

SMALL BUSINESSES HESITANT ON TECH INVESTMENT

A survey from Capterra shows that small businesses seem to be hesitant to invest in disruptive technologies over concerns they might be sinking their money in the wrong places.

19%

of small businesses said choosing the right technology is their top challenge.

**FEWER
THAN 1 IN 5**

small businesses invest in artificial intelligence.

47%

said they're using the internet of things.

34%

said IoT is critical for their businesses.

**65% OF
MILLENNIALS**
say they want to use chatbots.

LESS THAN 30%
of small businesses say chatbots are "critical for them to do business."