

The 2021 Digital Readiness Survey

In the United Kingdom, 302 respondents from businesses with more than 500 employees across 20 industry verticals completed the 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 have stated that they will be supporting **remote workers** for at the least the next two years.



42% 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



84% of organisations reported that the pandemic has led to an increase in **cloud use**.



57% 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

53% of organisations believe that enhanced security measures can boost their confidence in cloud-based solutions.



Increased performance

49% of respondents said that better performance will increase their faith in cloud-based solutions.



Improved reliability

46% stated that reliability is one of the major factors that influences their decisions regarding cloud use.

Innovation comes at a cost



83% of respondents revealed that remote work led to an **increase in security risks**.



Yet only **47%** 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.



51% 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



45% increase in **phishing**



38% increase in **account hijacking**



36% increase in **social media-based attacks**



34% increase in **endpoint network attacks**



33% increase in **WiFi-focused attacks**

Shadow IT is spiralling out of control

76%

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 Productivity applications
- 4 Document-sharing solutions
- 5 Cloud services

Overcoming obstacles and forging ahead with the power of data intelligence



89% of organisations have increased the use of **business analytics**.



85% of businesses have increased their **use of AI** over the last two years.



80% of respondents reported their **confidence in AI** solutions has grown.

Empowering teams with smarter decision-making

61% of IT teams have increased their use of **business analytics**.

Organisations are realising the benefits of business analytics



58% Improved decision-making



50% Enhanced use of available data



50% Faster decision-making

Placing faith in AI

67% of organisations report that AI has delivered **measurable business results**.

93% of organisations believe that AI solutions will meet **business expectations**.

The high expectations for AI



59% Improved business analytics



53% Enhanced customer experience



50% Augmented operational efficiency

The future is in tech



88% 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.