



**National Association of
Surety Bond Producers**

Tablet Computer Technology Survey Results

2012

Introduction

The Automation and Technology Committee of the National Association of Surety Bond Producers (NASBP) created this survey after noticing a steady increase in the number of agents using tablet computers. NASBP recognizes this trend and anticipates more members integrating tablet computer technology at their agencies. In response, the Association created this survey to provide its membership guidance and reference related to: the type of tablet, amount of storage, connectivity and data plans, applications, accessories, warranties and insurance.

This is the first survey of its kind related to a specific technology, specifically tablet computer technology. NASBP designed the first *Information Technology Survey* in 2007 with the goal of examining technology trends by NASBP members. Since its release, NASBP has issued several updated Survey Results analyzing trends relating to automation and technology. These surveys are available on the NASBP web site at <http://www.nasbp.org/itsurvey/>.

NASBP is an international organization of professional surety bond producers and brokers, representing over 5,000 personnel who specialize in surety bonding, issuing bid, performance, and payment bonds for the Nation's construction projects and other types of surety bonds for guaranteeing performance, such as license and permit bonds.

The following survey results provide valuable insight into the use of tablet computer technology at NASBP member agencies.

Methodology

The 2012 *Tablet Computer Technology Survey* is the first survey related to tablet computer technology conducted by the National Association of Surety Bond Producers (NASBP).

The online survey was distributed to 396 member key contacts at NASBP Member agencies. For purposes of this study, agency size is determined by annual premium volume. There were a total of 36 responses, or a 9.1% response rate. Fourteen percent (14%) of the respondents have projected annual surety premiums of less than \$1,000,000; thirty-three (33%) percent had projected annual surety premiums of between \$1,000,000 and \$3,000,000; and fifty-three percent (53%) had projected annual surety premiums of over \$3,000,000.

For more information on NASBP's *Tablet Computer Technology Survey* and the Automation and Technology Committee's work, please contact Dave Golden, Director, Technology, at dgolden@nasbp.org.

Executive Summary

Perhaps the most significant finding of the NASBP Tablet Computer Survey Results was one of the first questions, which asked respondents to rate their technical expertise. It was determined that most owners of tablet computers do not consider themselves technology experts. NASBP's observation was that tablet computers are being utilized as a common business tool (much like a portfolio, calculator, or pen and paper) rather than a technology tool. The Association expects this trend to continue and will provide additional resources for the industry at nasbp.org.

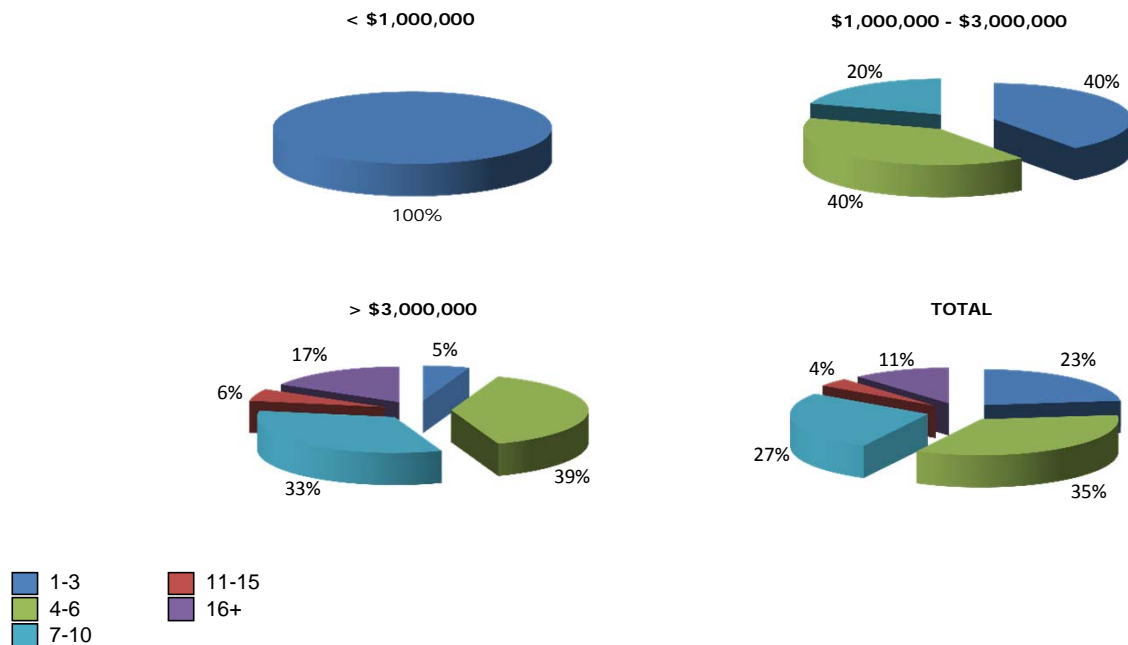
- More than one-third (39%) of respondents rate their technical expertise a 3 out of 5.
- An overwhelming majority (81%) of respondents are operating Apple iOS (iPad, iPad 2, or "The New iPad".)
- Most agencies using Apple iOS-based tablet computers are using iPad 2's, released in 2011.
- Nearly eight out of ten (79%) respondents said they connect to the internet using a data plan as opposed to using Wi-Fi.
- More than half (52%) of all survey respondents rated their satisfaction with their tablet computer(s) a 5 out of 5, the highest rating.
- Over 90% of respondents responded with a 4 or 5 out of 5 when asked how happy they were with their wireless service provider.
- The majority of respondents (65%) indicated they spent more than \$65.01 (per device) on accessories for their tablet computers.

