

Remote Work Preparedness

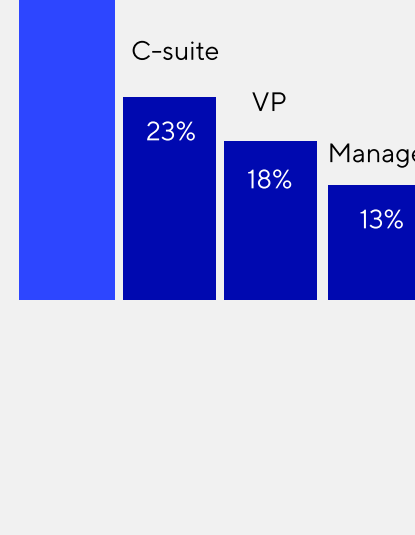
Tech Leaders on the Shift to Work From Anywhere

With COVID-19 causing large-scale business disruptions and uncertainty, many companies and individuals are prioritizing remote work capabilities and rethinking large-scale Work from Home infrastructure.

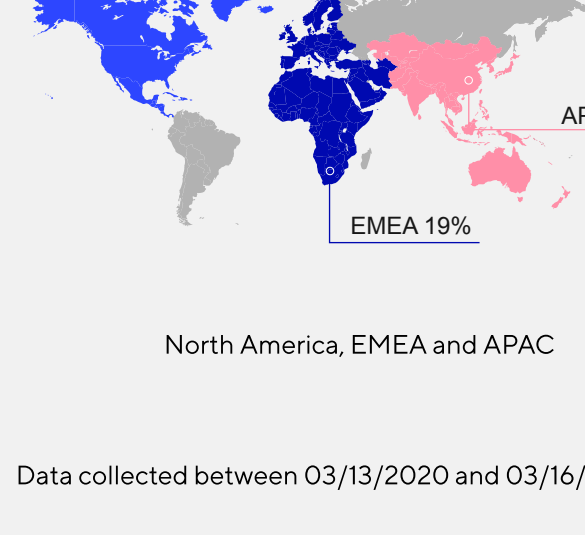
To this end, we asked 124 tech leaders about their preparedness for wider disruption as a result of COVID-19, how well they are adjusting to a more remote workforce and how they'll be weighing funding and priorities moving forward.

