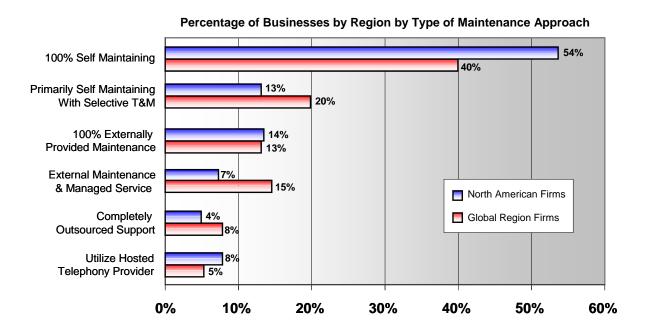# Self Maintainers Still the Norm

Early in the summer we asked TMC subscribers and Web site visitors to describe the predominant voice communications technology being used at their businesses.

The findings showed a fairly dramatic "IP Telephony Divide" between large and small businesses, with **60%** of firms with 50 or less employees continuing to rely on traditional TDM voice platforms compared to **27%** of high-end enterprises. Having seen how technology adoption varied by size of business, our latest research survey conducted in partnership with *IntelliCom Analytics* was focused on seeing whether a similar pattern existed when it comes to approaches to voice system maintenance.

Of the 286 businesses participating in the survey, the overwhelming percentage – **54%** of North American-based firms and **40%** of Global Region companies – reported that they were 100% self-maintaining. When selective use of Time and Materials (T&M) support was included, the percentage of primarily self-maintaining NA businesses rose to **67%**, with global firms largely closing the gap at **60%**.

As was the case with adoption of IP Telephony systems vs. use of TDM technology, the participating decision makers signaled a clear difference in maintenance approach between the two ends of the market – with **62%** of small firms declaring themselves to be self-maintainers compared to (a still sizable) **43%** of large enterprises.

Percentage of Businesses by Region by Type of Maintenance Approach

Percentage of Businesses by Size by Type of Maintenance Approach