2012 Tablet Computer Technology Survey Findings

The survey results have been categorized by annual surety premiums in 2011: < \$1,000,000; \$1,000,000 - \$3,000,000; and > \$3,000,000.

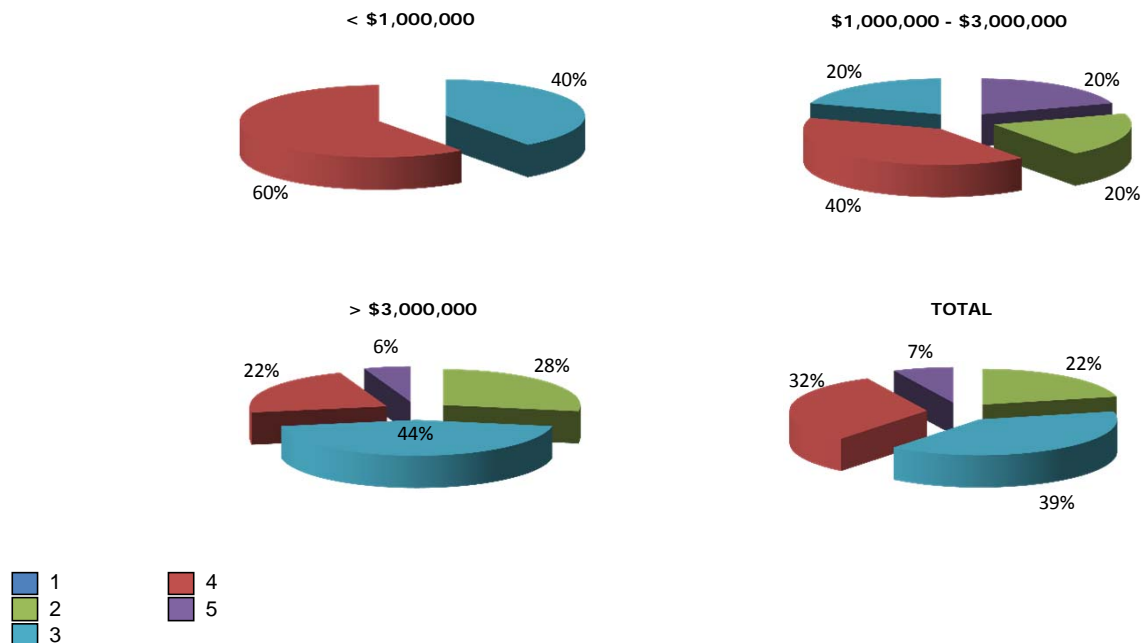
Agency Profile

Number of Surety Personnel



More than one-third (35%) of respondents indicated the majority of agencies have between 4-6 surety personnel in their office.

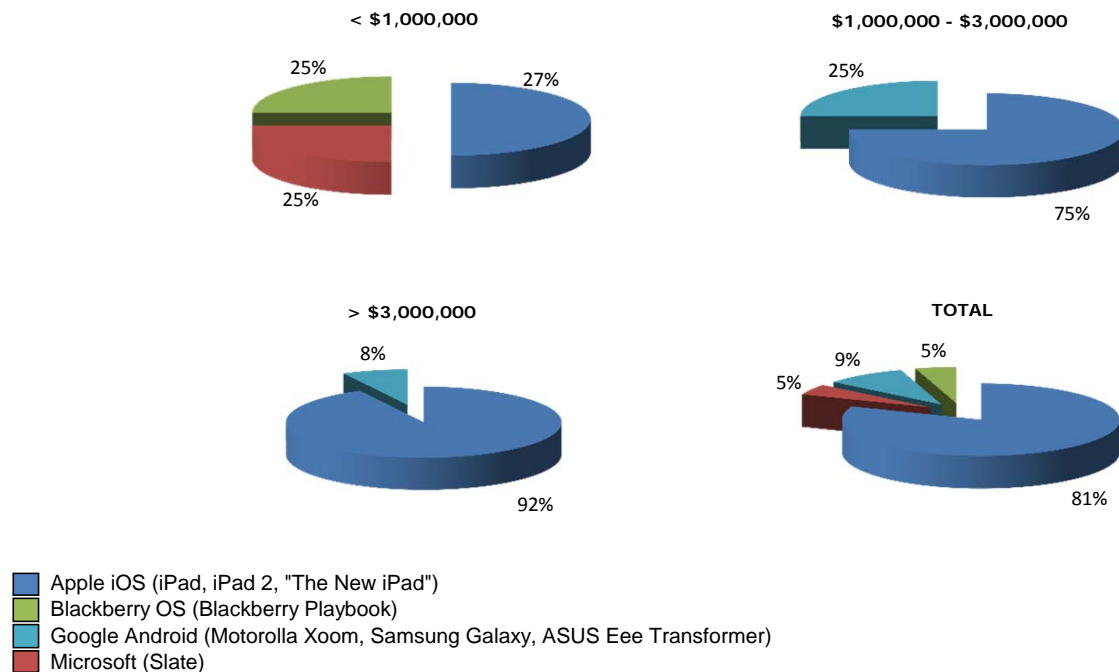
Level of technical expertise (1 = lowest, 5 = highest)



More than one-third (39%) of respondents rate their technical expertise a 3 out of 5.

