



The New Digital Workplace

Employee experiences with universal remote working since COVID





FOREWORD

Sumir Karayi, Founder and CEO, 1E

The unprecedented events of 2020, and their impact on businesses and their employees globally, compelled us to commission this research in partnership with Vanson Bourne. They surveyed 300 employees across the US to gain insight into how employees have experienced the mass shift to remote working, and how IT has been able to support them. In this report, we have modeled this data against the US of knowledge workers and against a typical 10,000 person, medium-sized American corporation.

Redefining the digital workplace

The pandemic has accelerated previously abstract and long-term digital transformation projects by at least ten years overnight. Initiatives such as remote working are no longer “a nice to have”, but critical to keeping American businesses functioning.

Based on our data and that of the US Bureau of Labor Statistics, which shows that there are approximately 68 million knowledge workers employed in the United States, we know that 39 million employees couldn’t work remotely prior to the pandemic, but 35 million of them are now working remotely full-time. What impact has this had on IT and the digital employee experience?

To start, the endpoint has become more personal than ever. It’s the one thing that connects remote employees back to the organization, it’s where positive employee experiences are created, and it’s where value is delivered. Employees understand this, which is reflected in the survey with an overwhelming 98% telling us that endpoint performance is important to them. A staggering 36 million corporate endpoints in the US run slower when they’re remote, no doubt crippling employee productivity. And when IT does get around to fixing an issue, 46 million US employees experience disruption.

However, our report shows that the situation is by no means a reason to despair. In fact, 2020 presents unique opportunities, namely that we are reimagining what it means to be a digital enterprise when pushed out of the office doors. The pandemic presents an opportunity for organizations and IT to create a digital ecosystem that empowers employees to work in whatever way suits them for maximum productivity and engagement. And that made us think: will 2020 be the year we rewrite the definition of the digital workplace and become Work From Anywhere (WFA) enterprises?

That’s what we set out to explore with the findings of this research. Throughout the report, we’ll show you exactly what the data means for your organization through hypothetical case studies.

I hope this research helps you make long-term changes to create new employee experiences that drive greater business prosperity in 2020 and beyond. To get you started on your transformation journey, we have also laid out a blueprint for the WFA enterprise.

Sumir K

98%

The overwhelming number of employees that say performance of their endpoint is important

3 in 4

(72%) tell us that they have to wait hours, days or weeks for their problems to be resolved by IT

68%

tell us that their work is disrupted while IT fix their issue, with a quarter telling us that they can’t work at all

Section 1

The state of the remote employee experience in 2020

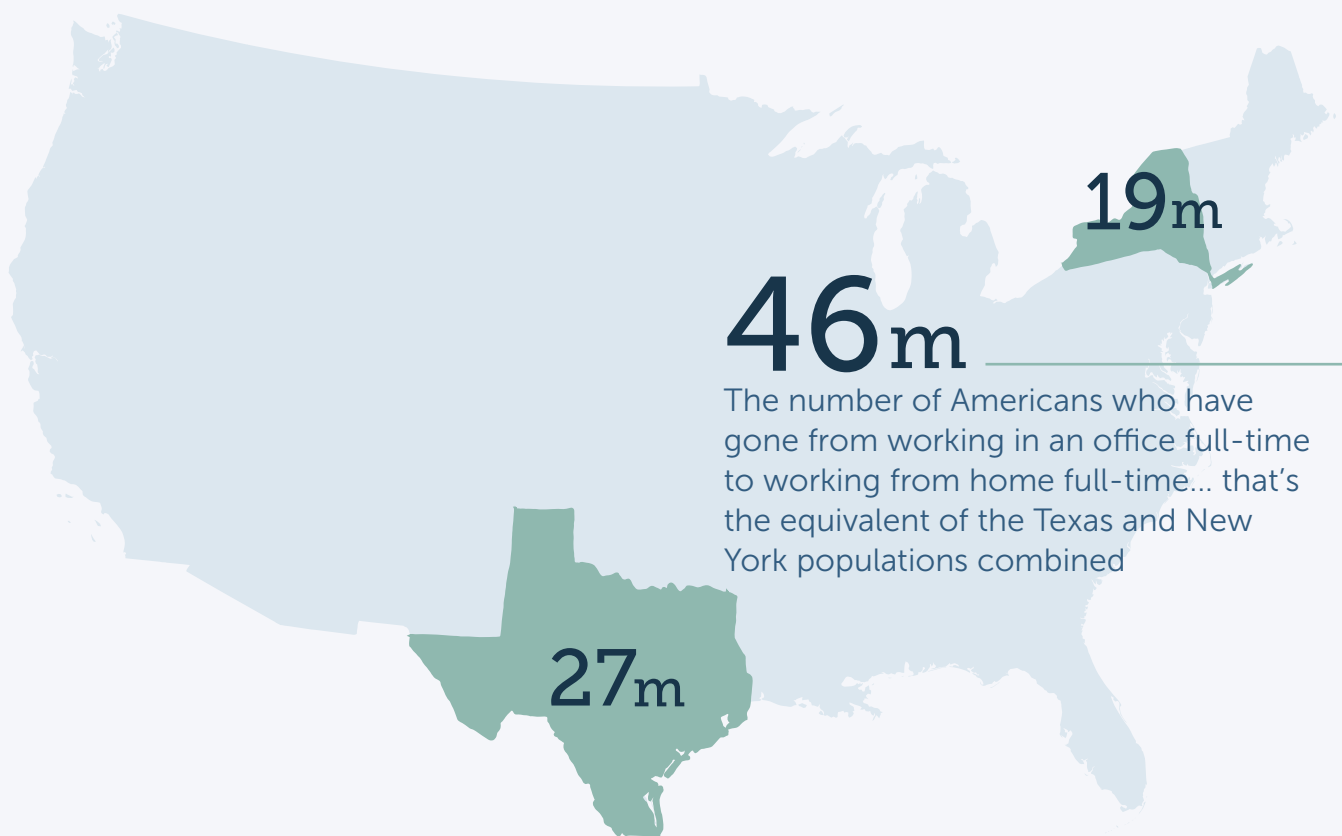
The pandemic was a moment of reckoning for most organizations. Prior to a forced global lockdown, very few employees had any experience of remote working. This pushed organizations into an unprecedented situation: 79% of employees either had no experience whatsoever of remote working, could work remotely but never did, or did so one to four times per week—that equates to 54 million remote employees across the United States. Yet, nine out of ten (89%) of all surveyed employees are now working remotely full-time. That means almost the entire workforce has had to learn a completely new way of working—and do it every day.

