



Future of Work Global Survey 2020

Challenges, investments and driving remote work performance

Business leaders are comfortable and optimistic about broad scale remote work, or Work From Anywhere, according to the *Riverbed Future of Work Global Survey* that included 700 respondents. However, the findings indicate the majority of organizations were not well prepared for the sudden shift to remote work due to COVID-19, but are now investing to drive better remote performance as more employees are expected to work remote long-term.

95%

of business leaders are comfortable with employees working remote

50%

expected increase in remote employees (post COVID-19) — one-quarter to work remote

Few Were Ready for Extensive Remote Work

At the beginning of the COVID-19 outbreak, most businesses did not have the right technology solutions in place.



not completely prepared to support extensive remote work



either completely or somewhat unprepared for the change



whose workforce was already **50%+** remote were completely prepared

Technology Issues Affect People and Performance

Business leaders see a direct connection between technology issues and how well their people are able to perform working remote, and even feel.

Most Common Technology Issues for Remote Workers



40%

poor quality of video meetings



40%

frequent disconnects from networks



38%

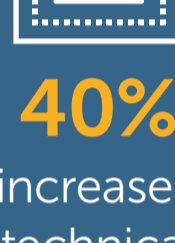
slow file downloads



36%

long response time when loading apps

Impact of Remote Performance Issues on People and Business



40%

increased technical difficulties



37%

weaker employee performance and productivity



36%

increased anxiety and stress



34%

lack of work motivation



34%

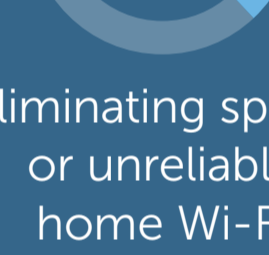
increased difficulty engaging with customers

Current Barriers to Work From Anywhere

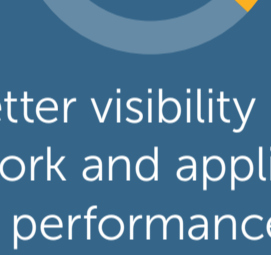
To build a better remote work environment for employees, business leaders want to remove barriers and find solutions for common technology challenges.



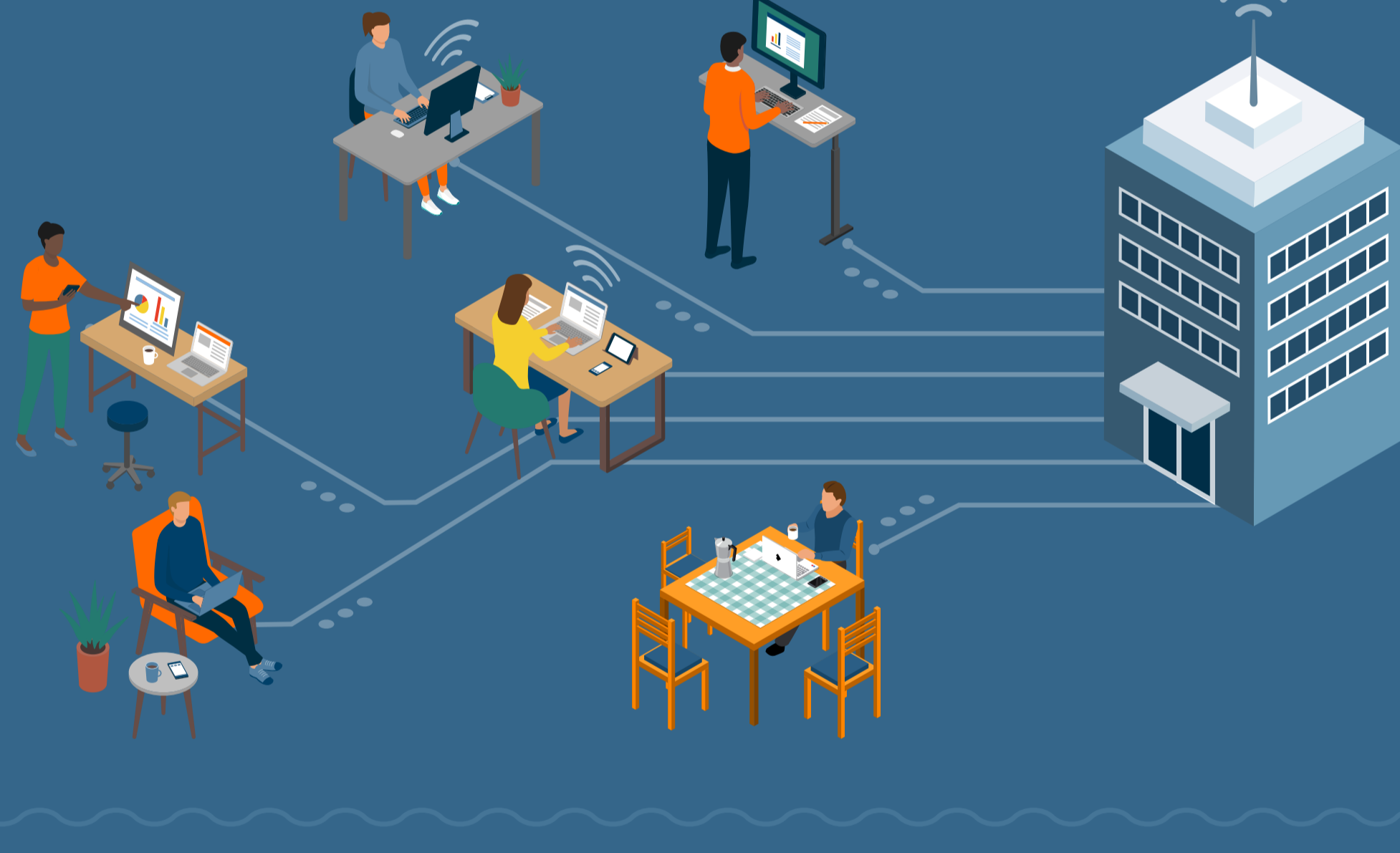
technology to optimize or improve remote performance — and **50%** in the U.S.



