

# Hybrid Work Global Survey

## Financial Services



The Financial Services sector has felt the impact of COVID-19, and the dramatic shift to remote and hybrid working. As the world returns to some new normality, banks and financial services are on the hunt for talent against a shortage that is impacting businesses worldwide.

**96%** of Financial Services Decision Makers believe hybrid work environments will help in recruiting top talent and remaining competitive

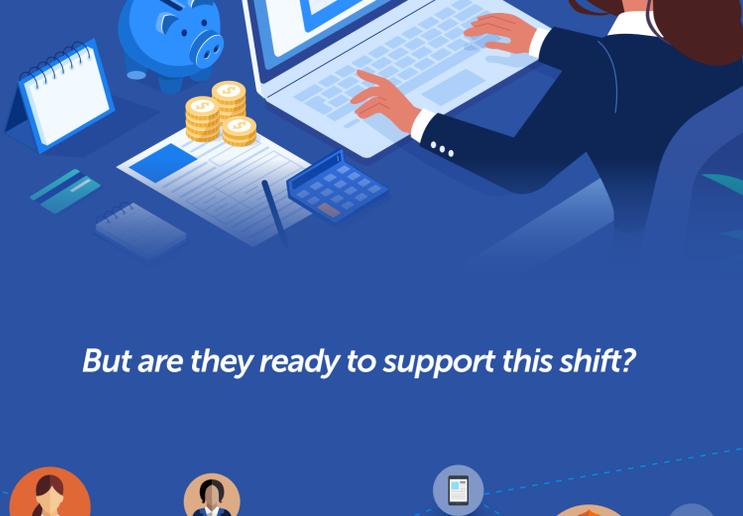
**81%** of Financial Business Decision Makers (BDMs) say slow running systems are impacting employee job satisfaction

### The future is hybrid:

**42%** of IT Decision Makers (ITDMs) **38%** of Financial BDMs

Believe that over **50%** of financial services employees will remain hybrid post-pandemic

**97%** of Financial Services Business Decision Makers are comfortable with their employees working hybrid



### But are they ready to support this shift?



**59%** of Financial Services Business Decision Makers and IT Decision Makers are not completely prepared, from a technology standpoint, to support long-term hybrid working

**87%** are concerned as employees return to offices, there may be a disparity in network and application performance for hybrid/remote employees versus in-office employees

**90%** of ITDMs **88%** of BDMs

Plan to invest in technology to support a hybrid workplace over the next 12-18 months.

### Barriers to success

According to Financial Services IT Decision Makers, the top 5 barriers to adopting a hybrid work model are:

- 31%** lack the right technology and equipment in the home setups
- 29%** have poor home/remote network performance
- 27%** expanded security risks
- 26%** lack the right technology and equipment in the traditional office
- 26%** lack of visibility across the network

**37%** of Financial Services BDMs agree that increasing security risks is one of biggest barriers to adopting hybrid work across organization

**42%** cite employee motivation and well-being as the main reason

### Investing in visibility and the hybrid workforce

**89%** Financial Services ITDMs agree their organizations would benefit from having greater visibility into networks to identify performance or security risks

**81%** believe there should be more investment into performance and acceleration solutions to increase productivity and allow for a better customer and employee experience and ultimately drive revenue

### Financial Services Business Decision Makers top areas of technology investments over the next 12-18 months:

- ✓ **51%** better visibility of network and application performance
- ✓ **47%** investment in cybersecurity technology and software
- ✓ **40%** increase use of cloud services and software-as-a-service applications
- ✓ **40%** investment in end-user experience and digital experience monitoring
- ✓ **37%** investment in application or network acceleration

To provide the seamless experience employees now demand, ITDMs and BDMs must work together to ensure they have the right technology in place to meet these expectations. Creating an environment that will inspire innovation, drive productivity, capitalize on growth and attract the next generation of talent.



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:

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