Breakdown of respondents

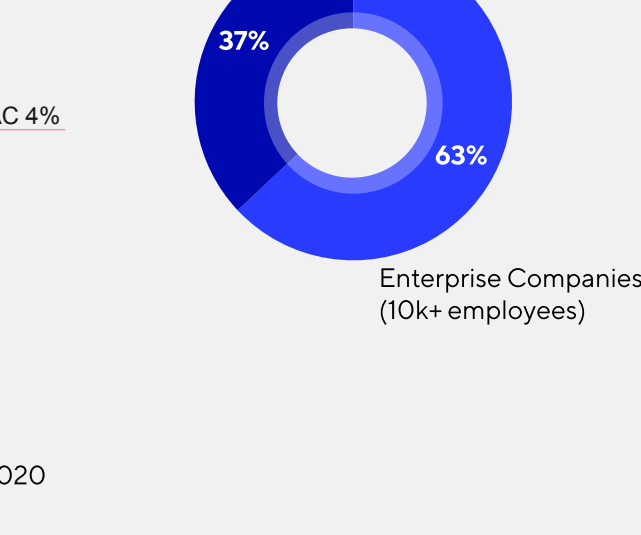
IT EXECS



LOCATION



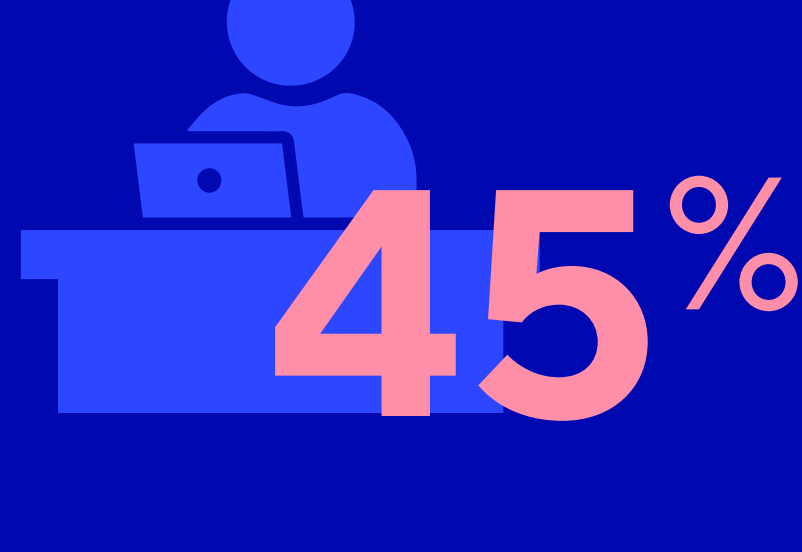
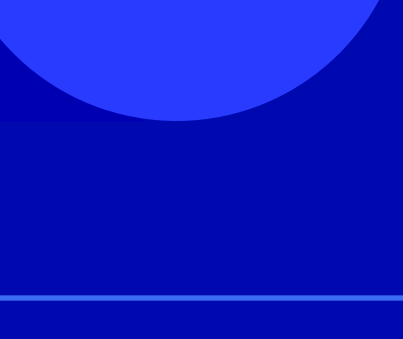
COMPANY SIZE



Data collected between 03/13/2020 and 03/16/2020

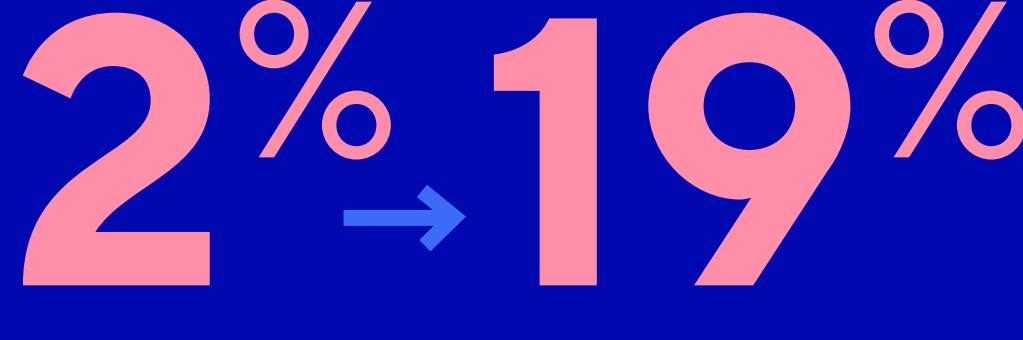
Workforces shifting to remote work

Prior to March 2020 and the global growth of COVID-19, 27% of respondents said that more than half of their workforce were working from home before the worldwide pandemic.



This has now changed. Following worldwide spread of the novel coronavirus, organizations have taken precautionary steps to help limit exposure. Now 45% of organizations have over half of their workforce working remotely.

