



**CYBER READINESS**  
INSTITUTE

# Global Small Business Multi-Factor Authentication (MFA) Study

[BeCyberReady.com](https://BeCyberReady.com)

# MFA Awareness and Implementation

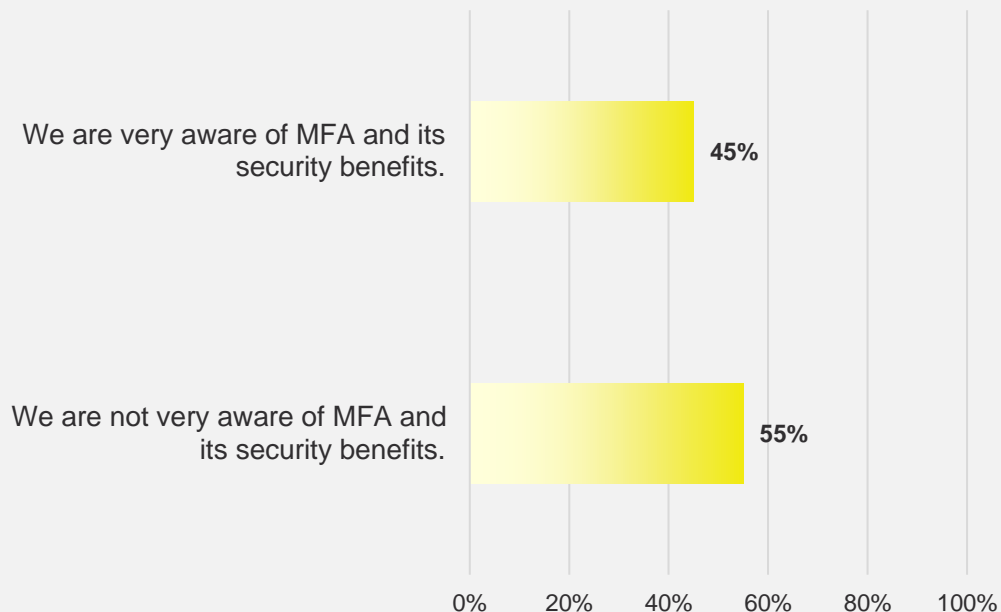
In May, CRI launched a global study to discover the level of MFA awareness and implementation among 1403 small and medium-sized business surveyed across eight countries. The study was sponsored by CRI Members, including Mastercard, Principal Financial Group, Apple and the Center for Global Enterprise.

## 55% of SMBs are not very aware of MFA and its security benefits.

### QUESTION

The following best describes the level of awareness you have of MFA and the related security benefits at your company.

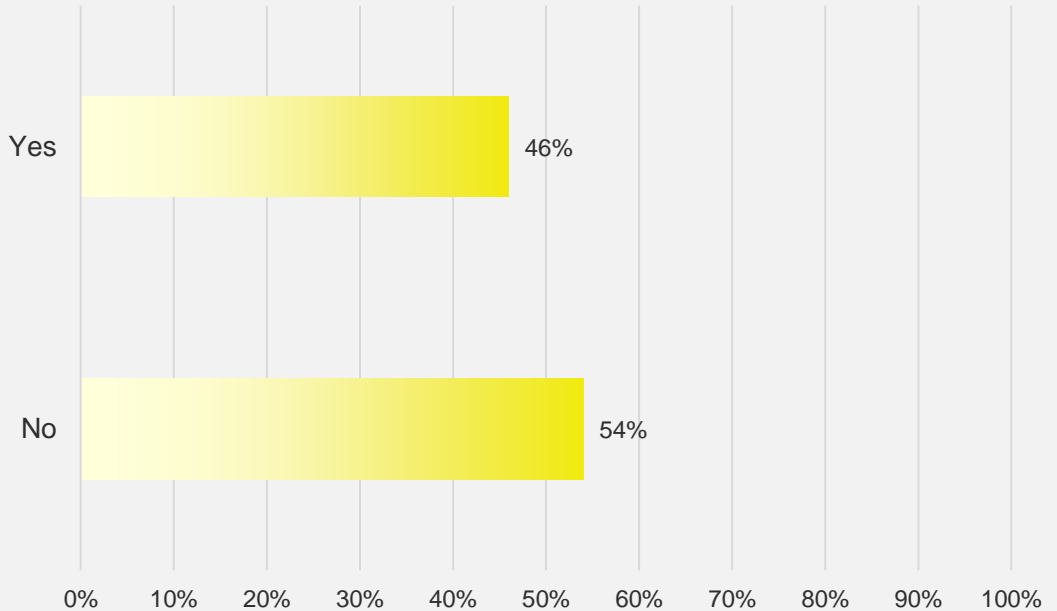
Source: Cyber Readiness Institute Global MFA Survey, Small and Medium-sized Businesses, May 2022 (Global N=1403)