Hardware and Operating System

What kind of operating system are you running on your tablet computer?



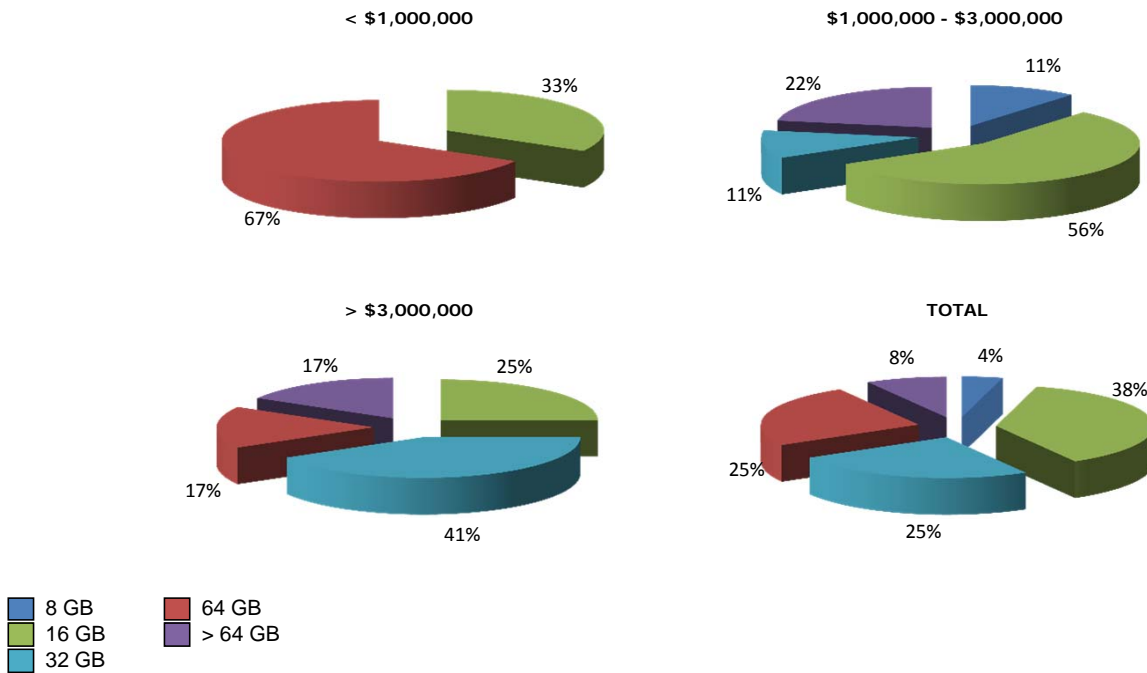
An overwhelming majority (81%) of respondents are operating Apple iOS (iPad, iPad 2, or "The New iPad".)

If your agency runs Apple iOS-based tablet computers, how many are being used?

Operating System	< \$1,000,000	\$1,000,000 - \$3,000,000	> \$3,000,000	Total
iPad 1 (2010)	1	4	8	13
iPad 2 (2011)	5	8	44	57
The New iPad / 3rd Gen. (2012)	5	4	0	9

Most agencies using Apple iOS-based tablet computers are using iPad 2's, released in 2011.

How much storage (average) does each device have?



More than one-third (38%) of respondents indicated their tablet computers have an average of 16 GB of storage. Two-thirds (67%) of agencies with < \$1,000,000 in annual surety premiums indicated they have 64 GB of storage on average.

Hardware and Software Additional Comments:

"We have (1) iPad with 64GB, (1) with 32GB, and (5) with 16GB of storage."

"Most of our tablet computers are running OSx v4.3 or v5.1 on the iPad2. We have additional tablets but after testing, we decided to integrate Apple products at our agency."

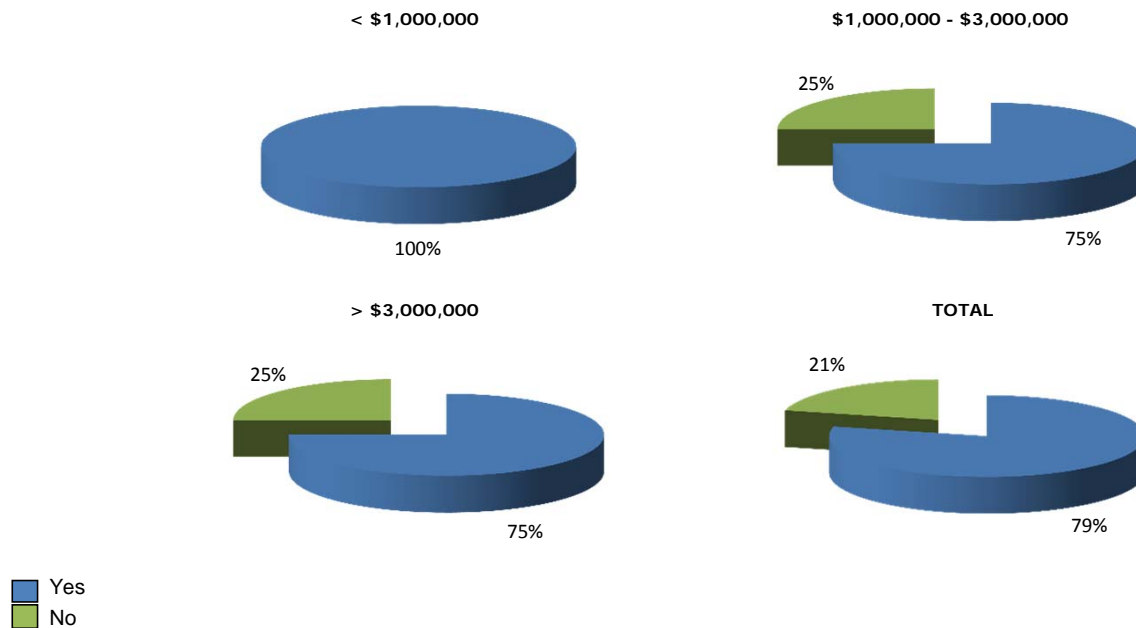
"Our iPad 2's have approximately 64GB of storage. We own them individually, but they are connected through our system."