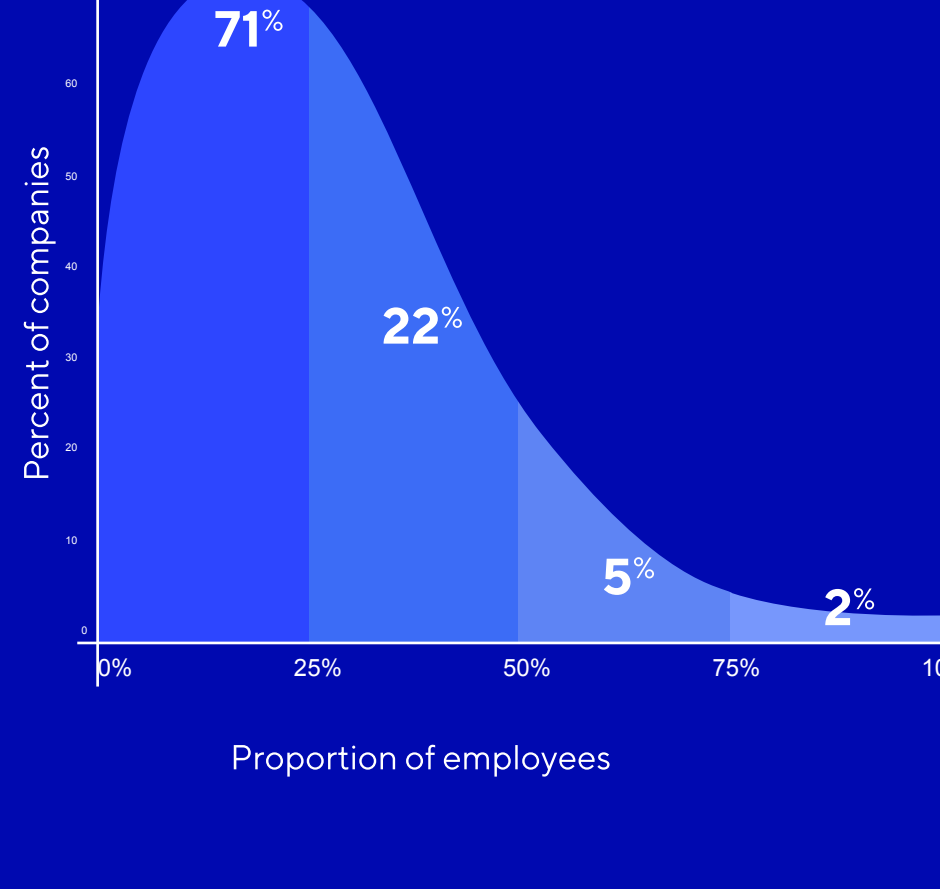
More remarkably, companies that have over three-quarters of employees working-from-anywhere have jumped from 2% to 19%.



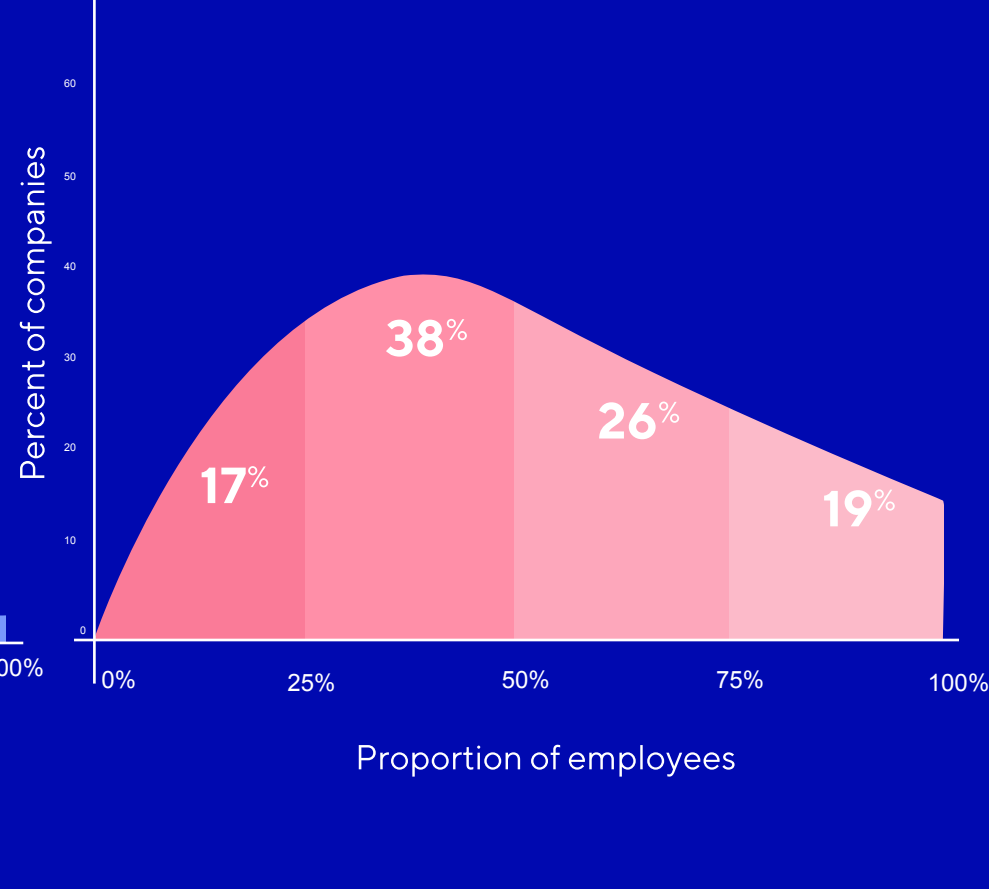
Percentage of organizations with more than 75% remote employees

