000	More than 3000
1 - not enhanced at all	19 %	27 %	14 %
2	31 %	32 %	30 %
3	28 %	30 %	27 %
4	15 %	11 %	17 %
5 - greatly enhanced	7 %	0 %	11 %
Average	2.60	2.24	2.81
Base	100	37	63

Base: All respondents	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 - not enhanced at all	19 %	21 %	14 %	13 %
2	31 %	31 %	29 %	38 %
3	28 %	26 %	43 %	25 %
4	15 %	15 %	14 %	13 %
5 - greatly enhanced	7 %	8 %	0 %	13 %
Average	2.60	2.59	2.57	2.75
Base	100	78	14	8



To what extent do you think the use of social networking for business use during work hours detracts employees from their core activities?

Base: All respondents

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
1 – hardly at all	4 %	0 %	0 %	50 %	0 %	0 %	6 %
2	16 %	8 %	25 %	0 %	31 %	20 %	12 %
3	37 %	54 %	25 %	0 %	31 %	20 %	42 %
4	29 %	31 %	17 %	50 %	15 %	50 %	30 %
5 - greatly	14 %	8 %	33 %	0 %	23 %	10 %	10 %
Average	3.33	3.38	3.58	2.50	3.31	3.50	3.26
Base	100	13	12	2	13	10	50

Base: All respondents

	Total	Between 1000 and 3000	More than 3000
1 – hardly at all	4 %	5 %	3 %
2	16 %	16 %	16 %
3	37 %	41 %	35 %
4	29 %	24 %	32 %
5 - greatly	14 %	14 %	14 %
Average	3.33	3.24	3.38
Base	100	37	63

Base: All respondents

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
1 – hardly at all	4 %	5 %	0 %	0 %
2	16 %	12 %	43 %	13 %
3	37 %	35 %	36 %	63 %
4	29 %	33 %	7 %	25 %
5 - greatly	14 %	15 %	14 %	0 %
Average	3.33	3.42	2.93	3.13
Base	100	78	14	8



Does your network allow your employees to access social networking sites (Facebook, LinkedIn, Twitter etc), regardless of whether your organisation uses those sites for business reasons?

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Base: All respondents							
We have always been open	18 %	15 %	8 %	0 %	23 %	10 %	22 %
We have now fully opened up in order to give employees access to all sites	11 %	0 %	17 %	0 %	8 %	10 %	14 %
We have partially opened up to give access to some sites	41 %	46 %	33 %	100 %	31 %	70 %	36 %
We do not allow access at present, but we are reviewing the situation	10 %	15 %	25 %	0 %	8 %	0 %	8 %
No access is permitted or conceived	20 %	23 %	17 %	0 %	31 %	10 %	20 %
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Base: All respondents			
We have always been open	18 %	24 %	14 %
We have now fully opened up in order to give employees access to all sites	11 %	11 %	11 %
We have partially opened up to give access to some sites	41 %	49 %	37 %
We do not allow access at present, but we are reviewing the situation	10 %	8 %	11 %
No access is permitted or conceived	20 %	8 %	27 %
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Base: All respondents				
We have always been open	18 %	18 %	21 %	13 %
We have now fully opened up in order to give employees access to all sites	11 %	12 %	7 %	13 %
We have partially opened up to give access to some sites	41 %	37 %	57 %	50 %
We do not allow access at present, but we are reviewing the situation	10 %	12 %	0 %	13 %
No access is permitted or conceived	20 %	22 %	14 %	13 %
Base	100	78	14	8



**Which of the following social media types do you use for personal reasons, for business reasons, or for both?
 Blogging – Wordpress, Blogger etc**

Base: All respondents

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Use personally	16 %	8 %	17 %	0 %	31 %	30 %	12 %
Use for business	12 %	15 %	17 %	0 %	8 %	10 %	12 %
Use for both personal and business	16 %	15 %	17 %	50 %	0 %	10 %	20 %
Don't use	56 %	62 %	50 %	50 %	62 %	50 %	56 %
Base	100	13	12	2	13	10	50

Base: All respondents

	Total	Between 1000 and 3000	More than 3000
Use personally	16 %	11 %	19 %
Use for business	12 %	24 %	5 %
Use for both personal and business	16 %	11 %	19 %
Don't use	56 %	54 %	57 %
Base	100	37	63

Base: All respondents

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Use personally	16 %	15 %	29 %	0 %
Use for business	12 %	10 %	14 %	25 %
Use for both personal and business	16 %	18 %	14 %	0 %
Don't use	56 %	56 %	43 %	75 %
Base	100	78	14	8