Personal or corporate device?

There's no debate among the remote employees we surveyed about the importance of their devices. When employees are working remotely, all of their tangible value is delivered through their endpoints, hence why employees equate device performance with productivity. Three quarters (74%) of remote employees feel disconnected from their colleagues and workplace when working from home. As a product of necessity, the endpoint has also become a social connection to their workplace with informal afterwork drinks and quizzes over video call becoming a common fixture in many corporations. Therefore, it makes intuitive sense that an overwhelming 98% of employees believe device speed is important to their ability to work remotely. →

67m

(98% of survey respondents) unequivocally state that the performance, meaning speed, of their device is important to their ability to work remotely



However, IT has struggled to optimize employees' devices for remote working. In fact, device issues are a big hindrance to the productivity of remote employees. Survey respondents said that device performance, network issues, and slow-running apps and software, were the three things killing productivity in a remote setting. These issues all directly impact employees' ability to work, communicate and even browse the internet to relax, causing much frustration.



Top 3 productivity hindrances:

1. Device performance
2. Network issues
3. Slow-running apps and software

Device provisioning and performance are clearly a pressing issue for remote workers, but it's likely a result of the unforeseen and abrupt transition to remote working.

- Almost a third of survey respondents (29%) told us they were not equipped for remote working and are therefore using their personal devices for work.
- Over half (53%) of survey respondents told us that their company-owned device is slower when remote—that's 36 million US employees (almost the entire population of Canada!) who are currently being hindered by poor performing devices.

Software, a crucial enabler of remote working, is also plaguing the remote workforce. 35% of respondents state that they don't have all the software or software access they need to work from home effectively. 35% of employees not having the right software might seem a small number, but that's 24m employees going without what they need—to put it into context, that's more people than there are living in Florida! And employees using personal devices are more likely to experience this, with over half (51%) stating that they are missing at least some of the software required to do their job. This would explain why 60% of respondents think IT could do a better job of providing access to software for the remote workforce.

24m

employees don't have the software they need to work from home

Despite the technology challenges that employees are experiencing with their devices whilst working remotely, they remain optimistic about IT's intentions. 86% of respondents told us that they believe IT cares about the experience they are having with their device when working remotely. Although endpoint management is clearly an IT challenge, employees overwhelmingly believe IT wants to help—and could with the right tools at their disposal.

86%

of respondents believe IT cares about their experience with their device when working remotely

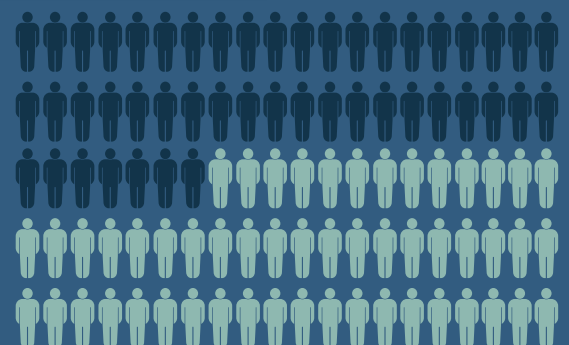
36m

corporate endpoints in the US run slowly when they're remote

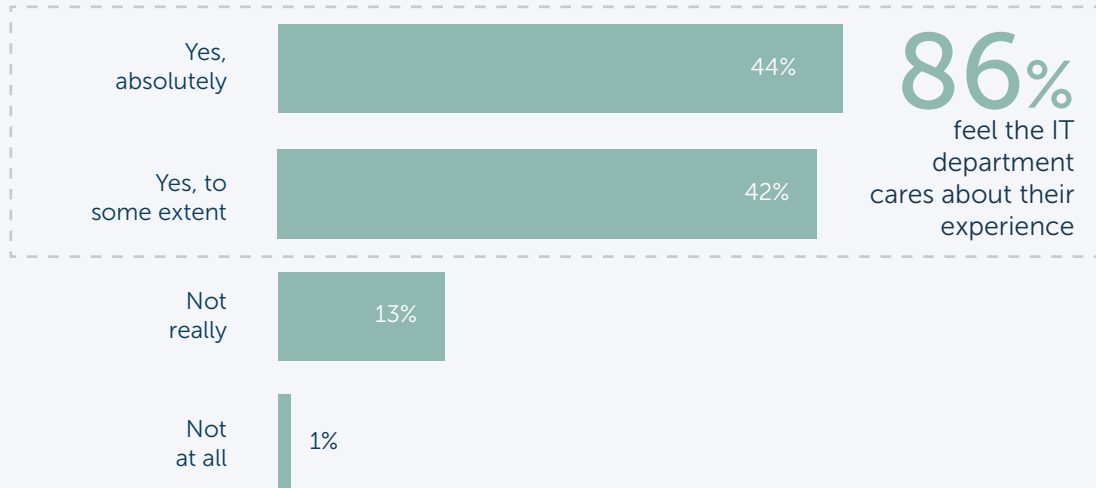
CASE STUDY:

In a 10,000 seat organization, **5,300** employees will have to contend with slow running corporate devices when working from home. That's over five thousand people having a frustrating daily IT experience whilst trying to deal with the sense of disconnection from their workplace (74%)