Proportion of Employees Working Remotely: Before and After

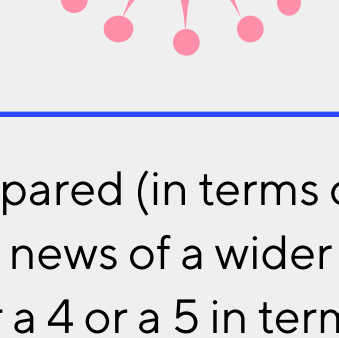
BEFORE MARCH 2020



AFTER MARCH 2020

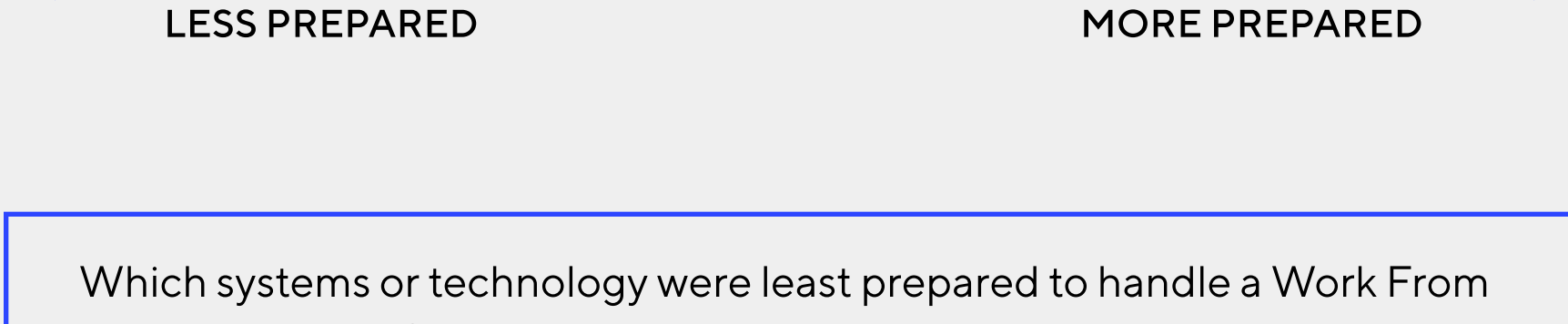


COVID-19 PREPAREDNESS



Companies saw themselves as somewhat prepared (in terms of having the right tools for the job) for remote work before news of a wider pandemic. On a scale of 1 to 5, 56% saw themselves as either a 4 or a 5 in terms of preparedness. A further 29% saw themselves as a 3 whereas the remaining felt unprepared for remote work before the crisis hit.