## 54% of SMBs do not implement MFA for their business

QUESTION

Does your business  
implement MFA?



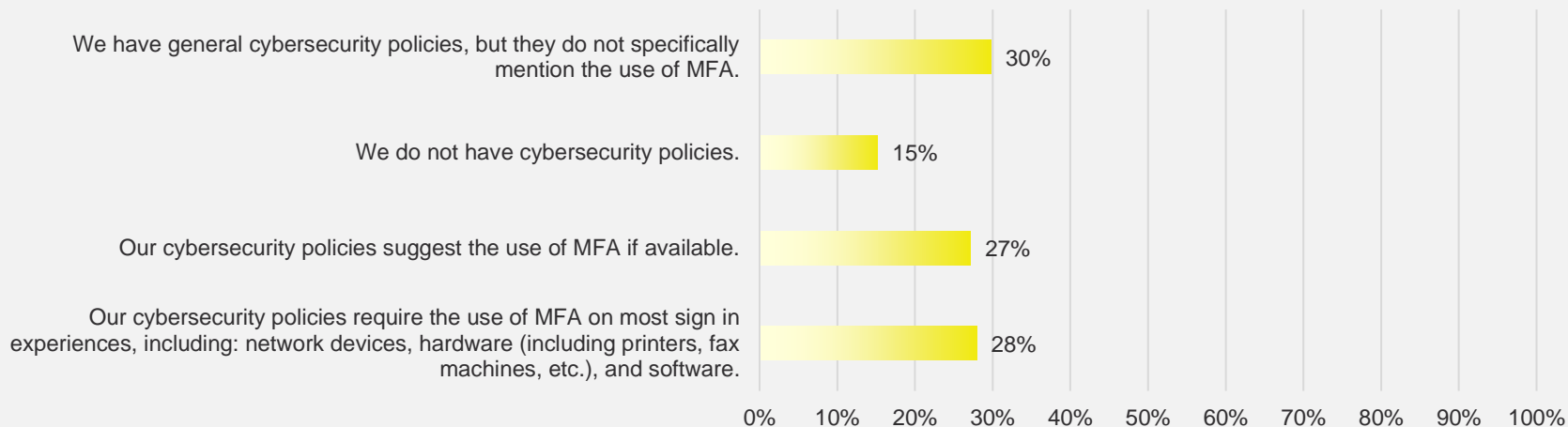
# SMBs using MFA

## Only 28% of SMBs require the use of MFA

### QUESTION

Our cybersecurity policies reference MFA in the following way:

*\*Note: Only 13% of the global SMBs surveyed require the use the MFA.*



## 39% of SMBs have a process for prioritizing MFA use

### QUESTION

The following best describes our process for prioritizing when and where to use MFA:

We have a process for prioritizing critical hardware, software and data for the use of MFA.