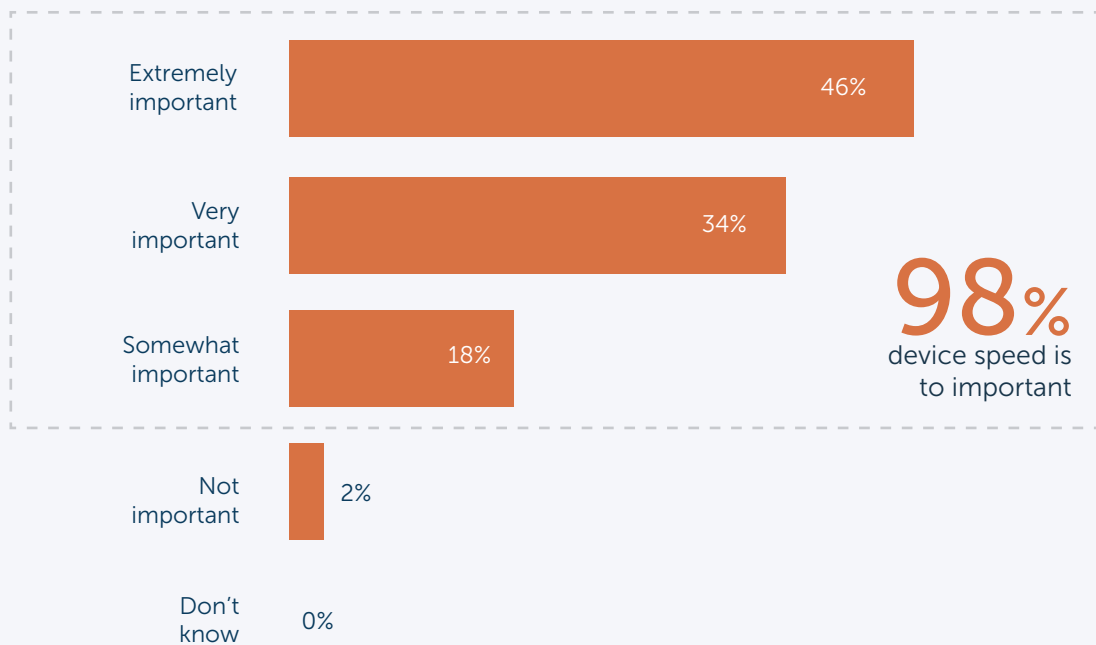
Calculation based on 53% of 10,000 employees having slow-running machines.



Do you believe your IT team cares about the experience you have using your device when working remotely?



How important is your device's performance (speed) to your ability to work remotely?



Section 2

The IT-employee disconnect

Moving beyond endpoint management to look at the bigger picture, it's evident that the IT-employee relationship has become strained as a result of the shift to full-time remote working. Worryingly, when we asked respondents how they believe IT perceives the remote workforce, only 39% think IT really enjoys working with them. This clearly indicates a disconnect between the impetus behind employee experience initiatives and the lived experience of employees outside the office walls. It also tells us that remote workers were rarely considered in employee experience initiatives prior to the pandemic.

The service desk experience in 2020

Less than half (44%) of remote employees are completely satisfied with the service desk and over a third (36%) of surveyed remote employees are experiencing more IT issues while working at home. This is increasing the pressure on the service desk and negatively affecting the employee experience.

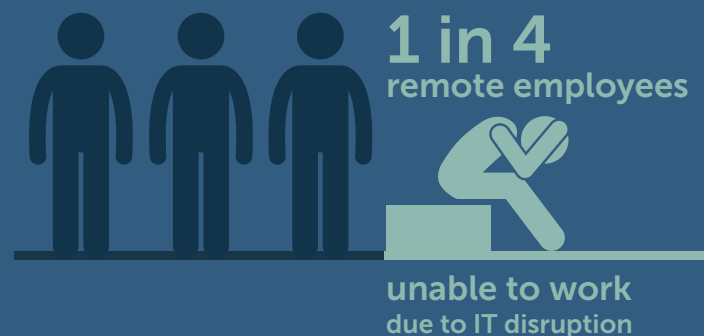
This has also impacted time to resolution, with 37% of respondents saying that it's taking longer to get IT issues resolved when working remotely. That's 25m US employees waiting longer than they would in the office. Troublingly, only 27% said their issues are fixed immediately.

Alongside the rise in IT issues, the service desk's method for remediation is impacting employee productivity. 46m employees are unable to or can only partially work when their issue is being resolved. 26% of that 46m said they cannot work at all, indicating a huge drop in employee productivity. That's 18m US employees unable to work due to intrusive and disruptive endpoint remediation.

Over a **third** of surveyed remote workers are experiencing **more IT issues** while **working at home**

CASE STUDY:

In a 10,000 seat organization, that would mean 2,600 employees cannot work as a result of IT disruption. Your employees will take a productivity hit, likely culminating in missed deadlines or an increase in work hours to make up the time. All this makes the experience of remote work more stressful, potentially resulting in frustration and general anger towards the IT department.



Calculation based on the assumption that the US working year is 48 weeks (2 weeks holiday + 8 bank holidays). 1 hour of disruption is an estimated timeframe.

