

Hybrid Work Global Survey 2021

Executive insights on creating a high-performing hybrid workplace



To assess the benefits and challenges of a hybrid workplace and the role technology plays in enabling or impacting its long-term success, Riverbed | Aternity conducted a global survey across eight countries in September 2021 of nearly 1,500 business decision makers (BDMs) and IT decision makers (ITDMs).

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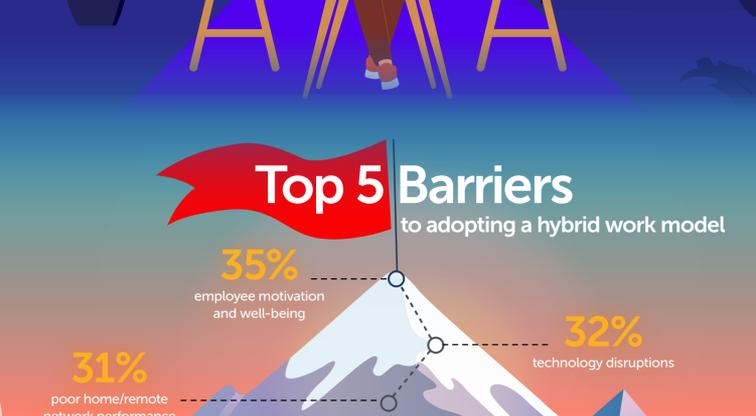
Business and IT leaders are comfortable with and believe there are many benefits to hybrid work.



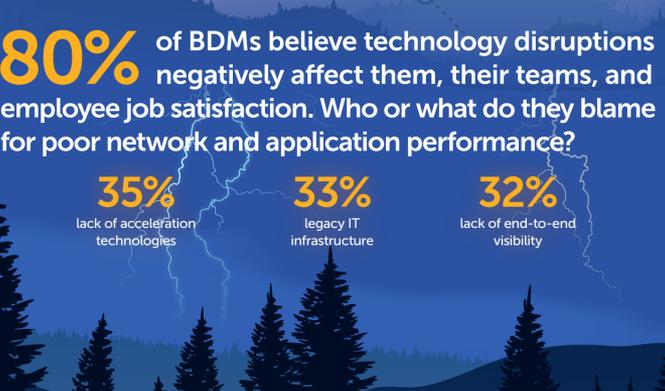
Most organizations are not yet fully prepared to deliver a seamless hybrid work experience.



To create a sustainable and high performing hybrid workplace, organizations must address both human- and technology-related barriers.



Top 5 Barriers to adopting a hybrid work model



80% of BDMs believe technology disruptions negatively affect them, their teams, and employee job satisfaction. Who or what do they blame for poor network and application performance?



The need for end-to-end visibility and actionable insights intensifies in a hybrid workplace.

57% believe gaining end-to-end visibility in a hybrid work environment is even more challenging



Security risks increase in hybrid work environments. Without end-to-end visibility, IT teams are blind to cybersecurity threats.



64% say it would be seriously disruptive or business destroying if their organization suffered a cybersecurity breach because of underinvestment in visibility technology

Top five challenges with current visibility/monitoring solutions (ITDMs):

- 42% multiple tools that give conflicting data, delaying root cause analysis and issue resolution
- 37% lack of visibility into the availability, performance and usage of cloud resources
- 35% too much data, not enough context or actionable insights
- 34% lack of unified visibility across the entire technology infrastructure
- 33% data is not accessible or usable by all who need it

75% of all respondents agree that their organization struggles to glean actionable insights from data that is generated by their technology infrastructure

To gain the maximum benefits from hybrid work, organizations must invest in technologies and modernize their IT environment.



Top BDM investment areas within next 12-18 months:

- 38% better visibility of network and application performance
- 37% investing in cybersecurity technology and software
- 37% investing in application or network acceleration strategies
- 36% updating company-wide hybrid workplace strategies and policies
- 36% increasing the use of cloud services and software as a service (SaaS) apps
- 35% investing in end-user experience and digital experience monitoring solutions

Underinvesting in technologies that ensure IT services are performing and secure can have severe consequences.

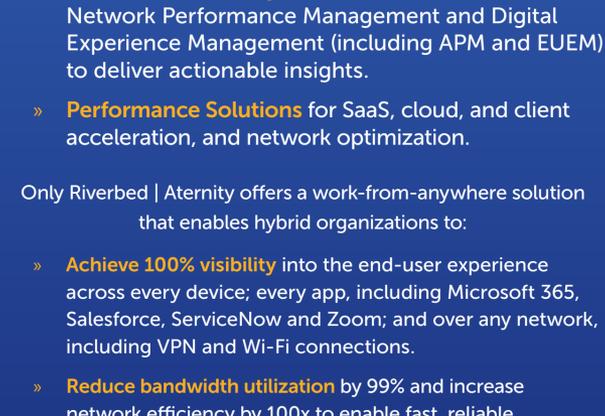
Impacts to business success (BDMs):

- 40% increased difficulty in engaging customers or clients
- 38% reduced quality of service to customers or clients
- 33% decreased customer satisfaction
- 30% decreased productivity
- 39% decreased revenue

Impacts to employee experience (all respondents):

- 37% increased stress or frustration
- 33% lack of work motivation
- 33% reduced employee productivity
- 32% reduced collaboration among co-workers
- 30% reduced work-life balance

When networks and applications operate at peak performance, so do employees and the business.



Riverbed | Aternity enables organizations to maximize visibility and performance across networks, applications and end-user devices, so they can fully capitalize on their digital and hybrid workplace investments.

The Company offers two best-in-class product lines:

- » **End-to-End Visibility Solutions**, which combines Network Performance Management and Digital Experience Management (including APM and EUEM) to deliver actionable insights.
- » **Performance Solutions** for SaaS, cloud, and client acceleration, and network optimization.

Only Riverbed | Aternity offers a work-from-anywhere solution that enables hybrid organizations to:

- » **Achieve 100% visibility** into the end-user experience across every device; every app, including Microsoft 365, Salesforce, ServiceNow and Zoom; and over any network, including VPN and Wi-Fi connections.
- » **Reduce bandwidth utilization** by 99% and increase network efficiency by 100x to enable fast, reliable remote connectivity at scale.
- » **Extend optimization to laptops** for 33x faster app performance and accelerate enterprise SaaS apps, including Microsoft 365 by 8x.