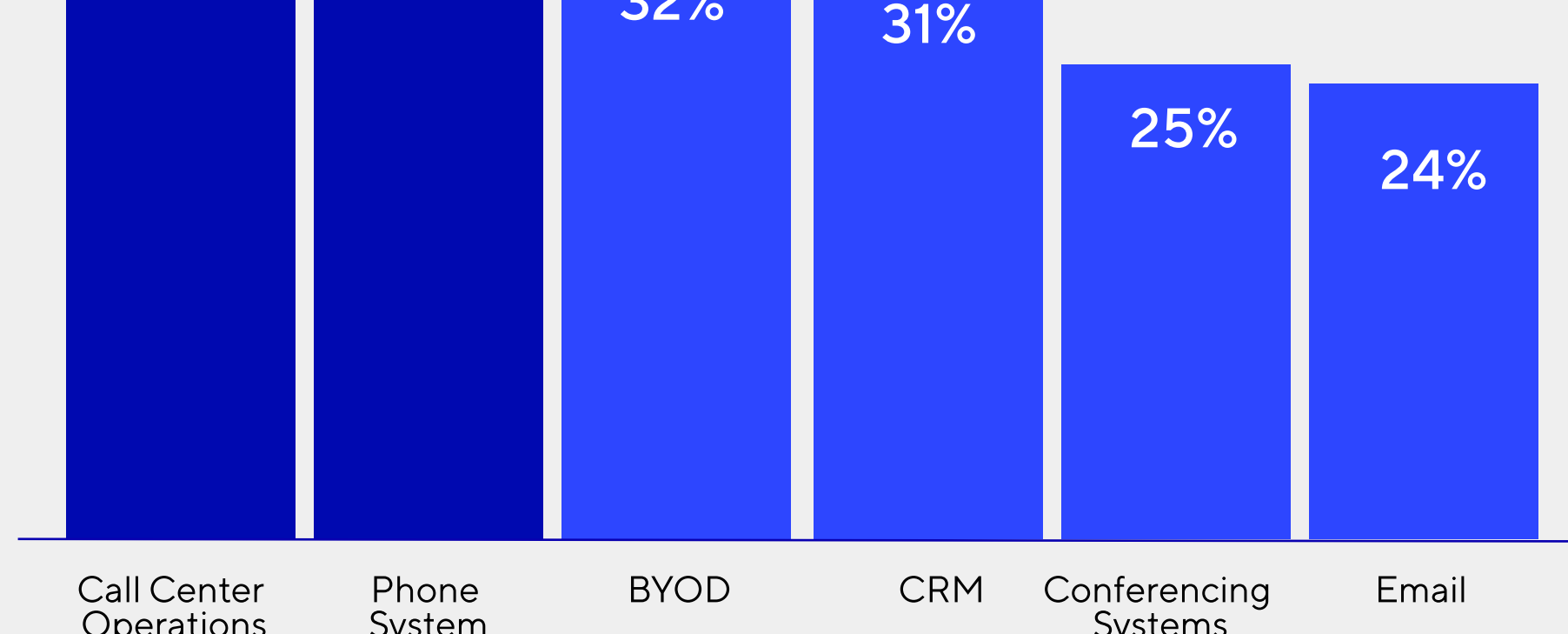
15% 29% 56%



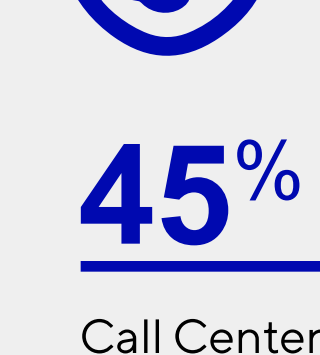
LESS PREPARED

MORE PREPARED

Which systems or technology were least prepared to handle a Work From Anywhere policy? When asked this question, tech leaders largely said that Call Center Operations (48%), phone systems (45%) and employees' own devices (32%) were the least prepared for remote work.

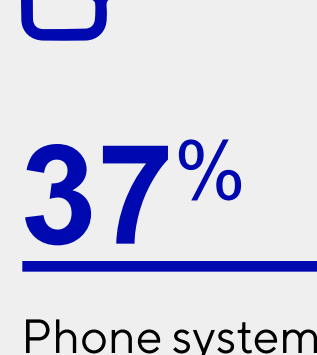


Similarly, systems and technology that leaders felt would improve or enhance remote work capabilities included Call Center operations (45%), Phone systems (37%) and the ability for employees to use their own devices (29%).