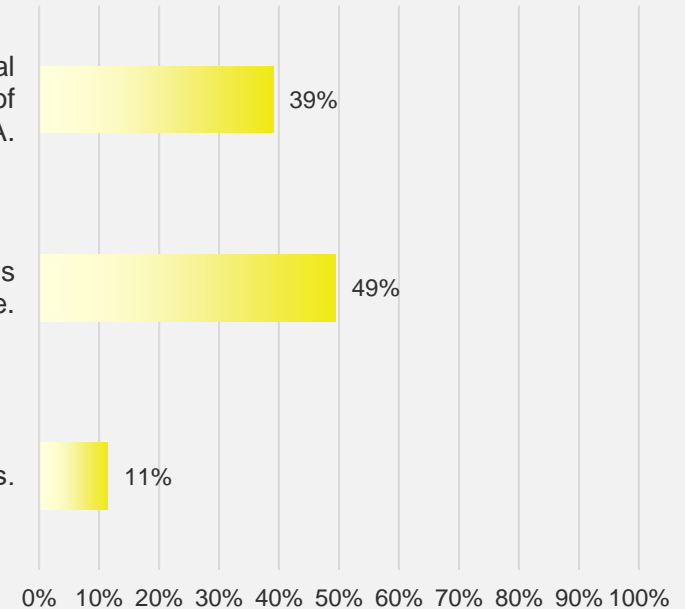
39%

We encourage the use MFA when it is available.

49%

We don't have a process for this.

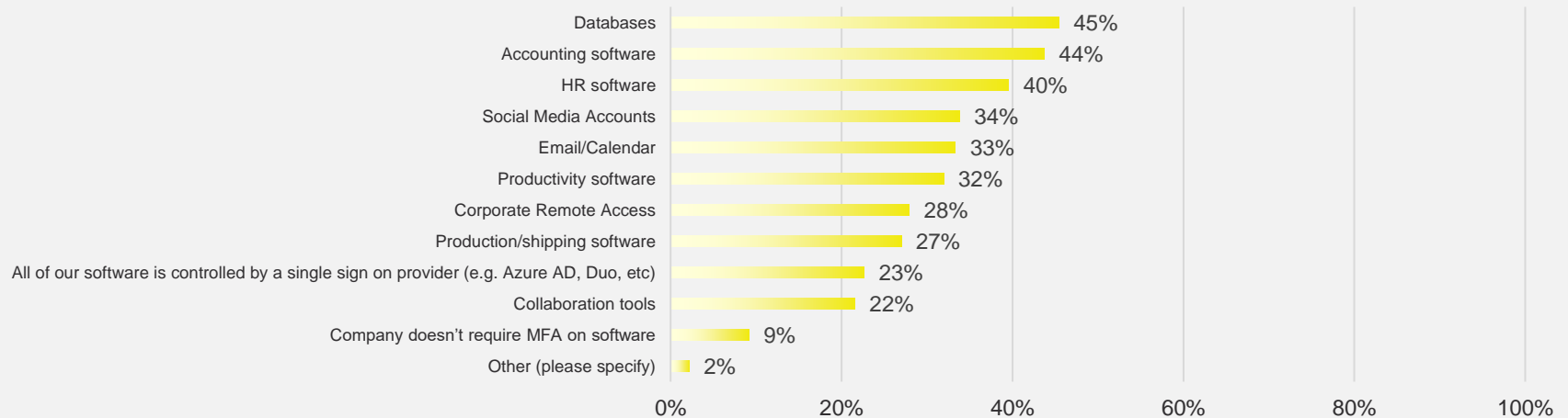
11%



# Databases, accounting software, and HR software are the top 3 applications where SMBs require the use of MFA.

## QUESTION

Our company requires the use of MFA for the following software:

