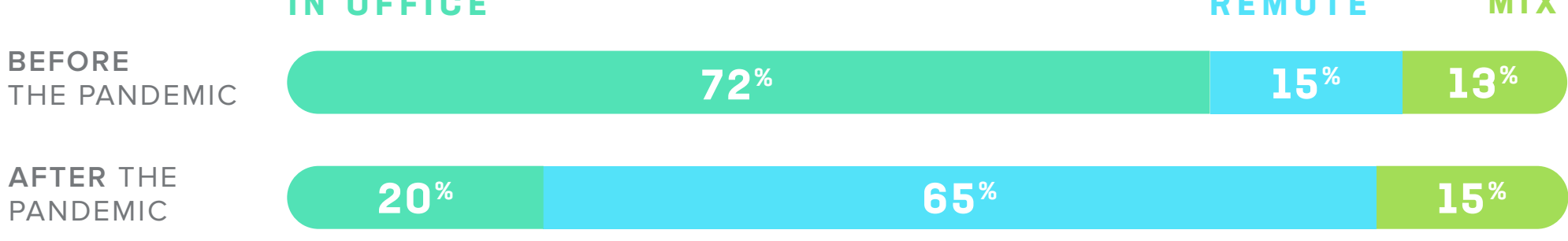


The Surprising New State of IT in a Remote World: Tackling Challenges and Redefining IT for Future Success

We surveyed 400 IT and IT Security professionals to uncover 7 key IT trends and the impact of remote work on budget, priorities, and functions of IT teams at small and medium-sized businesses.

Remote work is the new norm

Before COVID-19, most people worked in an office, but now most people work from home.



IT has better control of endpoints

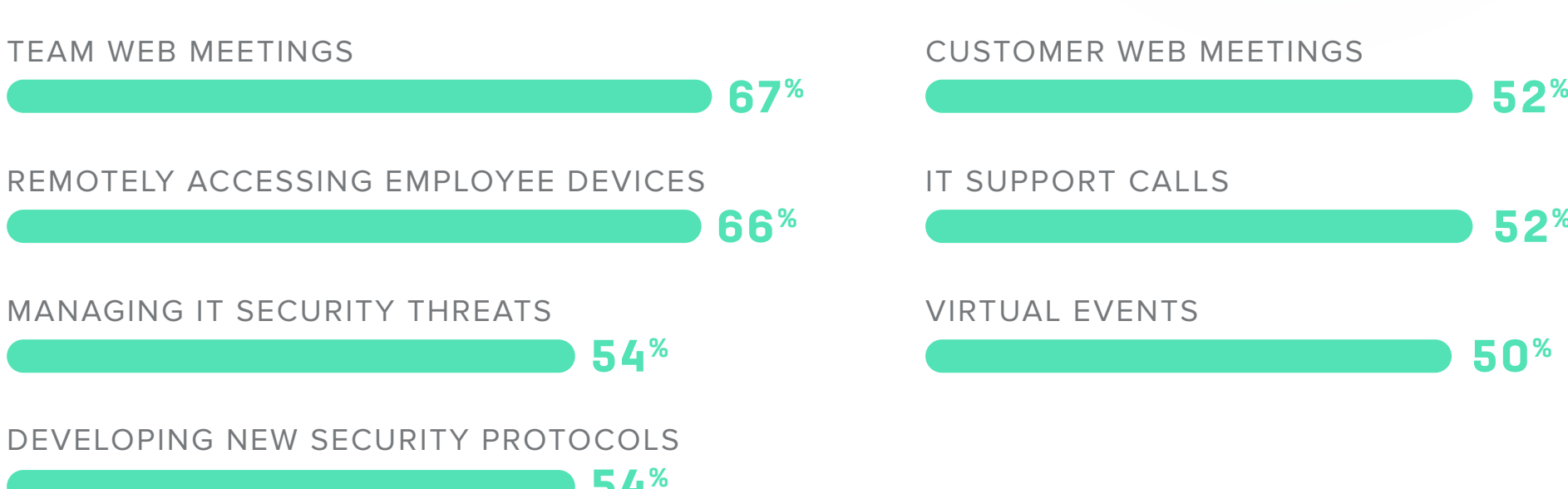
Even though IT professionals are managing fewer endpoints overall, they are more in control of their endpoint infrastructure than ever before.



