



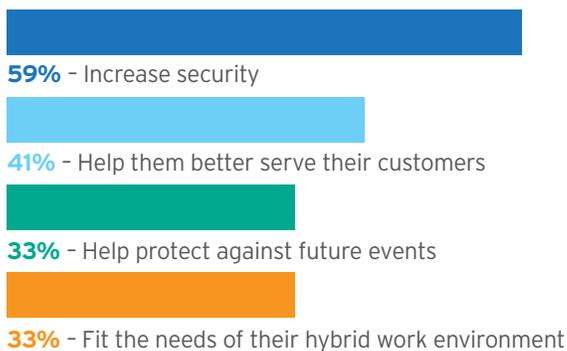
# 2022 SMALL BUSINESS TRENDS IN INFORMATION MANAGEMENT, CYBERSECURITY, AND DIGITIZATION

As small businesses explore a new normal following the pandemic, data management, cybersecurity, compliance, and other key business processes are impacted. According to the 2022 Small Business Pulse survey from Iron Mountain, many changes, like an increase in the use of digital tools (**35%**), an increase in data security spending (**26%**), and an increase in investment in the cloud (**27%**) have occurred, yet the majority of small businesses remain confident in their data management and security practices.

## SMALL BUSINESSES ARE EMBRACING THE DIGITAL EVOLUTION

Small businesses are recognizing the benefits of going digital, so much so that **76% of small business owners** are looking to make all (or most) records digital.

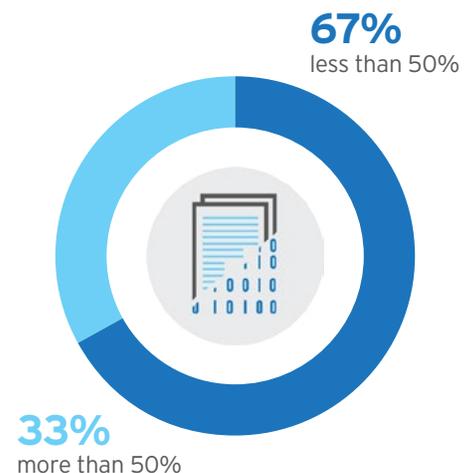
### Why?



As for the **24%** that aren't currently focused on going digital, **45%** say it isn't a current business priority while **41%** rely upon paper-based records for operational purposes.

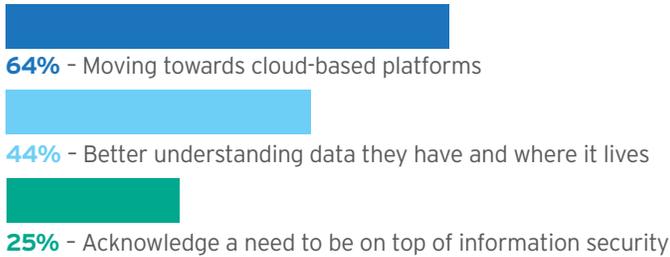
Whether for or against going digital, paper records are on the decline:

### What percentage of your records are still paper based?



## HYBRID WORK IS CHANGING INFORMATION MANAGEMENT PRACTICES

While the **majority (60%)** of small businesses have yet to adopt a hybrid work model, the **40%** who have are adjusting their approach to information management:

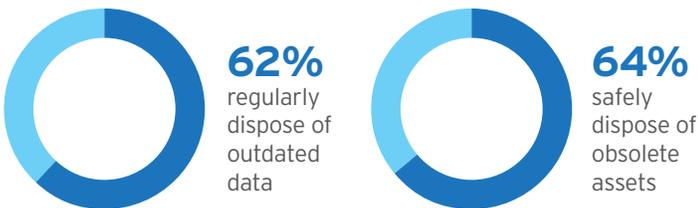


## SMALL BUSINESSES REMAIN VERY DIY IN THEIR INFORMATION MANAGEMENT PROCESSES

For many small business owners, information and data management is kept close to home, with **nearly half (47%)** saying they handle this themselves, while only **14%** rely on a dedicated records management professional.

Despite the lack of a professional presence, confidence remains high, as **72%** feel their current records management processes meet all compliance regulations.

### What processes do they have in place?

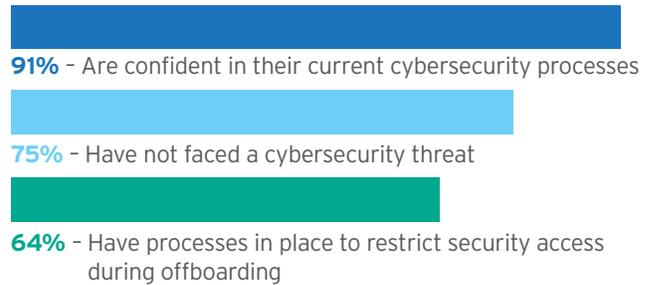


For those lacking a dedicated resource, **58%** are looking to bring on a seasoned professional.

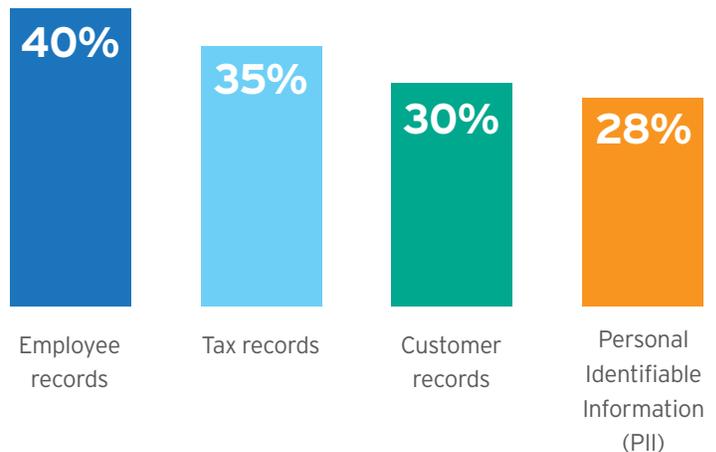
## SMALL BUSINESSES FEEL PREPARED FOR INTERNAL AND EXTERNAL CYBERTHREATS

While small business owners are more likely to handle information management processes on their own, the same can't be said with cybersecurity, as only one in three business owners do this on their own. Instead nearly half are using a professional, whether an external IT company or an internal dedicated employee.

### Small business owners feel safe with their current practices:



### Of the 25% of businesses that had been the victim of a cyberattack, the following information was stolen:



## LOOKING FOR SUPPORT? VISIT OUR [SMALL BUSINESS BASECAMP TO LEARN MORE.](#)

Data cited in this publication is the result of the 2022 Small Business Pulse conducted by Iron Mountain. This information is being provided for informational purposes only. The Small Business Pulse from Iron Mountain is a poll of over 500 U.S. small business owners or managers with 50 or more employees. Respondents cover all age groups (18 and older), regions and genders. The margin of error for this Pulse is +/- 4.00%.

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Iron Mountain Incorporated (NYSE: IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 220,000 organizations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 countries, Iron Mountain stores and protects billions of information assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include secure storage, information management, digital transformation, secure destruction, as well as data centers, art storage and logistics, and cloud services, Iron Mountain helps organizations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit [www.ironmountain.com](https://www.ironmountain.com) for more information.