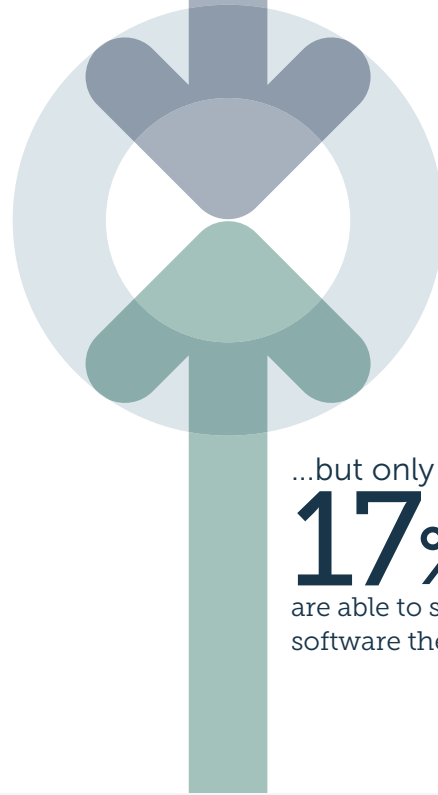
The dichotomy here is that despite the 37% increase in IT issues and the fact that 35% of people don't have the software they need to do their job, most people still depend on, or default to, calling the service desk. Self-service ITSM technology has been around for over ten years, yet for those missing key software to do their jobs, only 17% would self-serve a software request; an overwhelming 71% would rely on the service desk to get the required access.

Probably the most interesting case study for this self-serve apathy is the chatbot phenomenon. The promise is an intelligent machine that can have a conversation with you and fix your issues. 46% of organizations provide some kind of chatbot facility. However, when presented with the choice between self-serving an IT issue using a chatbot or manually calling the service desk:

- Over half (53%) of respondents would call the service desk, believing it to be the fastest way to get an issue resolved.
- Only 20% would opt to use a chatbot.
- Even more damningly, more people would rather try to remediate an issue themselves (24%), possibly indicating a loss of faith in IT and greater downtime.

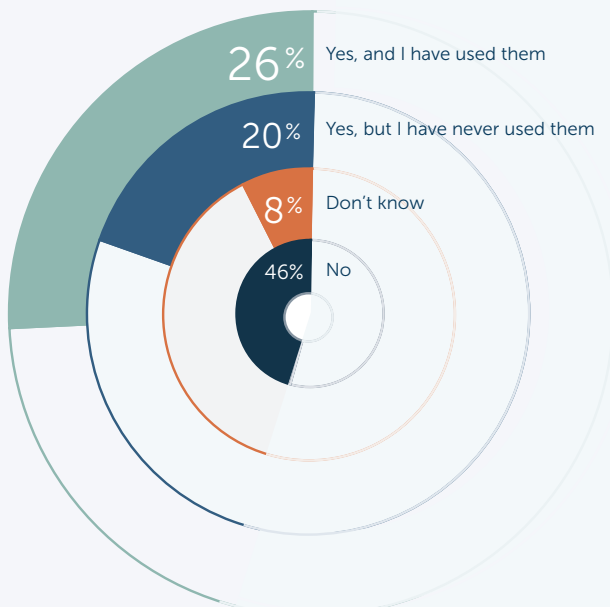
All this points to the fact that there is simply insufficient automation powering chatbots and other self-service portals in most enterprises. People want their problem fixed in real time, not just a new way to open a ticket.

As many as
35%
don't have the software they need to work remotely...

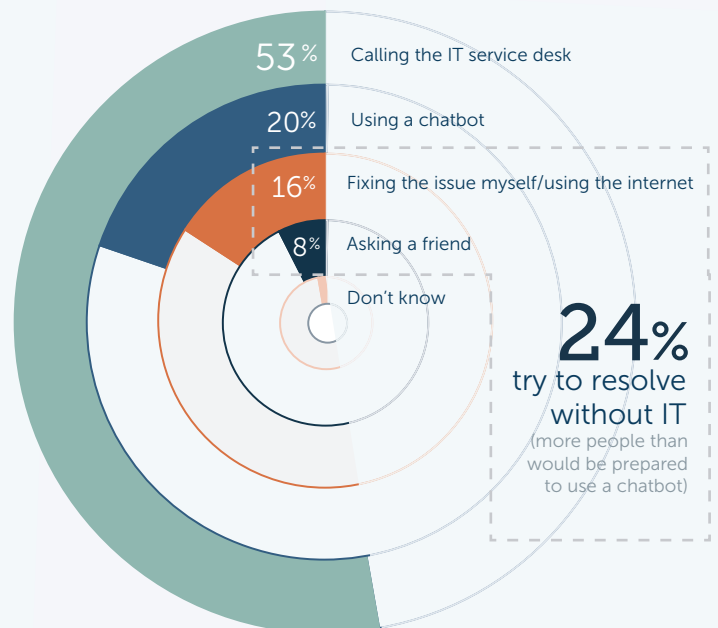


...but only
17%
are able to self-serve the software they need

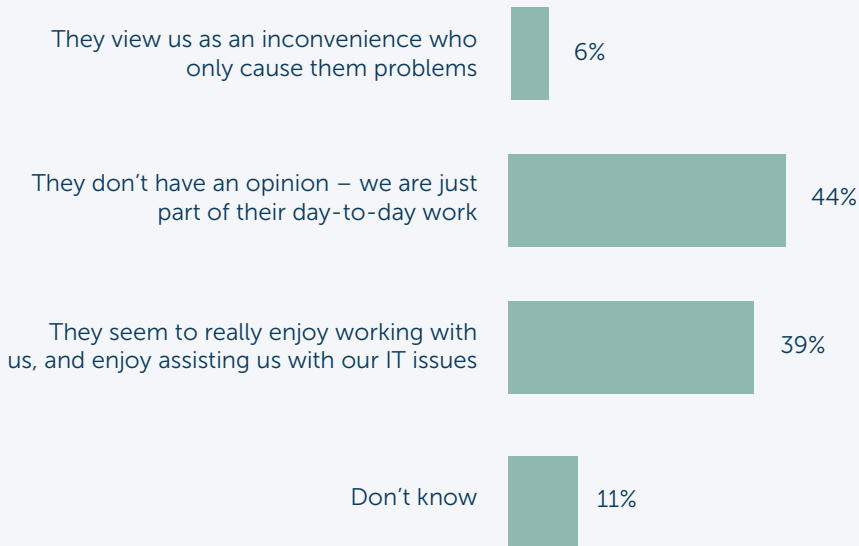
Does your organization's IT department provide virtual agents (chatbots) so that you can fix your IT problems yourself when working remotely?