Virtual tasks and security demand more IT time and resources

IT professionals are spending more time managing IT security threats and developing new security protocols, with **47%** spending **5 to 8 hours a day** on security, compared to **35%** in 2019.

IT IS DEDICATING MORE TIME TO THE FOLLOWING VIRTUAL TASKS

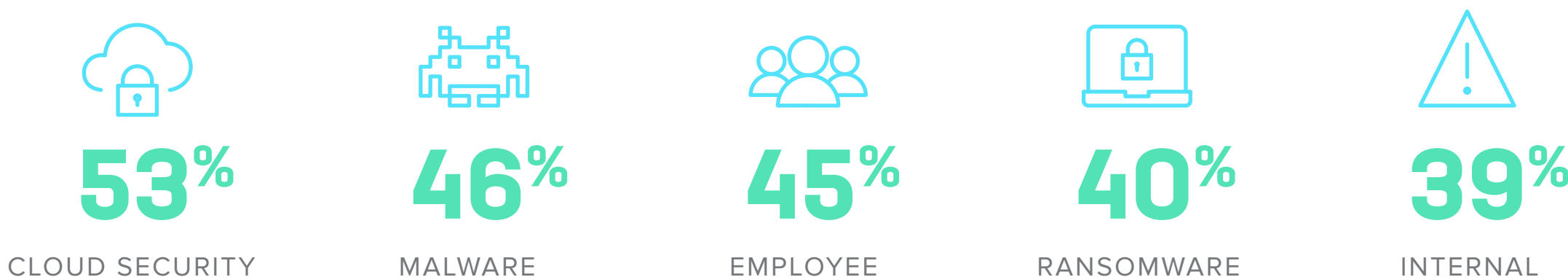


IT redefined what was possible in a remote environment

IT teams assumed many tasks could never be automated or executed remotely, but many found they were able to adapt when forced to.



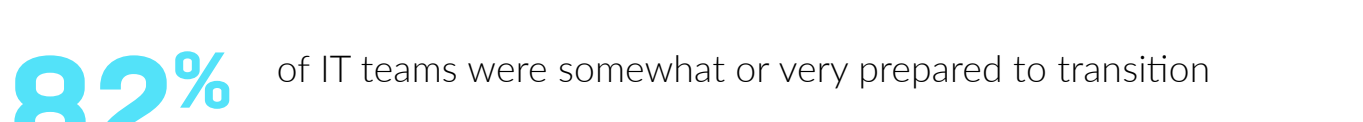
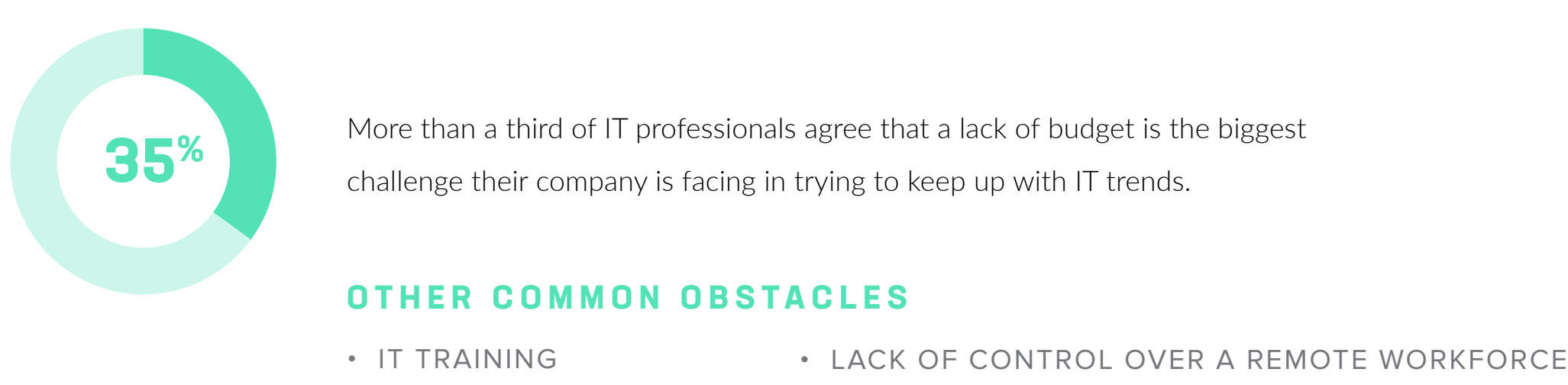
Top security concerns have changed year over year, with cloud security breaches now making the top of the list



