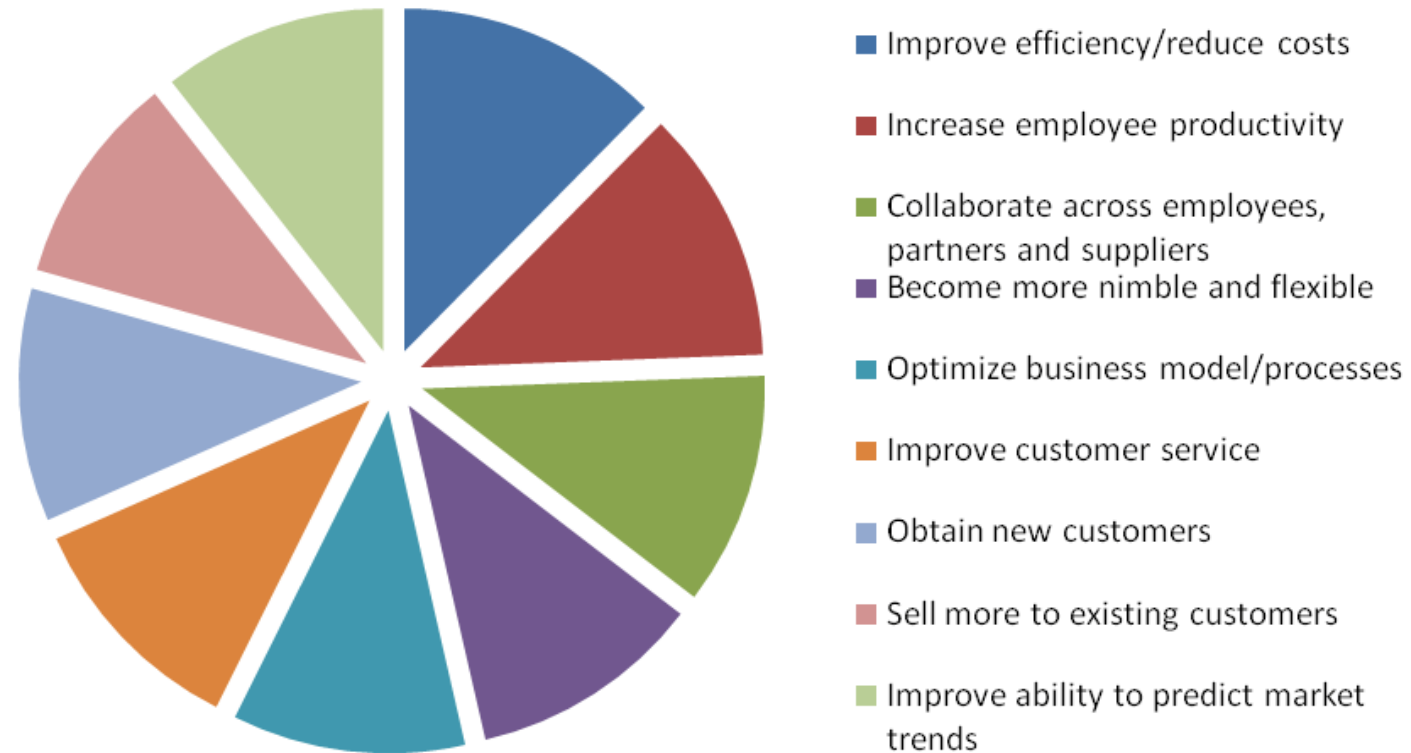


Critical Business Challenges



Data is normalized. Source: Opinion Research Corporation, "Inside the Midmarket: A 2009 Perspective". Study commissioned by IBM