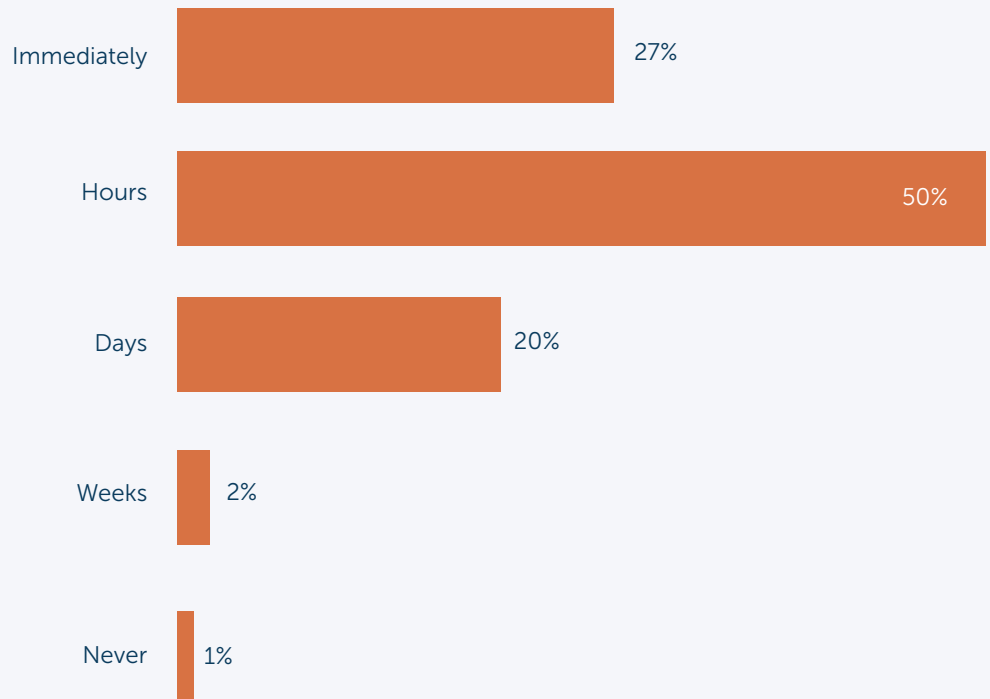
Which of the following provides the fastest solution to your IT problems when working remotely?



How do you believe that the
IT team perceives your organization's workforce?



How long does IT
take to resolve your issue?



Section 3

IT struggles to embrace the new normal

While our survey results tell us that the employee experience has been compromised by the mass shift to remote working, and the IT-employee relationship has become increasingly strained, it also tells us that the inability of IT to fully support remote workers isn't likely their fault.

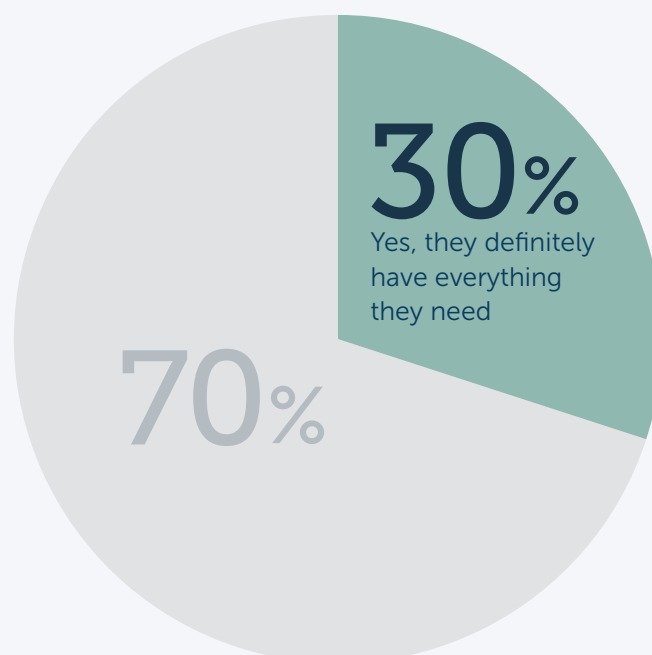
IT teams are beholden to legacy infrastructures that struggle to support this new way of working at scale. That would explain why only 30% think IT is fully equipped to support the remote workforce. That's 48 million US employees who have lost faith in their IT teams' ability to support the new, work from anywhere enterprise.

We'll focus on three key areas of the IT infrastructure that our survey tells us has had a negative impact on the IT-employee relationship: legacy endpoint management tools, security concerns and a lack of automation.

Three key areas:

1. Legacy endpoint management tools
2. Security concerns
3. Lack of automation

Do you believe that your IT department has the tools they need to support your organization's remote workforce?



The Infrastructure problem

1 Endpoint management

Remote optimized

Legacy endpoint management tools were not designed to work outside the office. Our survey tells us this because IT issues are a constant headache for remote employees that continue to resurface. Of the 37% of respondents who stated that it takes longer to get their IT issues resolved when working remotely, a shocking 87% also stated that they have experienced the same issue more than once.

Overall, 49m employees (72% of survey respondents) have to wait hours (50%), days (20%) or weeks (2%) to get an issue resolved, explaining why 69% state that IT must improve on the speed of resolving issues.

Digital experience monitoring

Endpoint management software that is unable to monitor endpoint experience and performance has a detrimental impact on the remote employee experience. Over a quarter (26%) of surveyed remote workers told us that they would not contact the service desk to diagnose a slow-running device. If that goes undetected, that at least a quarter of an organization's workforce not working to their full capacity at no fault of their own.

