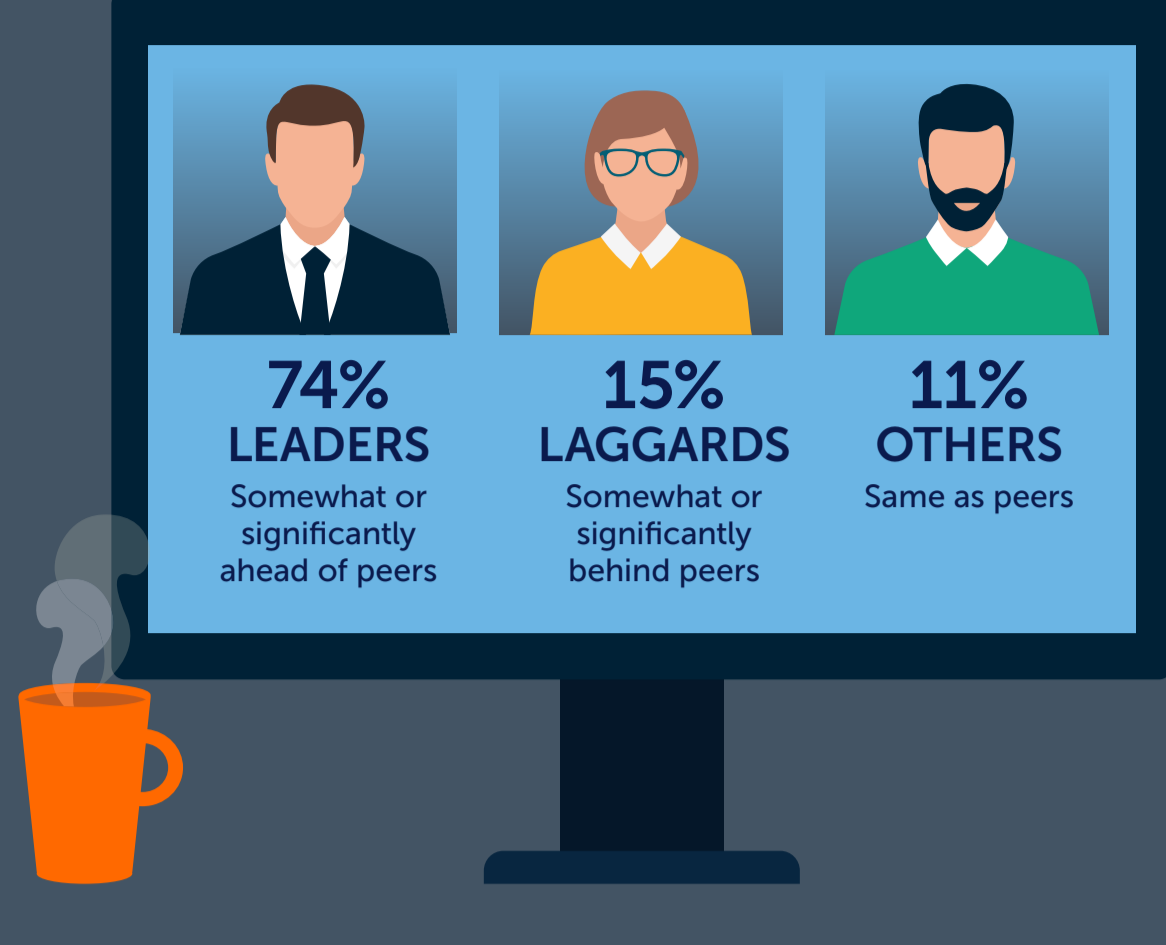


The State of Remote Working



Prior to COVID-19, most organizations had remote work capabilities in place. But, the pandemic has caused even the most-prepared IT leaders to re-evaluate their readiness to support remote work, at scale. To gain insights into the IT capabilities necessary to ensure business continuity and workforce productivity, now and for the "next norm", we conducted a TechValidate¹ survey to our customer base in April 2020. Here's what we learned:

1 April 2020 TechValidate Work-From-Home Survey of Riverbed Users



Most respondents rated their organization's progress on enabling a remote workplace as ahead of their peers



"The biggest challenge IT organizations face when supporting a remote workforce is "to provide a reliable and secure infrastructure to minimize the [performance] gap between working from home and working from the office."

