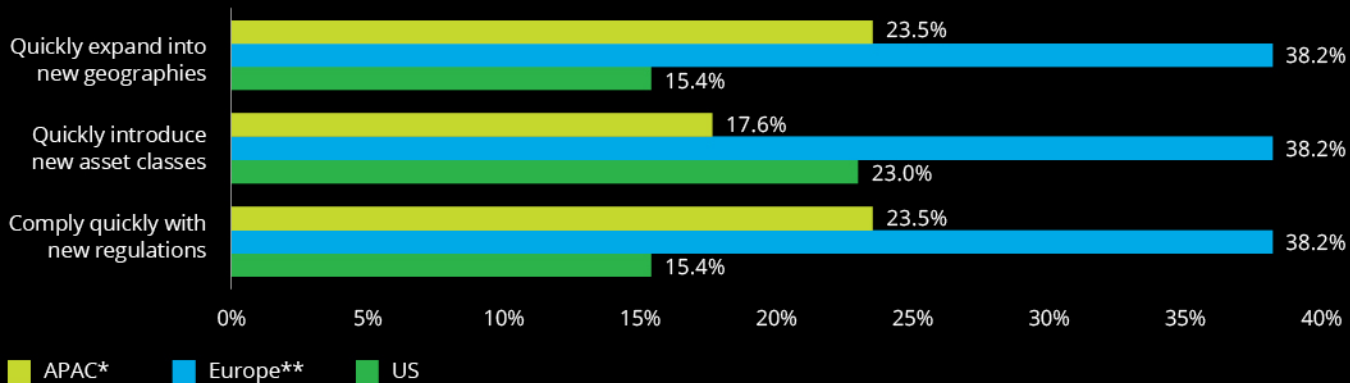


## How would you rate your systems' ability to support the following?

(IM firms that responded as 5 – Highly effective)



\* Includes North Asia, South Asia, and Southeast Asia

\*\* Includes Eastern and Western Europe, and Russian Federation

Source: 2016 Ovum ICT Enterprise Insights survey