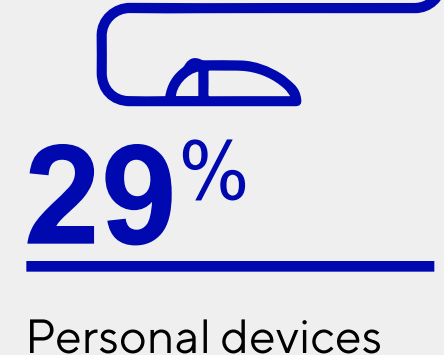
45%

Call Center operations



37%

Phone systems



29%

Personal devices

TELEPHONY SPEND



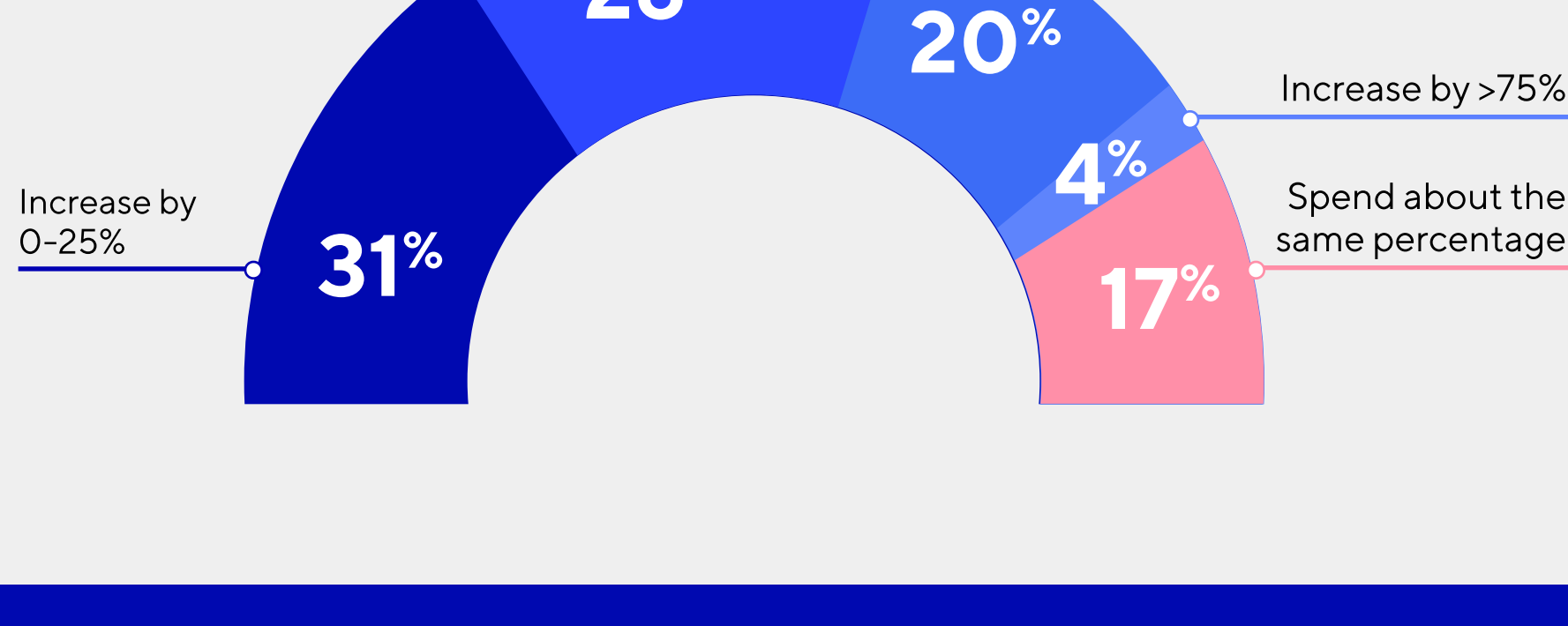
9%

Only a fraction of tech leaders believe their telephony system is very prepared for remote work.

90%

On the other hand, almost all agree that, going forward, their company will pay more attention to remote work systems and procedures as a result of the outbreak of COVID-19.

As a result of this heightened awareness as to the importance of telephony in a time of more remote workforces, organizations are increasing their spend on "Work from Home" tools and resources.



DOES COVID-19 CHANGE HOW WE WORK?

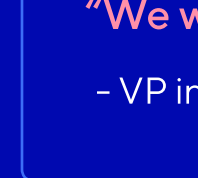


"The one bright spot in the current crisis is it will force a more rapid adoption and adaptation to a remote work and work-from-home capable workforce. Once people have learned how to be productive in that manner, I don't foresee them going back."

- Manager in Public Administration

"Concerns about productivity of Remote Work still pervasive."

- Director in Enterprise Software company



"Unsure about it but we are going to soon see a radical change in how businesses see remote work."

- Director in Insurance



"We will start more getting comfortable with the idea of remote work."

- VP in Manufacturing



"Given real estate challenges and the virus outbreak, stress testing remote work will be a cultural shift to embrace more."

- CIO in Professional Services

The COVID-19 pandemic is an important moment for companies to reconsider their remote work infrastructure. With the rise of cloud technology and a modern, mobile workforce, it will be important for organizations and individuals to implement platforms that enable employees to stay connected and productive. Please contact us if you need more information on phone and video conferencing systems.