Jean-Marc Varnet, CIO, ALGECO

However, both leaders and laggards experienced the same Top 5 IT Challenges when COVID-19 sent the majority of their organizations' employees home to work.

Top 5 Short-Term Challenges

Leaders

Laggards

1. Handling the spike in network/VPN traffic	35%	50%
2. Endpoint control and security management	33%	50%
3. Mitigating latency to improve application performance for at-home workers	31%	30%
4. Maintaining workforce productivity	29%	30%
5. Supporting network connections of various access methods and remote locations	29%	20%

Short-term actions taken to support remote workers are similar for leaders and laggards; however, leaders prioritize purchasing/using application acceleration solutions while laggards prioritize sourcing/purchasing digital collaboration tools and software (including SaaS).



VS.



Top 5 Short-Term Actions (Leaders)

Top 5 Short-Term Actions (Laggards)

58%	Updating/scaling VPN services	100%	Updating/scaling VPN services
40%	Purchasing/deploying equipment (laptops, phones, printers, etc.)	30%	Expanding bandwidth at regional hubs and data centers
38%	Expanding bandwidth at regional hubs and data centers	30%	Sourcing/purchasing digital collaboration tools and software (including SaaS)
14%	Purchasing/using application acceleration solutions	20%	Purchasing/deploying equipment (laptops, phones, printers, etc.)
12%	Expanding connectivity to home offices	10%	Expanding connectivity to home offices

As a result of the COVID-19 crisis, both leaders and laggards will undertake longer-term initiatives to increase business readiness in the future.

Top 5 Long-Term Actions

44%	Establishing an organization-wide remote workplace strategy and policy
29%	Deploying technology that accelerates networks and applications for remote workers
29%	Re-evaluating and/or re-architecting IT environment
25%	Accelerating adoption of cloud services
25%	Developing new digital business models, products, and services

77% of laggards agree that their organization will need to re-evaluate its IT architecture.



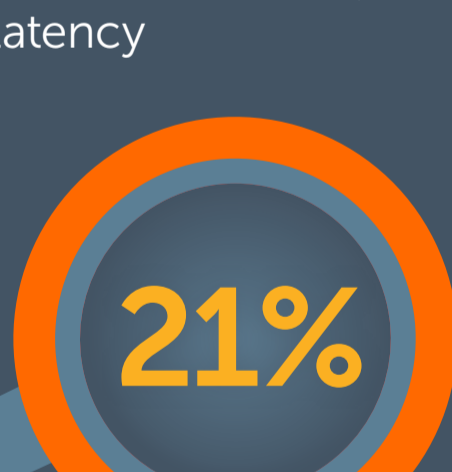
40% of laggards plan to accelerate adoption of cloud services and deploy technology that accelerates networks and applications to better support remote workers.

Respondents identified these IT capabilities as being most important to helping their organization support a remote workforce.

Top 3 Important Capabilities (Leaders)

Top 3 Important Capabilities (Laggards)

72%	Monitor and troubleshoot network and application performance issues	60%	Reduce network congestion and latency
54%	Detect and respond to network security threats faster	50%	Quickly deploy network services and scale them up or down
43%	Reduce network congestion and latency	40%	Detect and respond to network security threats faster



of leaders are investing RIGHT NOW in network and application visibility and performance tools to respond to COVID-19 and future potential threats; an additional 13% plan to do so within 6 mos to 2 years.

These IT capabilities were reported to be either very or extremely important to achieving critical business objectives.

97%	Workforce productivity
95%	Business continuity
95%	Business resilience
91%	Customer satisfaction
86%	Operational efficiency
83%	Employee satisfaction
66%	Revenue growth
62%	Competitive advantage



"As a result of the COVID-19 crisis, my organization will enable "more work-from-home to lessen overhead costs."

System Administrator, Fortune 500 Transportation Company

It's not clear what the "next norm" will be, but respondents overwhelmingly agree that remote working is here to stay.

79% agree that many employees will prefer the flexibility of working remotely or from home even after the COVID-19 crisis.

Preparing for the Next Norm

With all signs pointing to an increasingly distributed workforce, it's incumbent on enterprise IT teams to provide remote employees with the same experience their in-the-office counterparts enjoy. Riverbed offers remote work solutions that boosts productivity and efficiency through massive data reduction and latency mitigation across networks. To help address blind spots and improve security, we also offer a comprehensive suite of network and application visibility and analytics solutions. Learn more about Riverbed's remote workforce productivity solutions.

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