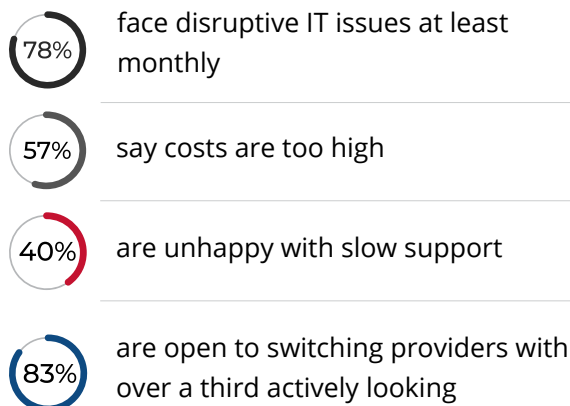# The State of IT for Small Businesses Today

Overview: The State of SMB IT

Earlier this year, we surveyed SMB owners across Canada to understand their IT experiences. Their responses point to common challenges:

78% face disruptive IT issues at least monthly

57% say costs are too high

40% are unhappy with slow support

83% are open to switching providers with over a third actively looking

IT frustration has reached a tipping point

Frequent disruptions, rising costs, and poor support aren't just pain points — they're pushing SMBs to rethink their providers. When tech fails, your team slows down, and your clients notice.

The Move Toward Predictability

SMBs aren't just frustrated, they're changing how they buy IT. Business owners want less hassle, no surprises, and fewer expenses. Our survey shows they're already acting on these pressures:

56% of SMBs now use fixed monthly or quarterly IT budgets.

| 15% Hybrid	29% As-needed	56% Fixed
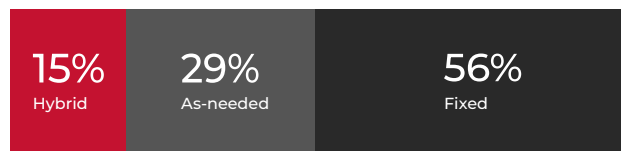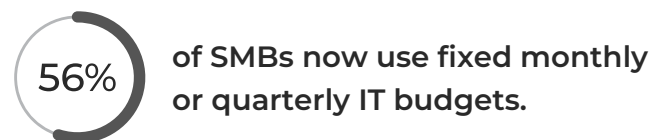
Why it matters:

- ☑ These businesses want cost certainty and outcomes, not vague hours and inflated bills.
- ☑ Many are ready for As-a-Service models with everything included and no surprise costs.

If your IT costs fluctuate and still leave you guessing, it's time for a better model.

Look for providers who offer all-in-one, fixed-fee pricing where support, security, and updates are built in.

NPC Smarter Computing™

The Security Paradox: Spending Without Safety

Many SMBs are investing in cybersecurity.
But that doesn't mean they feel safe.

38% of respondents say they invest enough, but still feel vulnerable.
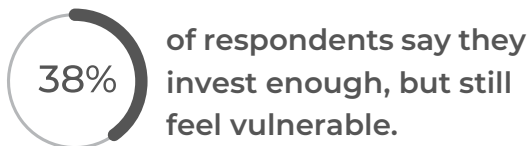
This is more than a confidence gap. It's a warning sign. Spending money on your technology should come with peace of mind. SMBs don't want more tools; they want expert-led, accountable protection.

Bottom Line: SMBs are Done Waiting for IT to Catch Up

- ☑ People are tired of slow, reactive support.
- ☑ They're done paying more for less.
- ☑ And they're not going to settle for uncertainty: with their data, their time, or their budgets.

NPC: Built for the Modern SMB

NPC's As-a-Service approach aligns directly with what your peers are asking for:

Flat, all-in pricing: Hardware, software, security, and support in a single monthly fee.

No vendor sprawl: One point of contact, full accountability

Enterprise-grade protection: Expertled cybersecurity without the enterprise price.

Responsive, real human support: Real people, available 24/7/365 who know your business.

Make IT Work For You

Today, IT is either a competitive advantage or a liability. Small businesses can't afford the old way of doing things.

So ask yourself: ❓ **Is your IT helping you grow or holding you back?**

Join the as-a-service revolution!

📞 1-833-737-3463   ✉ info@npcdataguard.com

NPC Smarter Computing™