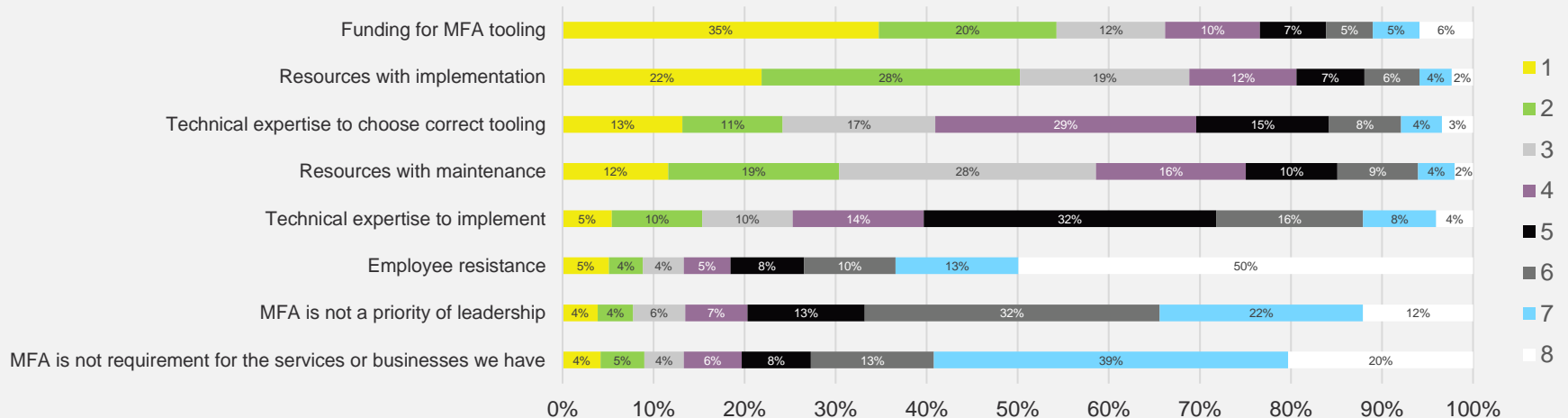




# Funding for the tooling & resources are the top two challenges for SMBs implementing MFA.

## QUESTION

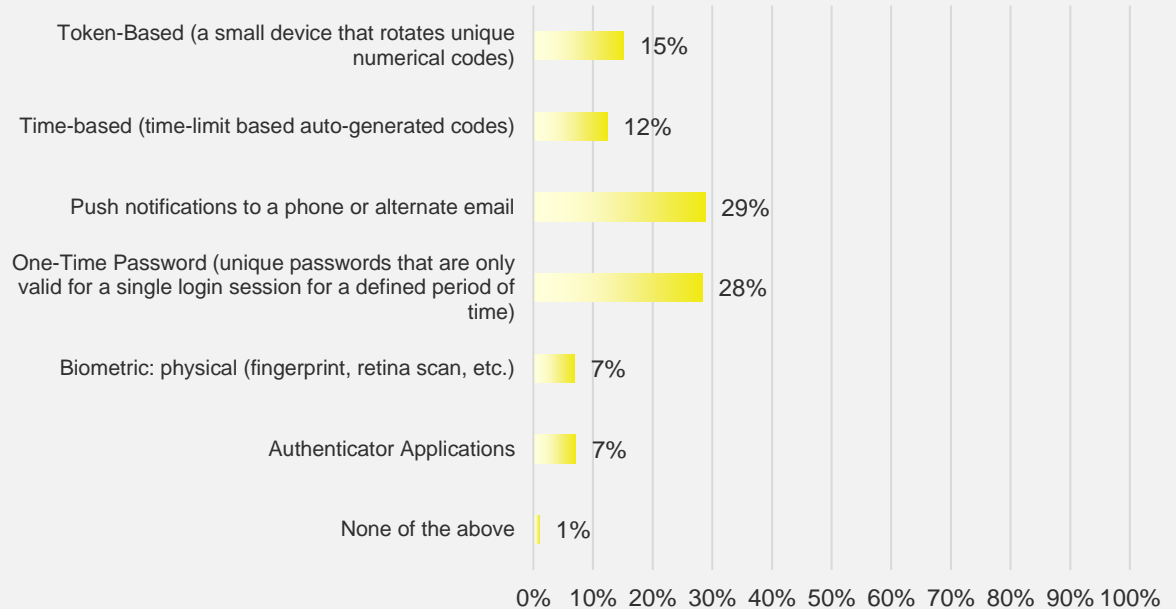
Please rank the following challenges with implementing MFA across your corporate enterprise by dragging the options below: (1 being most challenging & 8 being least challenging)



