



2024 SME Security Workload Impact Report

Conducted on behalf of Coro by **OnePoll**

**We wanted to understand
cybersecurity workload facing SMEs.
So we talked to 500 decision makers
from a range of companies.
What they told us was shocking.**



Do People Notice Cybersecurity Warnings?

73%

of SME IT teams miss alerts

Our survey found:

35%

Over a third of respondents admitted to having **missed a security alert** at work

25%

Have failed to act on a high-priority alert

22%

Have **ignored a security alert entirely**

27%

Over a quarter said they have done none of the above while at work

31%

Have turned **down the sensitivity on a security tool**

26%

Have **muted a security alert** entirely

Because of:

40%

Lack of **staff**

29%

Lack of **motivation**

38%

Lack of **time**

28%

Other IT priorities

38%

Overload of **alerts**

22%

False positive

33%

Lack of **cybersecurity knowledge**

The most common reasons were **lack of staff and lack of time**



IT Pros Are Overwhelmed

Those surveyed reported spending almost **five hours a day** managing their cybersecurity tools

How many hours a day do you spend managing your cybersecurity tools?

< 1%

Less than an hour

9%

7-9 hours

10%

1-2 hours

5%

Over 9 hours

40%

3-4 hours

<1%

Not sure

35%

5-6 hours

What cybersecurity activities take the most time?

52%

Monitoring security platforms

37%

Managing endpoint agents

42%

Dealing with vulnerability management (patching)

36%

Integrating other security tools

38%

Responding to high-priority alerts

36%

Analyzing alerts

38%

Responding to low-priority activity

1%

Other



SMEs Juggle Too Many Tools

How many cybersecurity tools do you currently have in your stack?

8%

0-5 tools

35%

6-10 tools

39%

11-15 tools

13%

16-20 tools

5%

21+ tools

0%

Don't know

The average SME reported trying to manage over 10 cybersecurity tools at a time



Most Tools Take Too Much Time

On average, how long does it take you to fully integrate a new cybersecurity tool?

10%

Less than a month

35%

1-3 months

41%

4-6 months

10%

7-12 months

3%

More than 12 months

1%

Don't know

On average, that it takes **4.2 months** for a new cybersecurity tool to become fully operational



No Part Of Onboarding Is Fast

Here's a breakdown of time spent onboarding new tools:

23%

Integrating with existing security stack

24%

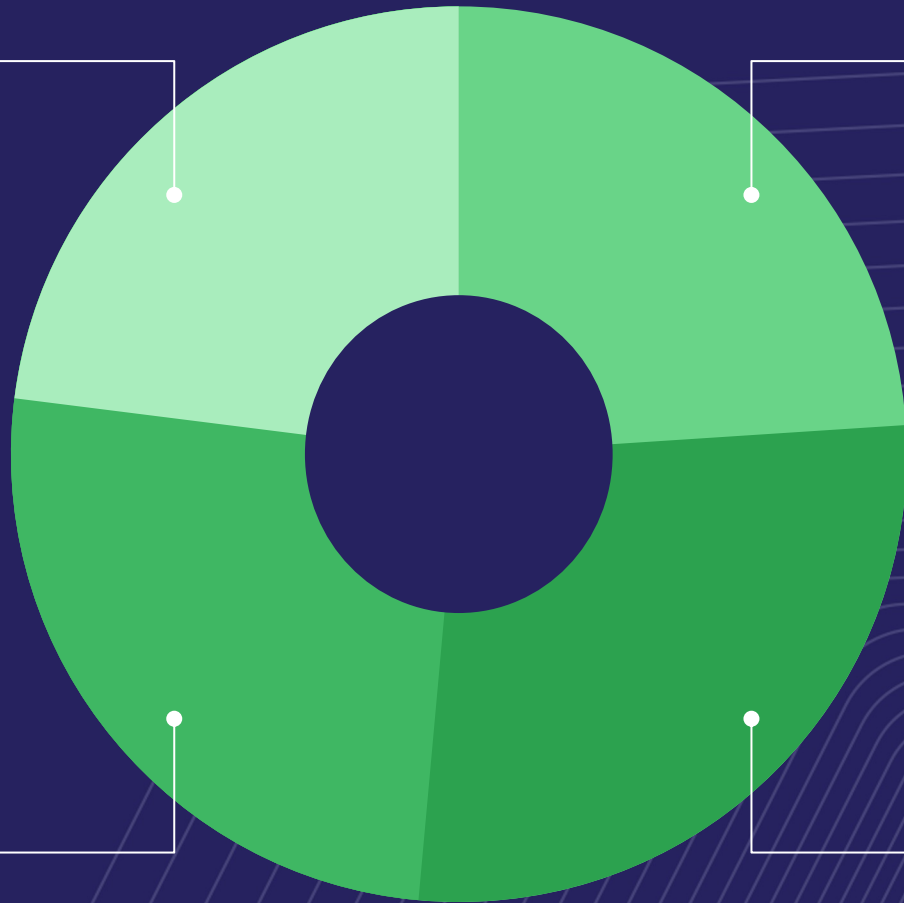
Installation

26%

Training staff

27%

Configuration



The Endpoint Burden

SMEs manage **hundreds or even thousands** of endpoint devices

How many endpoint devices do you manage?

10%

Less than **200** devices

3%

1501-2000 devices

37%

200-500 devices

2%

More than **2000** devices

32%

501-1000 devices

1%

Don't know

15%

1001-1500 devices

Those surveyed reported an average of **656 endpoint devices to manage**

How many endpoint agents are installed per device?

10%

1 agent

8%

More than **5** agents

58%

2-3 agents

1%

Don't know

23%

4-5 agents

SMEs average **4 security endpoint agents per device**



Most Endpoint Agents Require Endless Updates

53%

Deal with daily or weekly updates

How often does your endpoint agent require updates?

15%

Every day

37%

Every week

32%

Every month

12%

Quarterly

2%

Less than quarterly

2%

Don't know



Consolidation Brings Relief

85%

Of SMEs plan to consolidate in 2024

What is your timeframe to consolidate cybersecurity?

27%
Immediately

37%
In the next **6 months**

21%
In the next **12 months**

4%
In the next **24 months** or longer

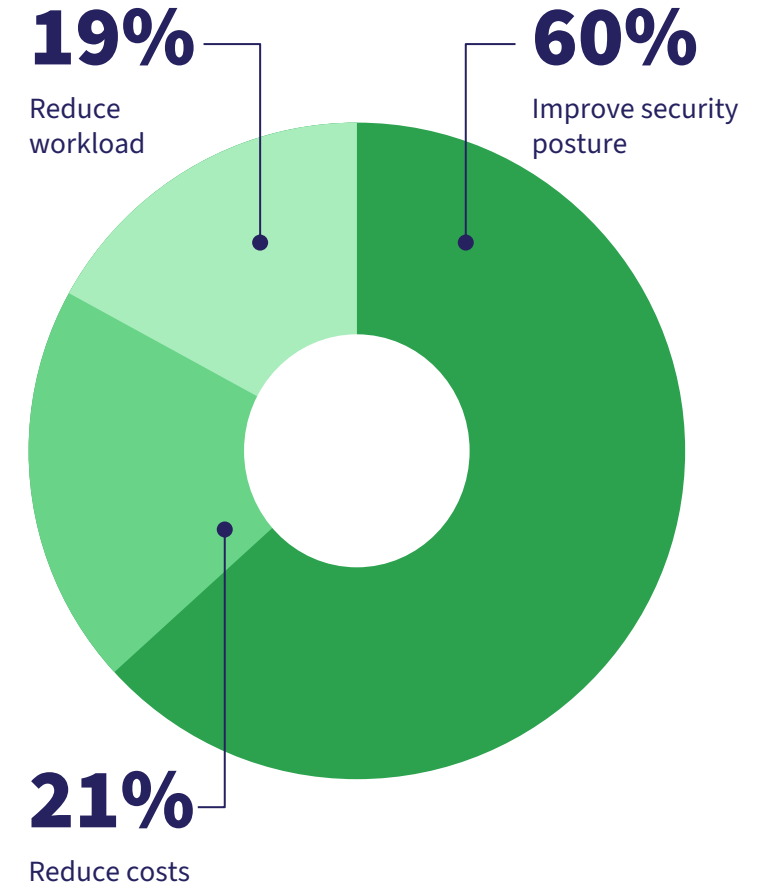
7%
Interested, but no timeline

1%
Not interested

1%
Not sure

2%
Already consolidated

Why do you want to consolidate your cybersecurity?



Methodology

Survey goal

To understand the security workload facing SMEs and its impact on their security posture.

Participants

500 cybersecurity decision makers were polled in U.S. companies with 200-2000 employees across a broad cross section of verticals, including info tech, banking and finance, engineering, manufacturing, retail, healthcare, transportation and utilities.

OnePoll

Online research was conducted on behalf of Coro by OnePoll in Winter 2023.