"64GB Of storage is not needed. 32GB should be plenty."

"We use our tablet computers for internet access, email and remote agency management system access. In addition, we could potentially use for presentations."

Connectivity Profile

Do you connect using your wireless phone/data carrier (3G/4G)? (as opposed to Wi-Fi only)



Nearly eight out of ten (79%) respondents said they connect to the internet using a data plan as opposed to using Wi-Fi.

If you have a Wi-Fi only device, are you satisfied with it?

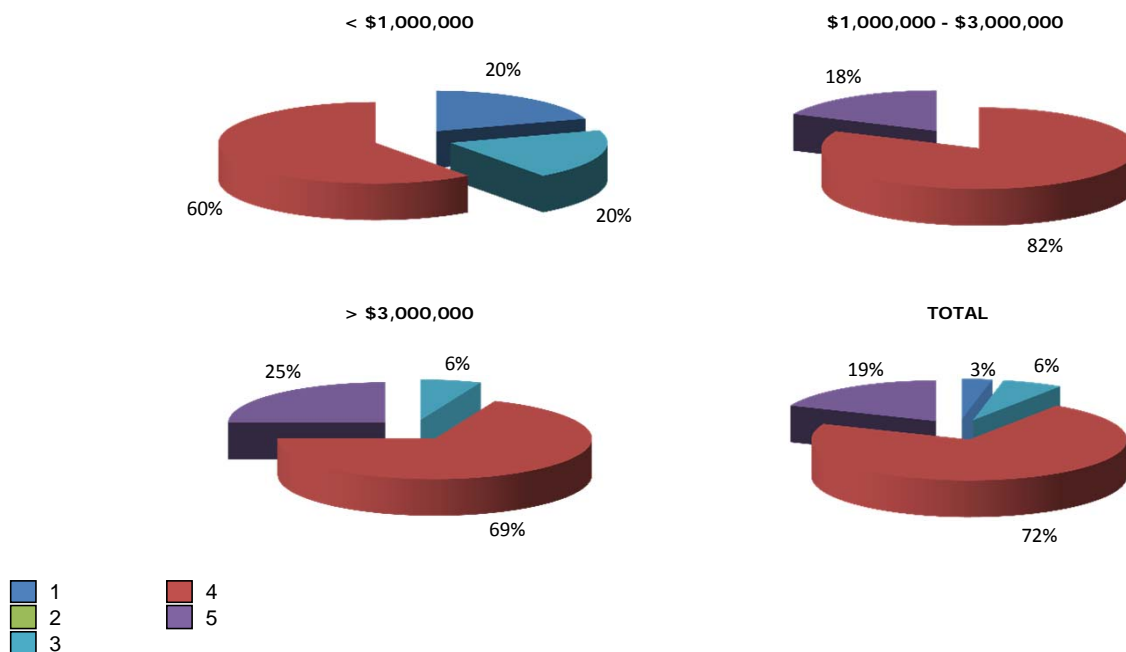
"Yes - We use the device around wireless networks and it is not limited."

"Undecided"

"No - My next tablet computer will have service provided by my wireless provider."

"We use Wi-Fi and have a cellular plan that we can access when needed."

How satisfied are you with your wireless service provider? (1 = lowest, 5 = highest)



Over 90% of respondents responded with a 4 or 5 out of 5 when asked how happy they were with their wireless service provider. 20% of respondents with less than \$1,000,000 in annual surety premiums would rate their wireless provider 1 out of 5.

Connectivity Comments

"We have been using Sprint for some 10+ years for all mobile devices including broadband, etc."

"Our agency synchronizes the iPads with our PC's."

"One of our iPads uses a Verizon data plan and the service is pretty good. There have been a number of times where I have had access to create a Wi-Fi hotspot where my phone service (AT&T) was not strong enough, or have used my plan in lieu of paying high fees for connectivity at hotels or conferences."

"We are very satisfied with Verizon Wireless."

"Not all iPads have 3G/4G features due some carriers requiring separate data plans. We also us iPhones exclusively and will use the "hotspot" feature to allow internet connections to Wi-Fi-only iPads. This solution works well. We also in middle of a "cloud" migration of our servers which will allow seamless Wi-Fi access to the network. We find properly configured net books to be quite effective for mobile access."

"Sprint is a client of ours!"

"I subscribe to a wireless data plan but two other employees connect through Wi-Fi only."

"We all have either Blackberry phones or iPhones but only a few of our Producers have tablet computers. None of the internal bond staff has them. We do have our phones connected to our network through Outlook and receive our emails through our phones when on the road."

Applications

Which of the following generic applications that were included with the tablet computer do you use?