# More than 28% of SMBs use push notification to phone or email and single-use passwords to authenticate.

## QUESTION

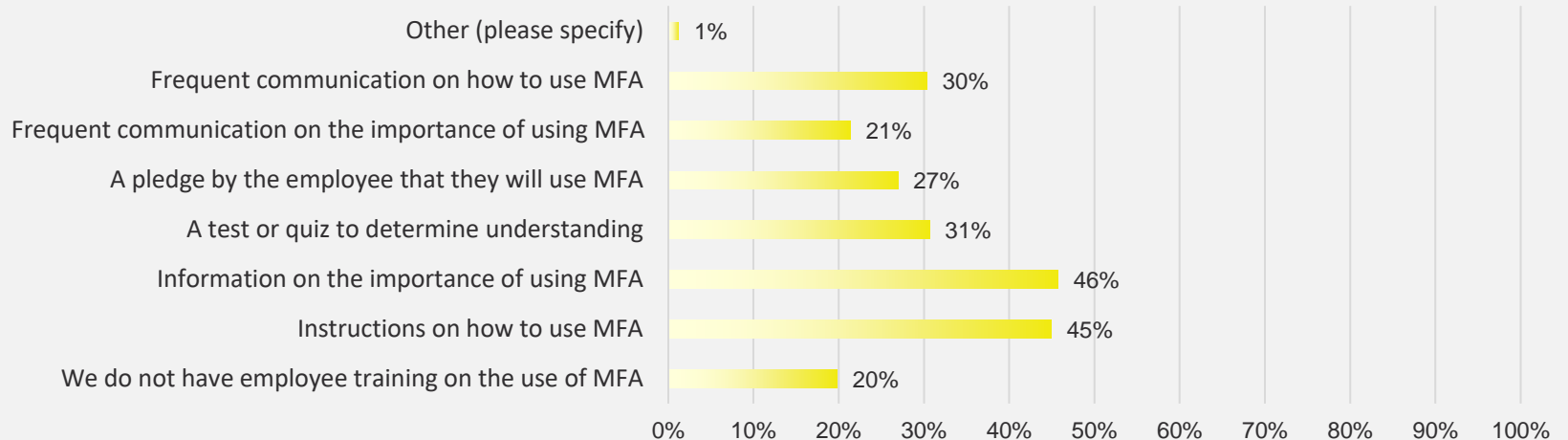
Which of the following best describes the type of MFA your company uses?



## 20% of SMBs do not have employee training on the use of the MFA.

### QUESTION

Our employee training on the use of MFA includes the following:



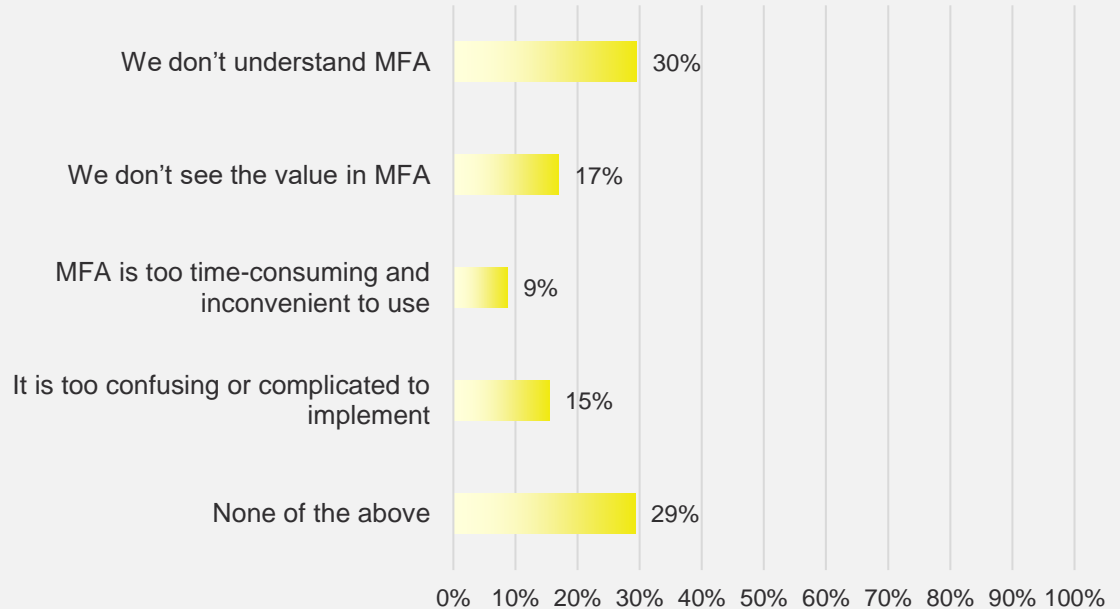
# SMBs not using MFA



## 30% of SMBs do not understand MFA.

### QUESTION

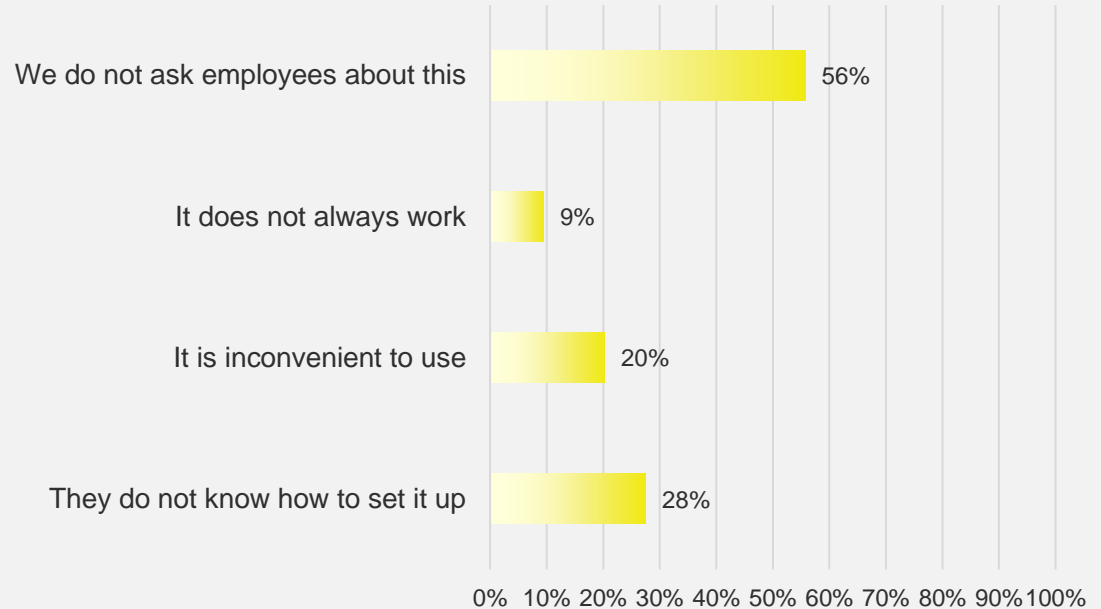
Which of the following best describes the reason that your organization has not implemented MFA?