37%

say that it takes longer to get IT issues resolved when working remotely

49m

employees are waiting hours, days or weeks to get an issue resolved

CASE STUDY:

In a 10,000 seat organization, we can break down how long those 7,200 employees are stuck in service desk queues:



Long service desk queues are a double blow to an organization. Firstly, they result in unhappy employees and a poor experience because of the impact of undiagnosed IT issues on the productivity. Secondly, service desk agents are struggling to cope with demand, leading to burnout and frustration. As queues get longer, service desk agents become less productive and are unlikely to feel.

Calculation based on the assumption that the US working year is 48 weeks (2 weeks holiday + 8 bank holidays)

2 Security

Security concerns plague IT even at the best of times, so the sudden shift to remote working is a recipe for security disaster. When endpoints move out of the corporate firewall, they become more difficult to see and manage, hampering IT's attempts to keep them secure. What makes this situation more problematic is that most employees don't share IT's concern for security breaches.

In fact, 73% of respondents aren't concerned that their corporate device could be hacked by cybercriminals whilst working remotely. That's equivalent to 50m employees.

On the surface, this would indicate that employees feel IT is doing its best to keep them secure, but when we asked respondents, half stated that IT could do a better job of securing their remote workforce. Employees have made it clear: the onus is on IT to keep remote workers secure. Marrying security controls with endpoint flexibility must be a priority for organizations going forward.

Employees have made it clear:
The onus is on IT to keep remote workers secure

73%

of remote employees aren't concerned that their device could be hacked by cybercriminals...

...but

50%

feel that IT could do a better job of securing their device



3 Automation

Every IT department relies on automation to reduce their workload for efficiency gains. However, task automation is evidently lacking in maturity and funding. Two-thirds (74%) of surveyed remote workers have experienced the same IT issue more than once, suggesting a lack of daily automated incident resolution—we call this ‘autonomic endpoint management’. 73% of respondents also believe IT must improve on preventing IT issues for the remote workforce, which is a strong call for greater incident automation.

The lack of automation-driven innovation within the service desk is also significant, as we saw in the service desk section (above). The two striking examples were:

- 35% of people don’t have the software they need, but only 17% are able to self serve it.
- People would rather use almost any other manual method of resolving an IT issue (calling the helpdesk, trying to fix themselves or phoning a friend) than try the automated approach of a chatbot (20%).

However, less than half (40%) of respondents think chatbots are able to fix most IT issues. This skepticism shows that most people perceive self-service capabilities as being a way to raise a ticket rather than as a vehicle to resolve their issues and points to a widespread need for a tightly integrated automation layer to close this gap.

Though there’s much hype amongst IT leaders to introduce chatbot capability into the IT environment, the chances are that employees will see little value from it. That’s not because chatbots don’t work. The reality is that any chatbot that can’t resolve the problem due to a lack of in-built automation is perceived as time wasted by the employee. Chatbots can only work when they are integral to your automation infrastructure. Though IT may conclude that they provide a better employee experience, employees would say otherwise—and for good reason.

74%

of employees face repeat issues

What is autonomic endpoint management?

An autonomic system is one that runs without intervention. As exceptions occur, the system is able to adapt and apply the appropriate response. Autonomic endpoint management is therefore an endpoint management tool that is able to automatically detect irregularities in the endpoint estate and remediate without the need for a human operator to constantly direct the automation.

27m

US employees have access to a chatbot...

...but only

7m

employees would use them...

...and of those

3m

believe they can actually resolve the issue

CASE STUDY:

Assuming that the 10,000 seat organization has a chatbot in play in the service desk, right now only **2,000** employees would use it. Of those, only **800** would report having a great experience with it.

“Any chatbot that can’t resolve the problem due to a lack of in-built automation is perceived as time wasted by the employee

Calculation based on 52% of 10,00 employees having slow-running machines. 10 minutes is an assumed number of lost minutes as a result of this being an ongoing problem.

Section 4

Conclusion

There are core learnings to take away from the shift to mass remote working in 2020. With more employees (and their endpoints) outside the office walls and many organizations looking to sustain this way of working in the long term, organizations must reconsider how they invest in the digital workplace.

What's apparent from our research is that more needs to be done to support employees anywhere they are working and invest in an IT infrastructure that is not predicated on office centrality. The digital workplace is now wherever the employee is and wants to be.

To achieve that, our collective definition of the digital workplace must be rewritten to encompass the new working order. The reason for this report is to highlight gaps in the IT infrastructure and set out the future vision for the workplace beyond 2020.

Our Work From Anywhere (WFA) model is the blueprint for the next-generation digital workplace. Using our findings, we lay out what businesses and their IT teams must do to reap the rewards of delivering a next-generation workplace. It's time for the Work From Anywhere Enterprise.



Section 5

How to become a Work From Anywhere Enterprise

The sudden pivot to full-time remote working has had a seismic impact on the employee experience. People feel disconnected from their workplaces and colleagues. Employees' devices are their main connection, yet their devices run too slowly when outside the office, many don't have the right software, and it is not uncommon to wait hours, days or weeks to get an IT issue resolved. Employees need IT to address these shortfalls immediately. We believe there are three principles that guide the IT strategy for the WFA enterprise that can help IT cultivate great employee experiences:

- 1. Implement real-time remediation.** Our research shows IT is ill-equipped to diagnose and remediate issues in the employees' time—that being immediate. Employees state they're waiting hours, days and sometimes weeks for IT to fix their issues and often cannot work while waiting. Immediate remediation capability is a pre-requisite in the WFA enterprise infrastructure to limit IT disruption and improve productivity, resulting in a better digital employee experience.
- 2. Build an autonomic management system.** Automation is critical in the WFA enterprise because our research shows that employees encounter too many IT issues, which are then resolved slowly and will often resurface, and employees rely on the service desk to resolve them. Invest in an endpoint management tool that continuously learns and automates fixes, which are then extended to augment service desk agents, workflows, self-service portals and chatbots.
- 3. Commit to an integration-first strategy.** Most organizations have significant investments in larger vendors such as Microsoft and ServiceNow. It's highly unlikely that a standalone solution with an overlapping feature set will be successful and widely adopted. Strategically, it makes sense that any solution being considered should be one that is capable of building business workflows across the existing enterprise systems (ServiceNow and Microsoft). This means that the solution is substantially de-risked and will start to deliver value faster.