Generic Applications	≤ \$1,000,000	\$1,000,000 - \$3,000,000	> \$3,000,000	Total
Email	4	9	14	27
Contacts	3	9	14	26
Calendar	3	8	14	25
Web Browser	4	9	12	25
Camera	3	9	12	24
Reminders	2	8	12	22
Social Networking	3	5	13	21
Books / Newspapers	2	6	11	19
Music / MP3 Player	3	7	9	19
Store	2	7	10	19
Notes / Dictation	3	6	9	18
Remote Access	4	6	7	17
Tasks	2	7	7	16
Video Camera	3	5	5	13
File Storage	3	3	6	12
Video Conferencing	1	5	5	11
Instant Messaging	2	3	4	9

Additional applications added to tablet computer:

"mSecure (password manager), LogMeIn (remote access), Dropbox (cloud storage), Note Taker HD (notes), Digits (calculator), Nook/iBooks/Kindle (books/news), Dragon Dictation (notes), iExit (info on gas/food/lodging at interstate exits), Zite (news aggregator), Docs to Go (MS Office integrator), OxBlue (job site camera viewer), Facebook/Twitter/LinkedIn (social networking), Keynote (presentation software) - Most cost less than \$5.00."

"document storage, creation, editing and productivity tools are what I look for."

"All applications which have been added are included in the plan at no costs ie Navigation, Tango, I Heart Radio, Shazam, Kindle, Netflix, etc."

"PDF fillers (Note Taker HD), calculator, CRM app, remote control (ie VNC), GoToMeeting, weather, word processing and spreadsheet apps (Pages, Numbers), business card scanner app (ScanBizCards), phone system integration app (Jabber), dictation apps (Dragon), note taking apps (noteshef, notability, note taker HD)."

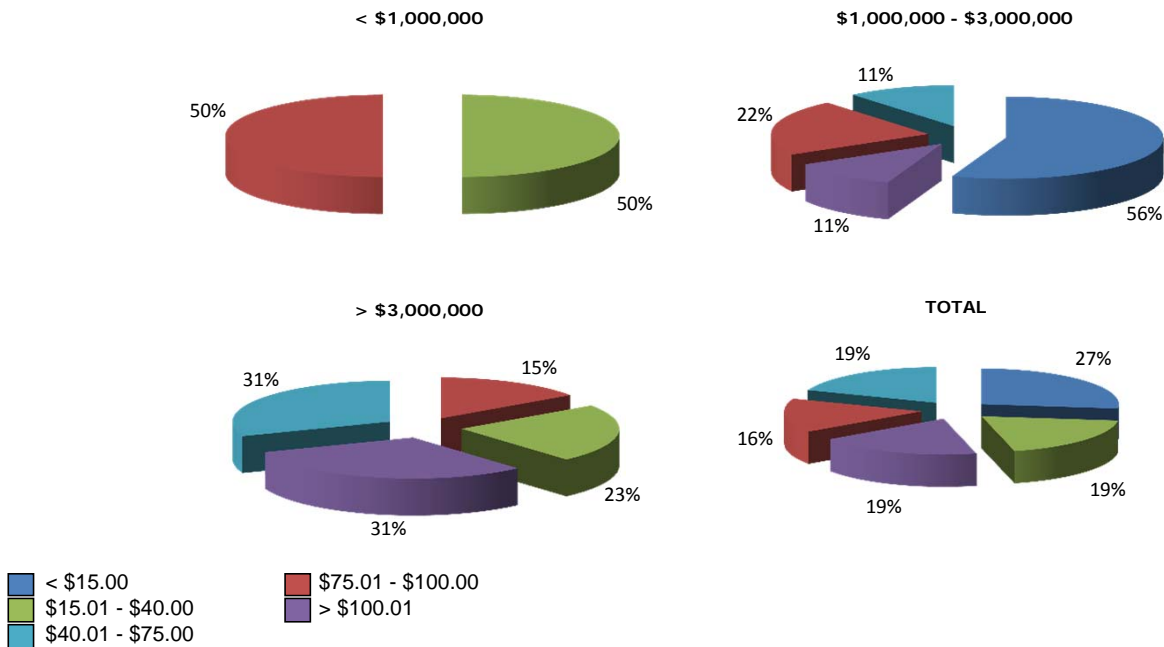
"I have added keynote, pages and numbers so that I can review excel and word documents"

"Notability, (\$9.99) all meeting notes, Yammer, try to use it agency, Dragon Dictation, (\$9.99), Skype, conference calls or inter-office meetings desktop- to log into our agency management system, mSecure, to organize passwords (best thing I have ever found), iThoughts, mind mapping, working on figuring it out!"

"PDF Reader, Google Translate, GPS Drive/Google Earth for job site lookups, voice memos is excellent for meeting summary/dictation."

"Zillow, My Radar"

Approximately how much (per device) have you spent on additional software content and media?



The average amount spent (per device) on additional software content and media is higher for Producers with annual surety premiums more than \$3,000,000. More than a quarter (27%) of total respondents indicated they spend less than \$15.00 per device.

Accessories

Which accessories were included or purchased for your tablet computer?

