

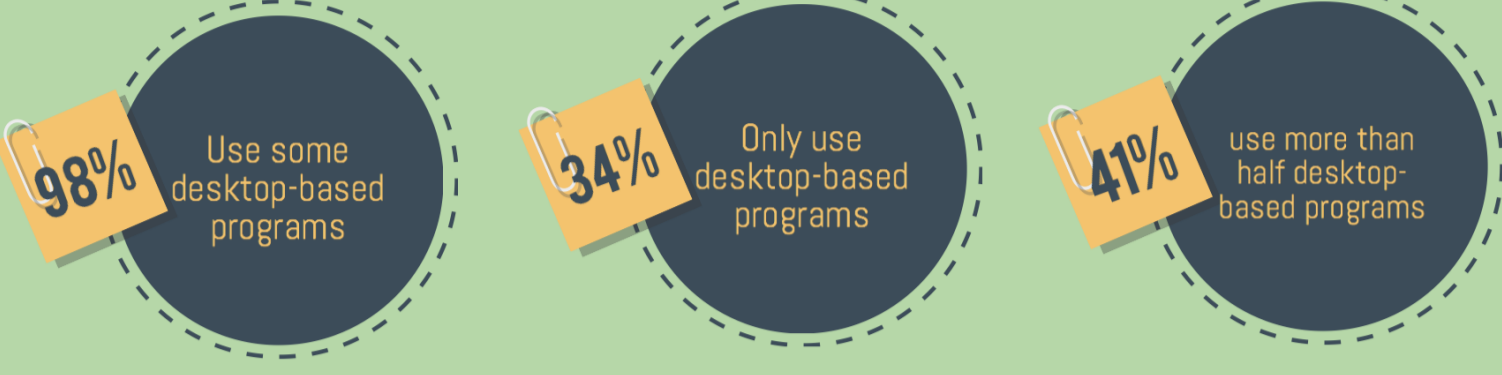


# Desktop vs Online

How SMEs are using software

We asked 4,220 decision makers, discovering valuable sector insights in a global survey

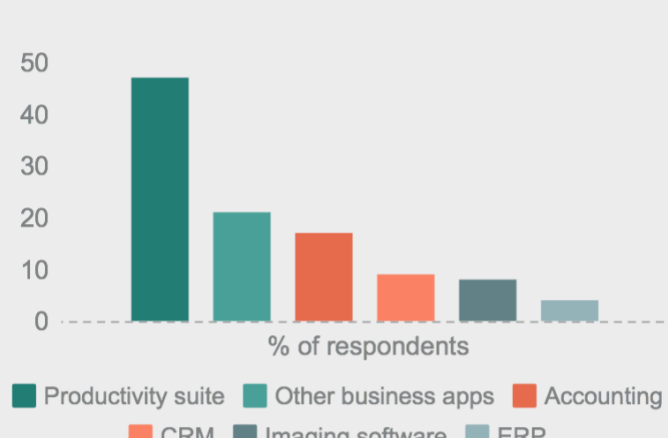
## Desktop-based programs are still omnipresent:



### Industries still resort to legacy software



### Commonly used desktop-installed programs



79% prefer using the desktop version of a program



### By region Users preferring desktop versions



### Top 3

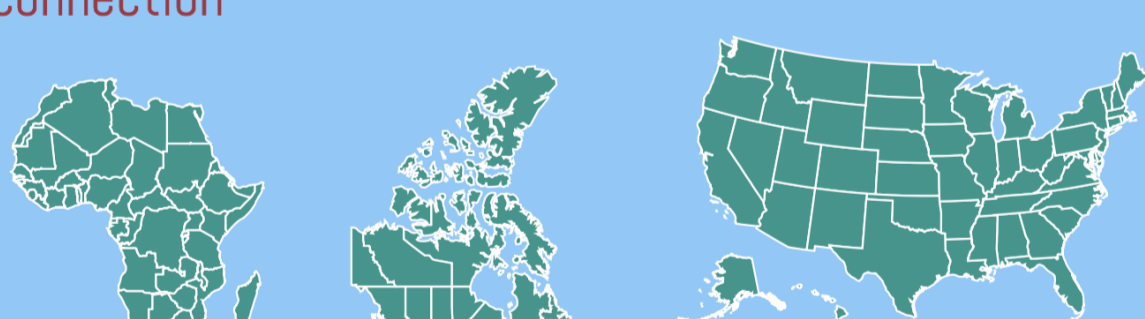
Reasons of respondents to use the desktop version of a program:



- 54% VARIETY OF FEATURES
- 42% TRUST
- 36% COST

### #4

Lack of reliable internet connection



Especially mentioned by respondents from Africa, Canada and USA



80%

Said their applications integrate with third party programs.

## Desktop versions are preferred but online access is still important:



54% make a purchase decision based on if a software has some kind of

**ONLINE ACCESS**