As an action plan there are three areas of the IT infrastructure which must evolve to support the WFA enterprise: ITSM, endpoint management and digital experience management. Here we lay out exactly what IT must do to enable the workplace of tomorrow, now.

Invest a little in the right automation tool... then invest a lot in automation itself

Sumir Karayi
Founder and CEO, 1E

WFA Pillars	IT challenges	IT deliverables	Impact	Employee benefits
ITSM/Service Desk	<p>Employees look first to the service desk to resolve IT issues. In a remote-first world, this has led to more issues, longer resolution times and greater disruption to the employee. Service desk staff on the other hand have bigger queues than ever before, which will cause frustration and burnout.</p>	<p>Adopt a strategy to augment service desk staff and automation workflows to continually increase the number of issues which can be resolved first time. To achieve this IT needs to:</p> <ol style="list-style-type: none"> 1. Implement automated resolutions. Identify commonly raised issues that are typically fixed via remote desktop or manual intervention & automate 	<p>Increase in % of remediations without user disruption</p>	<p>Both employees and IT staff are more productive. With fewer issues, faster resolution, and problem prevention, less time is wasted and productivity increases.</p> <p>Employees are empowered and trusted to work in the way they want and how they want. This opens the organization up to top talent outside of office locations, reduces churn, and improves employee experience and engagement. Ultimately, it improves the value of the employee to the business.</p>
		<ol style="list-style-type: none"> 2. Democratize access to automated resolutions. Lower barrier to entry to automated fixes (normally reserved for second line) by embedding access to automation into first line ITSM tools 	<p>Improvement of mean time to resolution</p>	
		<ol style="list-style-type: none"> 3. Build real-time capabilities into your back-end automation technology stack to ensure that issues can be resolved in real-time 	<p>Improvement of time to first call resolution</p>	
Endpoint Management	<p>Existing endpoint management solutions are struggling to support remote endpoints. Given that most endpoints are now outside the corporate firewall, it's essential that IT has comprehensive visibility, can patch all devices, and can remediate issues immediately (especially security vulnerabilities and breaches).</p>	<p>Endpoints are the main enabler of the WFA enterprise, so consider endpoint management as the central nervous system of your IT infrastructure. Assess your endpoint management solution to determine if it can:</p> <ol style="list-style-type: none"> Achieve full visibility and control of your entire endpoint estate with real-time access to individual endpoints or clusters to remediate issues 	<p>% of unmanaged devices trends toward 0</p>	<p>Employees receive a great digital experience wherever they are. By reducing downtime and ensuring optimal endpoint performance, employees can have a great experience from anywhere.</p> <p>Digitally enabled to WFA. Giving employees control over the software and endpoints sets an employee up to be effective from any location, thus increasing engagement.</p>
		<ol style="list-style-type: none"> Evolve from ad-hoc, manually-triggered automation to an autonomically-triggered automation approach 	<p>Reduction in the number of manual tasks carried out every month</p>	
		<ol style="list-style-type: none"> 3. Create policies and conditional rules to react in real-time to configuration drift 	<p>Reduction in a combination of security & operational issues</p>	
Digital Experience Monitoring and Management (DEMM)	<p>The WFA enterprise is digital by nature. The primary experience a WFA employee has of the entire organization is through the lens of their endpoint. It's essential that the experience they have is always great so they can be productive and engaged. Most digital experience monitoring (DEM) tools only offer monitoring capability. But to really improve the experience, management capabilities are required to remediate issues or proactively avoid them.</p>	<p>The infrastructure of the WFA enterprise is complex and vast, which can create blind spots and limit IT control. A good DEMM solution provides insights, as well as the ability to proactively avoid and resolve issues as they happen. Your DEMM solution must:</p> <ol style="list-style-type: none"> Provide in-depth analytics for endpoint issues so that performance degradation can be identified and resolved 	<p>Reduction of mean time to resolution</p>	<p>A positive IT-employee relationship no matter the location. Employee-driven innovation has a noticeable impact on the IT-employee relationship. Employees stop associating IT with disruption to their productivity and start perceiving them as a core support pillar that is ready to help—and has the answers.</p>
		<ol style="list-style-type: none"> 2. Stress-test your endpoints using synthetic transactions to proactively know whether the employee is likely to experience issues before they occur 	<p>Reduction in performance-related tickets</p>	
		<ol style="list-style-type: none"> 3. Augment endpoint analytics with employee feedback for a complete view of the digital employee experience 	<p>Further reduction in performance-related tickets and improvement in employee engagement</p>	
		<ol style="list-style-type: none"> 4. Integrate digital experience monitoring deeply with existing endpoint management solutions to provide a complete end-to-end solution 	<p>Issues remediated (not just identified)</p>	

Methodology:

1E commissioned independent technology market research specialist, Vanson Bourne, to undertake the quantitative research upon which this report is based. A total of 300 remote workers from US organizations were interviewed in April and May 2020. Respondents were from a range of public and private sector organizations with at least 10,000 employees globally. Interviews were conducted online using a rigorous multi-level screening process to ensure that only suitable candidates were given the opportunity to participate.

