

Selected Data From Osterman Research's Semi-Annual IM Tracking Survey

Osterman Research Enterprise IM Tracking Survey

Conducted March 23-29, 2005

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Percentage in yellow fields indicates percentage of respondents who answered '4' or '5'

Total respondents = 210

#	Question	Response	%
	Which of the following best describes your company's/ organization's current or planned use of instant messaging (IM) for business applications?	We are currently using it	51.9%
		We're not using it, but will do so	8.6%
		We're not using it, but may do so	25.2%
		We have no plans to use it	14.3%
	On a scale of 1 to 5, to what extent do you feel that IM has improved (or would improve) your company's organization's ability to accomplish each of the following, where 1 is "not at all" and 5 is "it would definitely help"?	Communication w/remote employees	72.5%
		Improving overall communications	61.4%
		Reducing email traffic	57.8%
		Reducing telephone use/expenses	49.8%
	Which of the following best describes your IT organization's current attitude toward instant messaging?	Providing support to customers	39.8%
		Supports it	47.8%
		Neutral	27.3%
		Opposes it, but isn't doing anything to stop it	13.9%
	Is IM traffic being blocked in your company/organization by your IT department?	Opposes it and is actively trying to block IM traffic, etc.	6.7%
		Hasn't really thought about it	4.3%
		Yes	28.8%
		No	71.2%