

The 2021 Digital Readiness Survey

In Singapore, 101 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



98% of organizations have stated that they will be supporting **remote workers** for at the least the next two years.



49% of organizations stated that support for remote work was one of the **top technology-related skills** acquired during the pandemic.

A rapid shift to remote work fueled by the cloud



86% of organizations reported that the pandemic has led to an increase in **cloud use**.



59% of organizations have ramped up their cloud use to **support remote workers**.

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



Improved reliability

63% of organizations state that reliability is one of the major factors that influences their decisions regarding cloud usage.



Advanced security

62% of organizations believe that enhanced security measures can boost their confidence in cloud-based solutions.



Increased performance

62% of respondents say that better performance will increase their faith in cloud-based solutions.

Innovation comes at a cost



82% of respondents revealed that remote workers led to an **increase in security risks**.



However, only **63%** 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 organizations



80% of organizations have raised **employee awareness** regarding the importance of IT security.



57% of organizations say that **security** plays a major factor in their decision to adopt **new technology**.

Security threats have increased as a result of the pandemic



58% increase in **phishing**



52% increase in **malware attacks**



48% increase in **account hijacking**



47% increase in **social media-based attacks**



47% increase in **endpoint network attacks**

Shadow IT is spiralling out of control

85%

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



Top 5 solutions purchased without direct approval from IT:

1

Online meeting tools

2

Mobile-specific applications

3

Document-sharing solutions

4

Productivity applications

5

Collaboration tools

Overcoming obstacles and forging ahead with the power of data intelligence



94% of organizations have reportedly increased the use of **business analytics**.



89% of businesses have increased their **use of AI** over the last two years.



83% of respondents report their **confidence in AI** solutions has grown.

Empowering teams with smarter decision-making

59% of organizations report that their IT teams have increased their use of **business analytics**.

Organizations are realizing the benefits of business analytics



69% Enhanced use of available data



60% Improved decision-making



56% Faster decision-making

Placing faith in AI

70% of organizations report that AI has delivered **measurable business results**.

95% of organizations believe that AI solutions will meet **business expectations**.

The high expectations for AI



72% Enhanced customer experience



72% Augmented operational efficiency



68% Improved business analytics

The future is in tech



94% of organizations trust their technology leaders to **lead the company into the future**.



71% of executives and technology professionals believe that IT leaders make **better CEO candidates** than traditional roles.