Question	Responses	Total	Interpretation
Were you able to work remotely before the COVID-19 pandemic?	Worked remotely full time	21%	46m people have moved from working in the office full-time to home full-time
	Rarely or never worked remotely	57%	
Are you currently working remotely as a result of the COVID-19 pandemic?	Worked remotely full time	89%	Before COVID only 21% of people (14m employees) worked remotely all the time and now 89% (60m employees) are working remotely full time. That's a 328% increase in the number of remote workers
	Rarely or never worked remotely	11%	
How important is your device's performance (speed) to your ability to work remotely?	Important (all responses)	98%	Almost all employees (98% or 66m employees) say device performance is important to working from home; almost half (46% or 31m employees) say it's extremely important to their ability to work from home
	Extremely important (single response)	46%	
Does your company owned device work faster when you are working in the office or when you are working remotely?	Device is slower when working at home	53%	Device performance is critical to employee productivity and engagement, yet over half of employees suffer from poor-performing devices whilst working at home
How does the number of IT issues that you experience differ when you are working remotely compared to when working in the office?	More IT issues when working remotely	37%	25m employees (37%) are also experiencing more issues working remotely
How does the time that it takes for your organization's IT department/service desk to resolve your IT issues differ when you are working remotely compared to when working in the office?	Takes longer for IT to resolve issues when working remotely	37%	Over a third of employees experience longer resolution times when working remotely compared to when they are in the office
When you call your organization's IT service desk with an issue, how quickly do they resolve it?	Immediately	27%	Only 18.3m employees state their issue is resolved immediately
	Hours	50%	34 million people are waiting at least an hour
	Days	20%	13.6 million people are waiting at least a day
	Weeks	2%	1.36m are telling us that they wait at least a week
	Never	1%	
Which IT issues hinder your productivity the most whilst working remotely? Combination of responses ranked first, second and third	Network issues	64%	Device-related issues are the biggest hindrance to productivity
	Slow-running apps	59%	
	Device performance	48%	
Which IT issues hinder your productivity the most whilst working remotely? Responses ranked first	Issues with network, slow-running apps and device performance	60%	Device-related issues are the biggest hindrance to productivity
Would you contact your organization's service desk if your device was running slowly whilst working remotely?	Yes (all responses)	71%	Over a quarter of employees would not contact the service desk to diagnose a slow-running device, compromising both productivity and engagement
	No	26%	
Which of the following provides the fastest solution to your IT problems when working remotely? (of the people who have chatbots)	Call the service desk	53%	Aside from those who would contact the service desk (53%), more people would rather try to remediate an issue themselves (24%) than try to use a chatbot (20%)
	Use a chatbot	20%	
	Fix myself or ask a friend	24%	
Does your organization's IT department/service desk interrupt your work when resolving your IT issues?	Cannot work at all	26%	When issues are resolved, 47m employees (69%) are disrupted by the service desk
	Can partially work	42%	
	Can continue to work	31%	

About Vanson Bourne:

Vanson Bourne is an independent specialist in market research for the technology sector. Their reputation for robust and credible research-based analysis is founded upon rigorous research principles and their ability to seek the opinions of senior decision makers across technical and business functions, in all business sectors and all major markets. For more information, visit www.vansonbourne.com.

Question	Responses	Total	Interpretation
Do you have the software/access to the software that you need to work effectively at home?	Yes, have all the software/access to software required	65%	24m or 35% of employees don't have all of the software they need to work from home effectively
	Do not have all the software or software access required	35%	
If you are/were missing a piece of software/access to software that you require for your job, how do/ would you obtain this when working remotely?	Call the service desk	71%	An overwhelming 71% would rely on the service desk, clearly placing a greater burden on service desk agents' workload
	Self-service	17%	
	Get it myself	7%	
	Don't know	5%	
When working remotely, how often do you experience the same IT issue more than once?	Have experienced an IT issue more the once	74%	50m employees (74%) have experienced repeat issues
	Never experienced a recurring IT issue or don't know	26%	
Does your organization's IT department provide virtual agents (chatbots) so that you can fix your IT problems yourself when working remotely?	Yes, and have used it	26%	Only 46% of organizations offer a chatbot, but 20% haven't even used it
	Yes, but have not used it	20%	
How would you rate your experience when using virtual agents/chatbots to fix your IT issues? (of the people who use chatbots)	Great, they can fix all of my issues	40%	90% of people who use chatbots think they are ok or even great. The problem is that only 26% have ever used a chatbot
	OK, they can fix some of my issues	50%	
What level of improvement do you believe is required from your organization's IT department/ service desk in the following areas?	Preventing issues	73%	37% longer when remote; 69% think IT could improve
	Speed of resolving issues	69%	35% are missing key software; 60% think IT could improve
	Providing access to software	60%	The onus is on IT to keep employees secure remotely
	Securing remote workforce	50%	Only 44% satisfied: Clear room for improvement
How satisfied are you with the experience that you are receiving from your organization's IT department/service desk?	Completely	44%	37% state it takes longer to resolve issues when remote, explaining why 69% believe IT could improve on speed of resolution
	Somewhat to dissatisfied	56%	
Do you believe that the IT department have the tools they need to support your organization's remote workforce?	Yes, they have all the tools	30%	Due to a compromised remote employee experience, only 30% of employees think IT has all the tools they need to support the remote workforce
Do you believe your IT team cares about the experience you have with using your device when working remotely?	Yes	86%	An overwhelming majority believe IT cares about their device experience, yet poor-performing devices are a top three hindrance to productivity
	No	14%	
How do you believe that the IT team perceives your organization's workforce?	IT really enjoys working with us	39%	Only 39% of employees believe IT enjoys working with them
Are you concerned that your corporate device could be hacked by cybercriminals whilst working remotely?	Yes (all)	29%	50m or 73% of respondents aren't concerned about their corporate device being hacked when working remotely
	No (all)	73%	
Do you feel more or less connected with your colleagues	Less connected (all)	74%	Remote employees experiences matter because they impact engagement
	Significantly less (single response)	2%	
When working remotely do you primarily use a personal device, or a company owned device?	Company owned device	71%	29% of employees are reliant on their personal devices for work, suggesting they weren't set up for remote working at all
	Personal device	29%	
When it comes to your personal device and company owned device, which is faster?	Personal device is faster	31%	Corporate devices function slower outside the office walls (q3), explaining why more employees state their personal device is faster
	Company owned device is faster	27%	