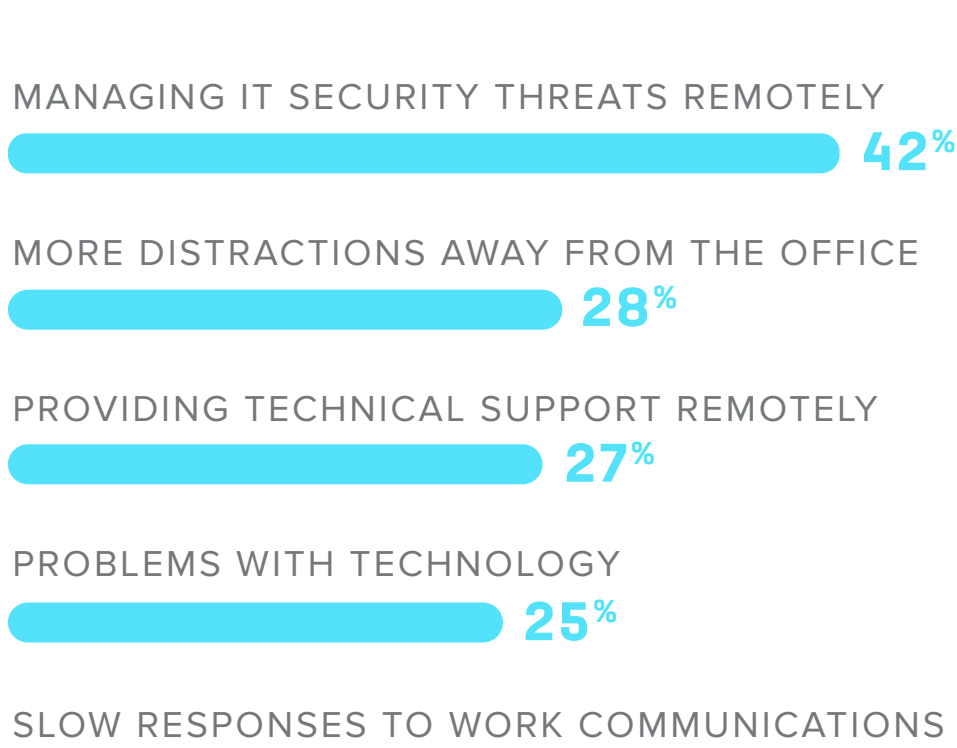
The current remote workforce is a leading driver of change



Lack of budget is the greatest barrier for IT



But, the shift to remote work posed security, technical, and productivity challenges to IT.



Preparing for the future of remote work

Remote work is not just a temporary shift. The benefits of remote work – improved productivity, employee happiness, work/life balance, cost savings – are motivating employers to offer remote work as a long-term option.

HERE IS WHAT IT TEAMS NEED TO DO TO PREPARE:

- 1** Create and fine tune your business continuity plan.
Businesses with a continuity plan in place transitioned more seamlessly and experienced less downtime. Revisit your plan every 9 to 12 months.
- 2** Implement software and hardware that facilitate remote work.
IT teams and employees need the right tools. Software solutions that should be prioritized include:
 - Remote access software
 - Meeting software
 - Remote support software
 - Security software
 - Communications software
- 3** Invest in IT security.
IT and employee training will better prepare everyone to mitigate risks and protect company data. Be sure your company has powerful firewall, antivirus, and antimalware to protect all endpoints.

Learn more about remote work and how IT teams are preparing for the future.

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