Work Your Way: Decision Maker Survey
CD C 3103 WWD

Client: Citrix
Date: 14th – 22nd April 2021
Sample: 1000
Demographic: US CIO/CTO/IT decision in companies with 500+ employees that have WFH
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Question:
What tools and apps has your organization introduced to facilitate hybrid/distributed working?

Insight

Having been told that: “For the purposes of this survey, we define: Hybrid work as a working pattern that permits employees to work in company office locations some of the time (week/month), and at home or away from the office for the remainder of their time. Distributed work as a workforce dispersed geographically over a wide area – domestically or internationally – that does not require a company-operated physical facility to operate.”

- 89% of US IT decision makers say their organizations use digital workspace software platforms to facilitate hybrid/distributed working

- Other tools and apps used include:
  - Cloud-based document collaboration software (86%)
  - Communication platforms (79%)
  - Video conferencing accounts/cameras (78%)

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Tools

Of those who work at organisations that use tools and apps to facilitate hybrid/distributed working (n=981):
• 50% say these have *enhanced employees' wellbeing* through flexibility in when, where and how they work
• Other impacts on employees include:
  • Improved ability to collaborate across teams and functions (50%)
  • Improved ability to communicate with colleagues (50%)

Of those who use digital workspace solutions (n=973):
• 53% say these have *enabled the IT organization* to more efficiently monitor and manage systems and quickly address issues to ensure a consistent, reliable experience
• This was followed by:
  • Enabled the IT organization to more securely and reliably deliver applications (48%)
  • Improved end-user experience (38%)
  • Driven better performance and visibility (33%)
Question:
In your opinion, how have these digital tools impacted the following aspects of your organization during the COVID-19 pandemic?

Of those who work at organisations that use tools and apps to facilitate hybrid/distributed working (n=981):

- Three quarters (75%) say these digital tools have increased complexity at their organization.

- Other aspects that have increased include:
  - Productivity (69%)
  - Collaboration (66%)

![Bar chart showing the impact of digital tools on various aspects of organizations during the COVID-19 pandemic.](chart.png)
Communication

• US IT decision makers use an average of **10.80 digital tools** focused on communication and collaboration (e.g. Slack, Teams) in their current role
  - 1% don't use any communication tools
  - 22% use 1-5 tools
  - 28% use 6-9 tools in their current role
  - 39% use 10-20 tools
  - 10% use 21+ tools for communication and collaboration
• 38% are **using more communication and collaboration tools** than they did before the pandemic
  - Just over two-fifths (41%) are using **about the same amount**
  - While 17% are using **less** tools than before the pandemic
• 22% say there are **too many communication and collaboration tools** in place at work
  - While 66% think there is **about the right amount**
  - Just 8% believe there are **aren't enough** tools in place

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Support

- 76% think that the **digital tools, apps and infrastructure currently in place at their organisation** support hybrid work
  - More than a quarter (27%) say they provide **significant support**
  - Only 3% believe these tools, apps and infrastructure hinder hybrid work

Of those who use communication and collaboration tools (n=992):
- Three quarters (75%) believe these tools **support the way employees work today**
  - 29% say these tools **significantly support working**
  - Just 4% think communication and collaboration tools hinder the way employees are working currently

- 78% say communication and collaboration tools will **support the way work will be done in the future**
  - Over a third (34%) think these tools will provide **significant support**
  - While 3% think communication and collaboration tools will hinder future work
Question:

If you believe these technologies hinder hybrid work, how do you believe technology needs to evolve to support it?

Insight

Of those who think the digital tools, apps and infrastructure currently in place at their organisation hinder hybrid work (n=37):

- Over half (54%) believe technology must evolve to remove the chaos and noise from work instead of creating more.

Other improvements required include:

- Eliminate need to switch context across different apps and interfaces (49%)
- Personalize, guide and automate work experience so employees can focus and execute quickly (43%)

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*Sample size (n<80) too small to quote with any confidence
• As the pandemic ends, 30% say their organizations will introduce a **hybrid working model** and **retain some key office locations**

• **Other working strategies include:**
  - Hybrid working model (retain all office locations) (27%)
  - Hybrid working model (smaller office locations) (24%)
  - Full distributed working model (no office) (10%)
  - Return to full-time office working (5%)

• 55% want to **work remotely a few days a week** once offices reopen
  - 22% want to **continue working remote full time**
  - While 20% want to **return to the office full time**

• The **organizational challenges** that have been **raised with IT** in the **past 12 months** that **need to be addressed** include:
  1. Managing complex projects (45%)
  2. Lack of insight into business data and intelligence across multiple teams/departments (44%)
  3. Lack of integration between different systems (42%)
Question:
Which of the following changes do you think will occur once employees can return to the office?

- Once offices reopen, 46% believe employees will crave collaborative activities where they can engage in person with colleagues and customers.

This was followed by:
- Offices will become hubs for team collaboration, connection and innovation, while working from home will focus on individual activities (46%).
- Employees who joined the workforce during lockdown will struggle to embrace face-to-face communications and interactions (43%).
- Employees will continue to work from home a few days a week (40%).
- Use of video/chat apps will decline (25%).
- None of the above / Not sure (3%).

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Challenges

• 42% believe collaborative work management are needed for a successful and productive hybrid/distributed working model.

• Other challenges that must be resolved include:
  • Building workflow extensions that surface key insights and tasks from key systems of record and automatically deliver them to employees (39%)
  • Creating a layer between employees and technology that enables them to efficiently engage with the applications they need (37%)

Of those who need to address key IT challenges (n=969):
• Almost half (48%) plan to adapt technology to employee workstyles in order to address these challenges

• Other steps include:
  • Standardize on specific apps/tools (47%)
  • Deploy secure digital workspace (40%)
  • Undertake holistic analysis to address IT organizational complexity (38%)
  • Deploy collaborative work management platform (38%)

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Future Strategies

- 97% of senior IT decision makers have worked/intend to work with human resources (HR) to plan post-pandemic working and technology strategies for their organization.

  - Over a third (34%) have engaged regularly with HR and have a plan in place.
  - Almost half (48%) have engaged regularly and have started to put together a plan.
  - 14% have engaged in preliminary discussion with HR.
  - And 2% have plans to engage with HR but have not done so yet.
  - Just 3% have no plans to work with HR to plan post-pandemic working and technology strategies.

Of those who have worked/intend to work with HR (n=971):

- 57% have done so to understand employee sentiment, morale, and attitude in order to create effective technology solutions and strategies.

  - Over half (53%) have engaged with HR to create an effective employee experience strategy that reflects the requirements of employees.
Any questions?

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