## 20% of SMBs cite 'inconvenient to use' for resisting MFA.

### QUESTION

Employees cite the following reasons for resisting the use of MFA:



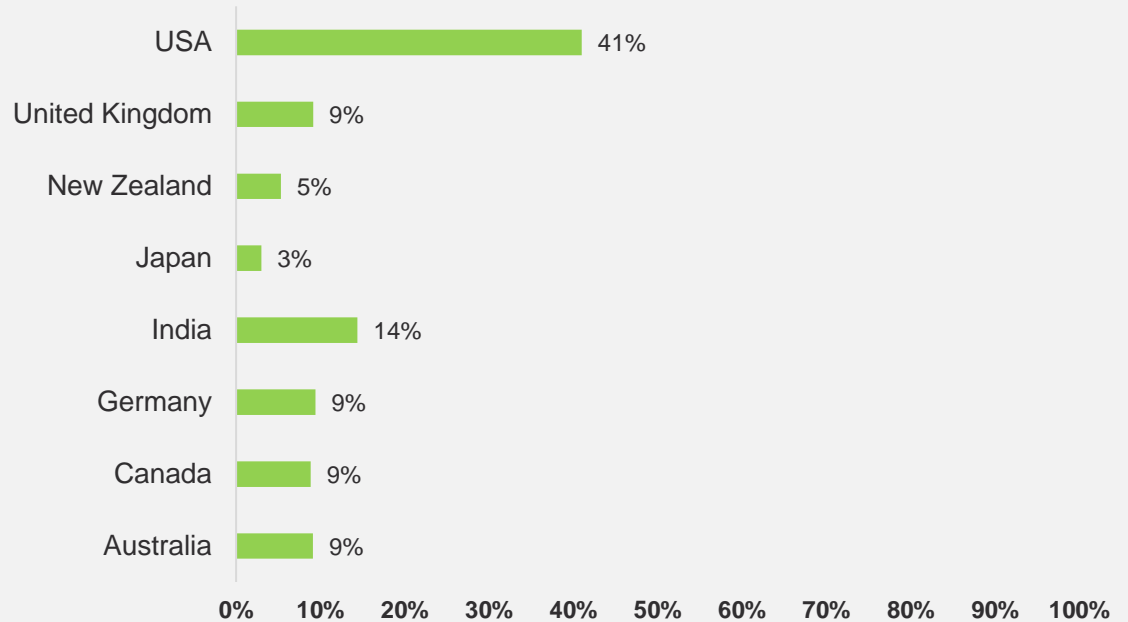
A woman with short dark hair and glasses, wearing a dark blazer over a white top, is shown in profile from the waist up. She is holding a tablet in her left hand and a smartphone in her right hand. The background is a bright, hazy green gradient. The word "Firmographics" is overlaid in large, bold, black text.