**Which of the following social media types do you use for personal reasons, for business reasons, or for both?
Microblogging – Twitter, Yammer, Tumblr etc**

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Base: All respondents							
Use personally	20 %	15 %	8 %	0 %	46 %	20 %	18 %
Use for business	13 %	23 %	25 %	0 %	0 %	10 %	12 %
Use for both personal and business	17 %	8 %	8 %	50 %	31 %	20 %	16 %
Don't use	50 %	54 %	58 %	50 %	23 %	50 %	54 %
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Base: All respondents			
Use personally	20 %	27 %	16 %
Use for business	13 %	14 %	13 %
Use for both personal and business	17 %	8 %	22 %
Don't use	50 %	51 %	49 %
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Base: All respondents				
Use personally	20 %	21 %	21 %	13 %
Use for business	13 %	14 %	14 %	0 %
Use for both personal and business	17 %	18 %	21 %	0 %
Don't use	50 %	47 %	43 %	88 %
Base	100	78	14	8



**Which of the following social media types do you use for personal reasons, for business reasons, or for both?
Wikis – Wikipedia etc**

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Base: All respondents							
Use personally	12 %	15 %	17 %	0 %	31 %	10 %	6 %
Use for business	14 %	31 %	8 %	50 %	23 %	10 %	8 %
Use for both personal and business	64 %	54 %	58 %	0 %	46 %	60 %	76 %
Don't use	10 %	0 %	17 %	50 %	0 %	20 %	10 %
Base	100	13	12	2	13	10	50

	Total	Between 1000 and 3000	More than 3000
Base: All respondents			
Use personally	12 %	8 %	14 %
Use for business	14 %	27 %	6 %
Use for both personal and business	64 %	51 %	71 %
Don't use	10 %	14 %	8 %
Base	100	37	63

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Base: All respondents				
Use personally	12 %	13 %	14 %	0 %
Use for business	14 %	12 %	36 %	0 %
Use for both personal and business	64 %	64 %	50 %	88 %
Don't use	10 %	12 %	0 %	13 %
Base	100	78	14	8

**Which of the following social media types do you use for personal reasons, for business reasons, or for both?
Forums – Yahoo! Answers, Quora, Wiki Answers etc**



Base: All respondents

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Use personally	23 %	8 %	17 %	50 %	23 %	30 %	26 %
Use for business	10 %	15 %	0 %	50 %	15 %	10 %	8 %
Use for both personal and business	48 %	46 %	58 %	0 %	31 %	50 %	52 %
Don't use	19 %	31 %	25 %	0 %	31 %	10 %	14 %
Base	100	13	12	2	13	10	50

Base: All respondents

	Total	Between 1000 and 3000	More than 3000
Use personally	23 %	24 %	22 %
Use for business	10 %	11 %	10 %
Use for both personal and business	48 %	46 %	49 %
Don't use	19 %	19 %	19 %
Base	100	37	63

Base: All respondents

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Use personally	23 %	26 %	21 %	0 %
Use for business	10 %	10 %	14 %	0 %
Use for both personal and business	48 %	46 %	36 %	88 %
Don't use	19 %	18 %	29 %	13 %
Base	100	78	14	8



**Which of the following social media types do you use for personal reasons, for business reasons, or for both?
Social networks – Facebook, LinkedIn etc**

Base: All respondents

	Total	Finance	Manufacturing	Telecoms	Retail, distribution or transport	Business and professional services	Public sector
Use personally	42 %	46 %	42 %	50 %	38 %	30 %	44 %
Use for business	18 %	23 %	17 %	50 %	15 %	30 %	14 %
Use for both personal and business	33 %	23 %	25 %	0 %	46 %	40 %	34 %
Don't use	7 %	8 %	17 %	0 %	0 %	0 %	8 %
Base	100	13	12	2	13	10	50

Base: All respondents

	Total	Between 1000 and 3000	More than 3000
Use personally	42 %	46 %	40 %
Use for business	18 %	27 %	13 %
Use for both personal and business	33 %	27 %	37 %
Don't use	7 %	0 %	11 %
Base	100	37	63

Base: All respondents

	Total	We use Microsoft SharePoint	We use Microsoft SharePoint alongside other tools	We use other collaboration tools
Use personally	42 %	44 %	29 %	50 %
Use for business	18 %	17 %	29 %	13 %
Use for both personal and business	33 %	33 %	43 %	13 %
Don't use	7 %	6 %	0 %	25 %
Base	100	78	14	8