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HYBRID WORK TECHNOLOGY

Secure access is a core component of maintaining a safe and productive hybrid workforce. But are remote-first solutions doing enough to support increasingly distributed workforces — and increasingly distributed IT teams?

Gartner Peer Insights and Citrix surveyed 200 IT leaders at organizations that currently have have or are planning to implement a hybrid work policy.

Data collection: April 28–May 8, 2022 | Respondents: 200 IT leaders

HYBRID WORK POLICIES HAVE LED TO AN INCREASE IN DISPERSED AND TEMPORARY WORKERS THAT NEED IT SUPPORT

95% of respondents have either a hybrid work policy or allow both fully remote and hybrid work.

DOES YOUR ORGANIZATION HAVE A REMOTE WORK OR HYBRID WORK POLICY? (N = 200)



"Survey ended for respondents who answered "No, we require all employees to be in the office"

And 82% of respondents with a remote only work policy affirm that their organization plans to shift to hybrid work, while 18% are unsure.

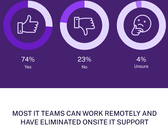
DOES YOUR ORGANIZATION PLAN TO SHIFT TO HYBRID WORK? (N = 11)



"Survey ended for respondents who answered "No"

85% of tech leaders say their workforce is more geographically dispersed than it was 2 years ago.

IS YOUR WORKFORCE MORE GEOGRAPHICALLY DISPERSED THAN TWO YEARS AGO? (N = 200)



And nearly three-quarters of respondents have seen an increase in the number of seasonal, contract, or freelance workers who require IT support.

HAVE YOU SEEN AN INCREASE IN SEASONAL, CONTRACT OR FREELANCE WORKERS THAT REQUIRE IT SUPPORT? (N = 200)



MOST IT TEAMS CAN WORK REMOTELY AND HAVE ELIMINATED ONSITE IT SUPPORT

IT teams also tend to work in hybrid work environments at these organizations. 94% of respondents say their IT team is currently fully remote or hybrid.

HOW IS YOUR IT TEAM CURRENTLY WORKING? (N = 200)



Nearly two-thirds of respondents (63%) say they've also eliminated onsite IT support at some offices.

HAVE YOU ELIMINATED ONSITE IT SUPPORT AT ANY OFFICES/LOCATIONS? (N=200)



ORGANIZATIONS REQUIRE MUCH MORE THAN JUST VPN TO ENABLE SAFE AND PRODUCTIVE HYBRID WORK

While VPN remains the most popular solution to support remote workers, it's not comprehensive enough to support remote and hybrid workforces on its own. 87% of respondents overall use 2 or more solutions, and of those who use VPN (n = 162), 87% supplement with at least 1 other solution.

WHICH OF THE FOLLOWING SOLUTIONS HAVE YOU IMPLEMENTED TO SUPPORT REMOTE WORK? (N = 200)



With the popularity of combining multiple remote work solutions, it's not surprising that 2 of the top 3 benefits remote work solutions provide in supporting hybrid work involve layered protection.

They provide layered protection for all devices on the network, including unmanaged and BYOD

They create scalable work experience by optimizing performance and reliability of access to applications and data regardless of where they are working

They provide layered protection and consistent security management for all applications



WHAT ARE THE TOP THREE BENEFITS YOUR REMOTE WORK SOLUTIONS PROVIDE IN SUPPORTING HYBRID WORK? (N = 139)

- They provide a simple, unified user experience
- They are easy to scale
- They centralize device management
- They are cost effective -no additional investments in infrastructure or IT resources required

However, of those respondents who migrated from a remote only to a hybrid work environment (n = 25), 96% say the solutions they implemented to enable remote work do not adequately protect against additional security risks posed by employees working from anywhere.

WHERE DO THE SOLUTIONS THAT YOU IMPLEMENTED TO ENABLE REMOTE WORK FALL SHORT IN SUPPORTING HYBRID WORK? (N = 23)



INVESTMENTS IN SECURITY AND INFRASTRUCTURE ARE NECESSARY TO CONTINUE SUPPORTING HYBRID WORKFORCES.

In order to address security gaps and better accommodate hybrid work, tech leaders have had to increase investments in security (82%), infrastructure (69%) and IT staff (51%).

IN WHAT AREAS HAVE YOU HAD TO MAKE ADDITIONAL INVESTMENTS TO SUPPORT HYBRID WORK? (N = 200)

Specifically, they are increasing investments in virtual desktop infrastructure (69%) and virtual apps and desktops (56%) as well as accelerating the transition to the cloud (57%).

HOW ARE YOU ADAPTING YOUR STRATEGIES TO ACCOMMODATE HYBRID WORK? (N = 200)



RESPONDENT BREAKDOWN

REGION



TITLE

COMPANY SIZE



Gartner

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Source: Gartner Peer Insights, Hybrid Work Technology survey

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