

The 2021 Digital Readiness Survey

In Australia and New Zealand, 203 respondents from businesses with more than 500 employees across 20 industry verticals completed a global survey to study the impact of remote work on cloud adoption, IT security, and the use of analytics and AI-based technologies.



The work-from-home solution



95% of organisations stated that they will support **remote workers** for at least the next two years.



55% of organisations stated that support for remote work has been the **top technology-related skill** acquired during the pandemic.

A rapid shift to remote work fuelled by the cloud



87% of organisations reported that the pandemic has led to an increase in **cloud use**.



56% of organisations said that their **IT operations teams** have increased their cloud adoption due to the pandemic.

Despite the upsurge in cloud adoption, there's room for improvement in cloud confidence



Advanced security

54% of organisations believe that enhanced security measures can boost their confidence in cloud-based solutions.



Improved reliability

52% stated that reliability is one of the major factors that influences their decisions regarding cloud use.



Better disaster recovery options

45% of respondents said that enhanced disaster recovery features will increase their faith in cloud-based solutions.

Innovation comes at a cost



86% of respondents revealed that having remote workers led to an **increase in security risks**.



However, only 51% of companies have **changed their security strategies**—despite remote employees being directly targeted more often than in-office workers.

Security will be a defining factor in the future of organisations



67% of organisations have raised **employee awareness** regarding the importance of IT security.



53% of organisations said that **security** plays a major factor in their decision to adopt **new technology**.

Security threats have increased as a result of the pandemic



49% increase in **social media-based attacks**



45% increase in **phishing**



41% increase in **account hijacking**



40% increase in **malware attacks**



37% increase in **endpoint network attacks**

Shadow IT is spiralling out of control

86%

of companies have failed to control **applications and services** employees use.



Top 5 solutions purchased without direct approval from IT:

1

Mobile-specific applications

2

Document-sharing solutions

3

Cloud services

4

Online meeting tools

5

Productivity applications

Overcoming obstacles and forging ahead with the power of data intelligence



88% of organisations have increased their use of **business analytics**.



86% of businesses increased their **use of AI** over the last two years.



77% of respondents reported their **confidence in AI** solutions has grown.

Empowering teams with smarter decision-making

66% of IT teams have increased their use of **business analytics**.

Organisations are realising the benefits of business analytics



63% Enhanced use of available data



58% Improved decision-making



50% Faster decision-making

Placing faith in AI

69% of organisations report that AI has delivered **measurable business results**.

94% of organisations believe that AI solutions will meet **business expectations**.

The high expectations for AI



58% Improved business analytics



57% Augmented operational efficiency



54% Enhanced customer experience

The future is in tech



90% of organisations stated they trust their technology **leaders to lead the company into the future**.



73% of executives and technology professionals believe that IT leaders make **better CEO candidates** than traditional roles.