Accessories	< \$1,000,000	\$1,000,000 - \$3,000,000	> \$3,000,000	Total
case	4	6	9	19
additional charger(s)	3	4	6	13
screen cover	3	4	5	12
keyboard	1	2	4	7
stylus	2	0	4	6
additional memory card	2	1	2	5
additional sync cable(s)	2	0	2	4
car mount	0	1	1	2
docking station	2	0	0	2

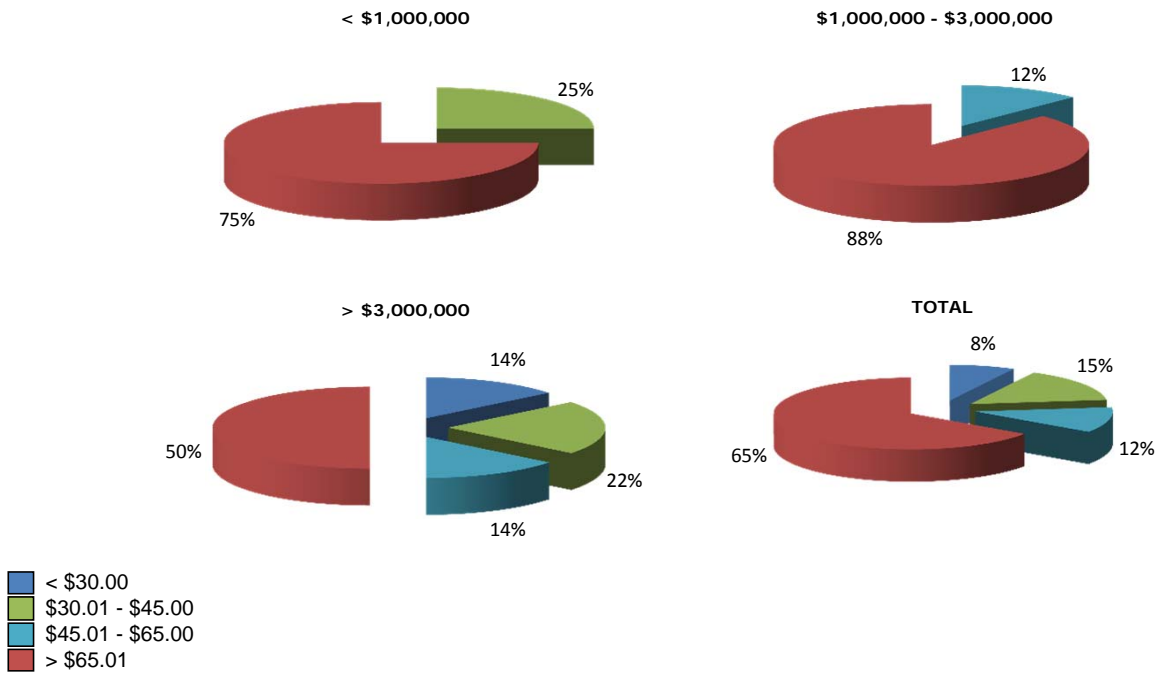
Additional accessories included or purchased:

"We do have some test machines we're using a keyboard with, I just don't use one on mine."

"I have a Zaggfolio which is a case with Bluetooth keyboard."

"Keyboard was the most expensive, but they've since come out with the integrated keyboard/iPad cases that would be more convenient."

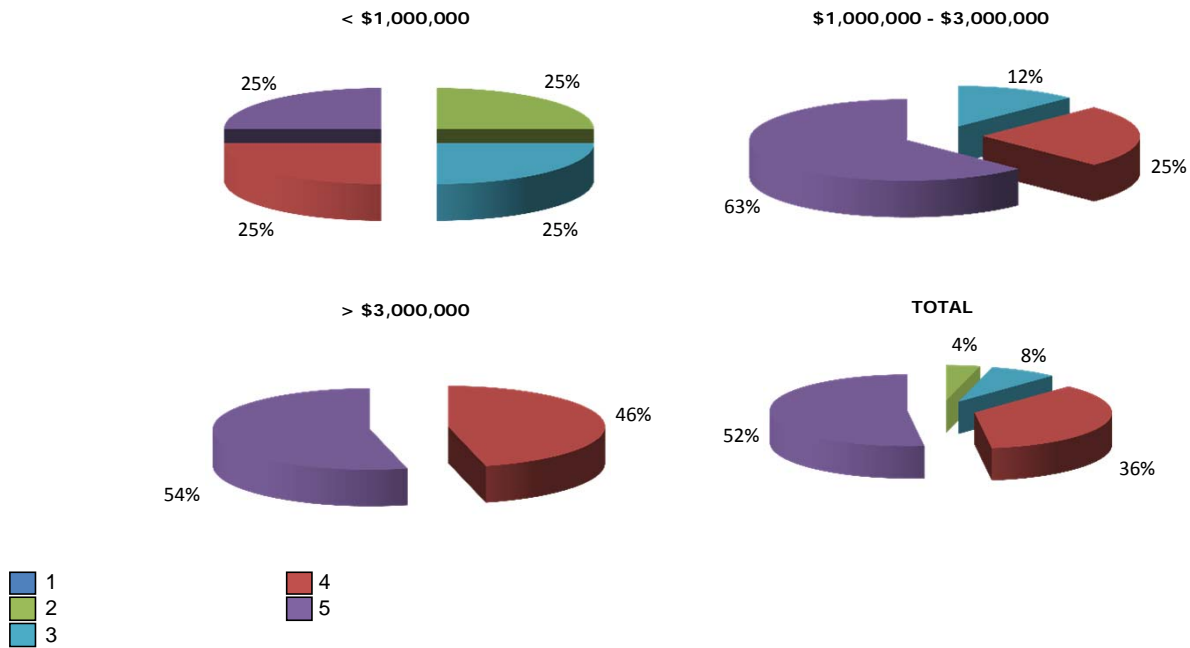
Approximately how much (per device) have you spent on accessories?