eliminating spotty or unreliable home Wi-Fi



better visibility into network and application performance



Business Leaders Are Investing in Performance

61% of decision makers worldwide will spend to improve remote work performance in the coming year, and **31%** significantly, and some regions will be more aggressive in investment.



86%

U.S.



79%

UAE and Saudi Arabia



72%

U.K.



55%

Australia

Priority Improvements for Remote Working

Business leaders are already prioritizing their top initiatives for the next two years.



43%

updating workplace strategies and policies



42%

increasing cloud services or SaaS apps



40%

improving visibility of network and app performance



40%

automating remote network operations



40%

investing in digital security technology and software



40%

re-evaluating and/or re-architecting IT environment



38%

investing in app or network acceleration solutions

Remote Working: Benefits for People and Business

Business leaders expect long-term benefits for their employees and bottom line as a result of increasing their remote workforce and progressing toward a Work From Anywhere world.



50%

better work-life balance



50%

savings from office space and related costs



49%

better use of technology



43%

increases in productivity

Work From Anywhere with Riverbed

Now more than ever, enterprise executives and IT teams are tasked with quickly scaling remote work models to maintain business continuity and employee productivity. Riverbed delivers solutions that maximize performance and visibility for networks and applications — regardless of location. Riverbed's remote work performance solutions, including Client Accelerator™ and SaaS Accelerator™, provide these benefits:

99%

reduced bandwidth utilization

33x

faster app performance with extended optimization to laptops

UP TO 10x

enterprise SaaS app acceleration, including for O365

Additionally, Riverbed's market-leading Network Performance Monitoring (NPM) solutions diagnose and troubleshoot network performance and security issues, delivering: 100% visibility of every packet, every flow and all networked devices; 53% reduction in network and app blind spots; and a 67% reduction of lost user productivity. Together, Riverbed's NPM and Client and SaaS Accelerator technologies offer the most complete network visibility and performance solution for working remotely.

[LEARN MORE](#)

Visit us online at riverbed.com/remote-workforce-productivity



#WFA

Riverbed Future of Work Global Survey 2020 Methodology

The Riverbed Survey was conducted by Wakefield Research (www.wakefieldresearch.com) between June 4th and June 19th, 2020, among 700 Business Decision Makers at companies with \$500m+ in annual revenue, using an email invitation and an online survey. Markets surveyed include: 200 respondents from the U.K. and 100 respondents from each of the following 5 markets: Australia, France, Germany, UAE/Saudi, and U.S. Quotas were set for 100 respondents within each of the following verticals: Financial Services, Manufacturing, Professional Services, Healthcare and Retail.