# Firmographics

# Location

QUESTION

Please select the location of your organization

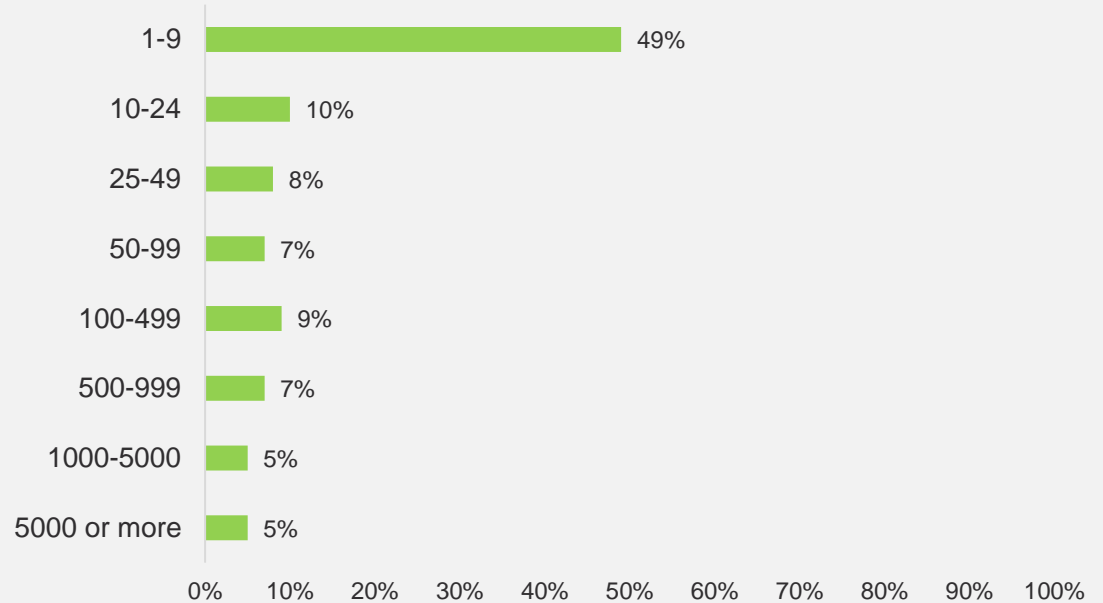




# Number of employees

**QUESTION**

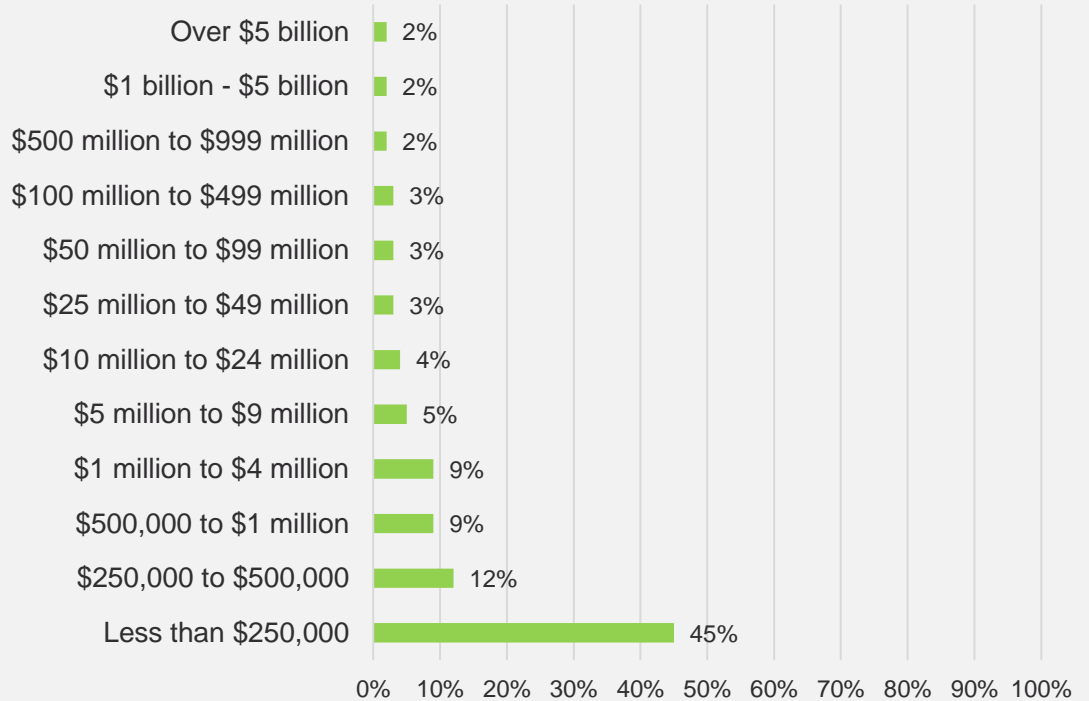
Please select the number of employees your organization currently employs.



# Revenue

**QUESTION**

Please select the revenue span that best represents your organization.



## Top 10 industries represented in the survey

QUESTION

Which of the following best describes your company's industry?

1. Retail & Consumer Durables
2. Construction, Machinery, and Homes
3. Telecommunications, Technology, Internet & Electronics
4. Education
5. Business Support & Logistics
6. Entertainment & Leisure
7. Healthcare & Pharmaceuticals
8. Advertising & Marketing
9. Finance & Financial Services
10. Manufacturing