The majority of respondents (65%) indicated they spent more than \$65.01 (per device) on accessories.

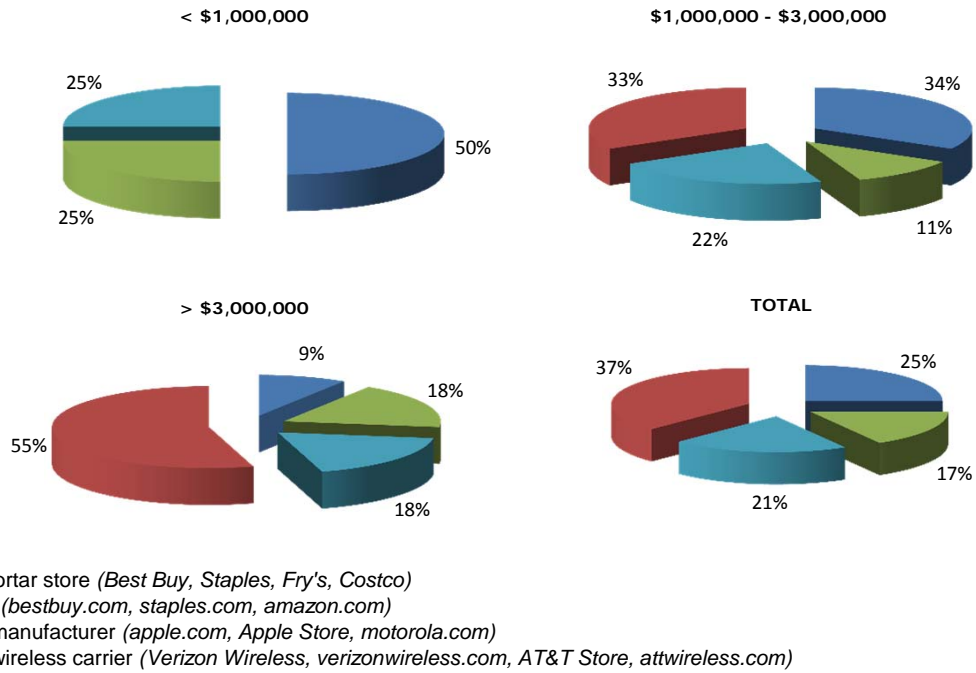
Miscellaneous Services

How satisfied are you with your tablet computer(s)? (1 = lowest, 5 = highest)



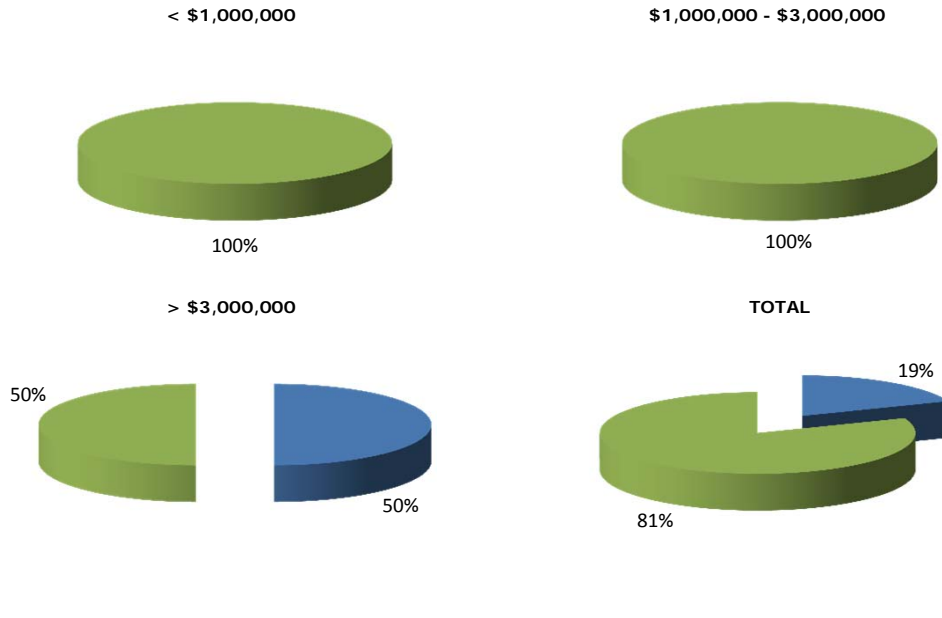
The majority (52%) of survey respondents rated their satisfaction with their tablet computer(s) a 5 out of 5, the highest rating.

Where did you purchase your tablet computer(s)?



