



BSG/PR/03

Research shows 1 in 10 UK businesses have email personnel

Study identifies 120,000 strong workforce just for the inbox of UK Plc

10th July 2006 - 1 in 10 UK businesses have had to take on dedicated human resources because of email issues, according to research conducted amongst IT directors by Vanson Bourne, on behalf of Business Systems Group, released today.

The research amongst 100 UK businesses of more than a thousand employees was designed to identify the extent to which businesses depend upon email and the current sources of “email pain”.

Simon Ratcliffe, head of managed services, Business Systems Group put the figures in context: “Right across the UK IT industry, this could be as many as 120,000 people employed because of headaches and issues with email operations.”¹

“There are two issues that businesses need to face here: firstly email itself is about to get a lot more advanced and integrate into other messaging technologies. That will increase the need for businesses to have dedicated resources for their messaging capabilities. The 1 in 10 will grow.

“Secondly email and messaging are, for the most part, commodity technologies and so if someone is in house just to maintain these systems there is large cost generating little return or unique business value. Email specialists are not cheap – training for the relevant certification can cost as much as £5,000 and £40,000 p.a. salaries can be easily found, so email becomes a strong contender for outsourcing consideration.”

¹ Based on ATSCo (Association of Technology Staffing Companies) figures that quantify the UK IT industry as employing 1.2 million people.

ENDS

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100 UK IT directors were asked:

Do you believe that email operations have led to an in increased headcount in the past 12 months?

Yes: 9.6%

No: 90.4%

Simon Ratcliffe is available for interview