Success as a small business is increasingly dependent upon technologies and services that can drive improved efficiency, productivity, and communication. This report examines the continued evolution of connected devices and cloud-based services and how they are enabling SMBs in new ways. The report identifies key vendors of these technologies and discusses partnerships and business models. It also includes a five-year forecast for different services for the SMB industry.

"Businesses, small and large, are transforming as technology evolves. SMBs in particular represent a diverse and fragmented market of needs and opportunities. Given this diversity, technology providers that develop solutions that cater to these unique needs will find success in serving a fragmented market," said Dina Abdelrazik, Research Analyst, Parks Associates.

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