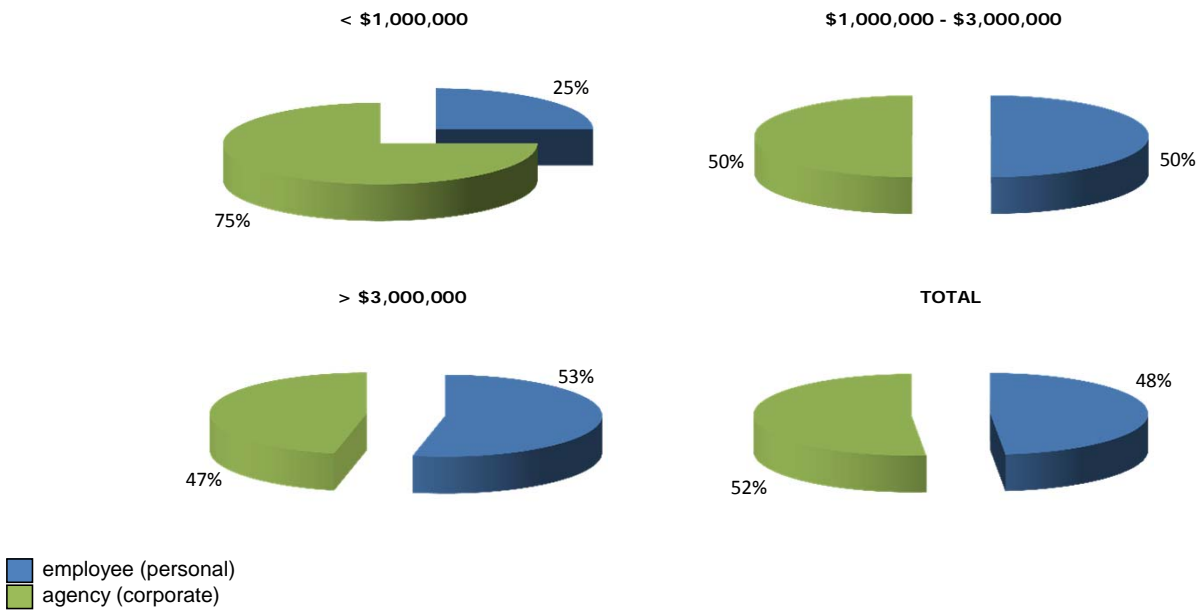
More than one third (37%) of respondents purchased their tablet computer(s) from their wireless carriers. More than half (55%) of agencies with more than \$3,000,000 in annual surety premiums purchased from their wireless carriers.

Did you purchase extended warranties for the device(s)?



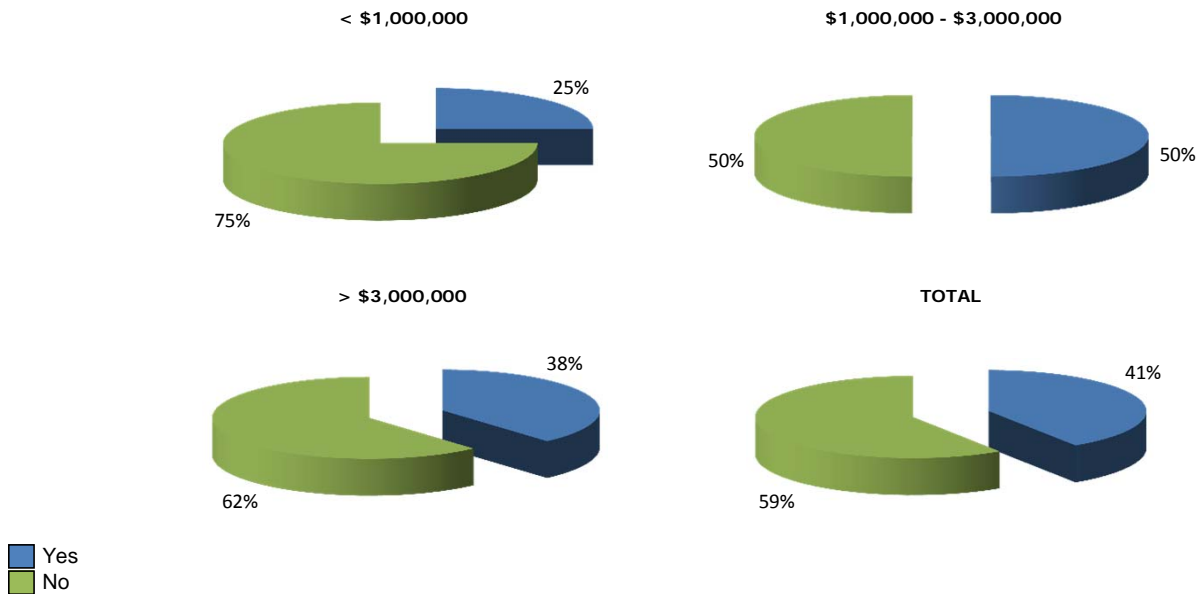
More than three-quarters (81%) of respondents to the survey purchased extended warranties for the devices. Only agencies with annual surety premiums of greater than \$3,000,000 purchased additional protection.

Does the employee or the agency own the device?



Respondents indicated the device ownership was almost split between personal (48%) and corporate (52%).

Were the device(s) added to your insurance policies?



More than half (59%) of respondents indicated the device(s) were not added to their insurance policies.

Please describe how the device(s) are covered:

"EDP policy "

"property and loss of income"

"personal article floater"

"regular office insurance "

"self-insured"

"property policy has an extension of coverage for off site electronic equipment"

"blanket inland marine/computers"

Miscellaneous Services Additional Comments:

"We do not purchase the tablets for the Producers (except the few we're testing), so we don't really know what the Producers might load on their own devices. We only allow email/contacts/calendar to be pushed through ActiveSync (with a signed Personal Device Mobile Policy and Bring Your Own Device agreement); Non-agency-owned devices aren't allowed on our networks. The answers I'm giving pertain to the devices we're using for testing and educational purposes. The only tablets we're testing at this point are iPads but we do have Producers with a few other kinds."

"My tablet has virtually replace the need to travel with a laptop."