Consumer Grade

The New Gold Standard in Application Reliability and Performance

FINDINGS FROM A 2016 ENTERPRISE IT SURVEY

For years, "enterprise grade" described hardware and software that delivered the highest levels of service. But today, consumer grade is the new enterprise grade, as a survey of nearly 600 IT decision makers show that consumer apps broadly outperform enterprise apps.

78% of IT decision makers agree that consumer grade is the new standard for apps

TOP REASONS:
Better user interface – **54%**
Less downtime – **31%**
Less likely to be sluggish – **32%**
Less likely to crash – **22%**

81% of respondents agree that consumer software is more reliable than enterprise software

TOP REASONS:
Easier to use – **48%**
Better user interface – **44%**
Faster performance – **33%**
Zero downtime – **26%**
Fewer crashes – **26%**

> *IT decision makers say performance requirements are higher for consumer apps than for enterprise apps*

TOP REASONS:
Consumer apps have greater visibility – **52%**
Companies developing consumer apps attract more talented people to design them – **31%**
Consumer apps have more engineers supporting them – **26%**
Greater need for consumer apps to make money – **28%**
Consumer apps are for the cool kids; enterprise apps are for the geeks – **23%**
Consumer apps pay developers more – **14%**

IT decision makers trust consumer apps as a stand-in for enterprise when enterprise software doesn't work

TOP CONSUMER SOFTWARE THEY RELY ON:
Skype – **37%**
Dropbox – **34%**
GoogleDocs – **34%**
GoogleDrive – **34%**
Chrome Remote Desktop – **8%**
Gchat – **5%**
uTorrent – **3%**
Hightail – **1%**

95% of respondents said they would be negatively impacted if a website were slow or had downtime, with consumer sites easily beating out enterprise sites

TOP SITES:
Google – **79%**
Facebook – **25%**
GoToMeeting – **19%**
LinkedIn – **18%**
Salesforce – **12%**

The survey was conducted in the United States by ScaleArc in July 2016 among more than 600 adults ages 18 and older, of whom 528 were IT decision-makers

ScaleArc is passionate about helping organizations deliver consumer-grade applications – apps that are never down, always fast, and scale anywhere. The ScaleArc software lets businesses unlock the power of modern databases – the heart and soul of applications – without writing a single line of code. For more information, visit:

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