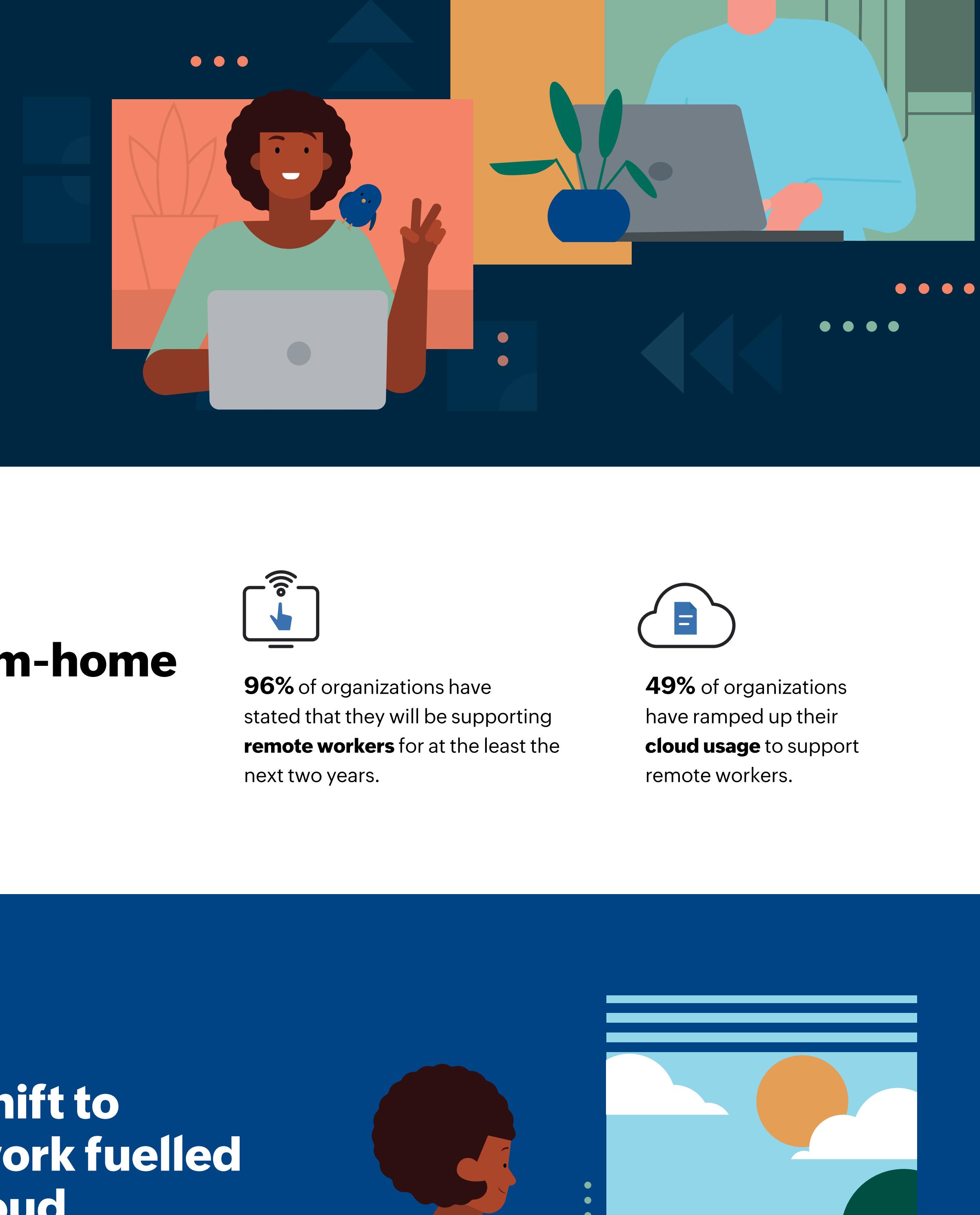


The 2021 Digital Readiness Survey

A global survey of 1,210 executives and technology professionals on the impact of remote work on cloud adoption, IT security, and the usage of analytics and AI-based technologies.



The work-from-home solution



96% of organizations have stated that they will be supporting **remote workers** for at least the next two years.

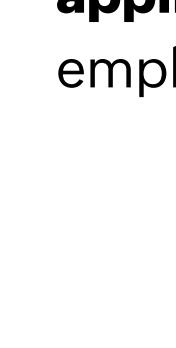


49% of organizations have ramped up their **cloud usage** to support remote workers.

A rapid shift to remote work fuelled by the cloud



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



8/10

IT professionals reported that the pandemic has led to an increase in **cloud usage**.



Increased performance

52% of respondents say that better performance will increase their faith in cloud solutions.



60%

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

Innovation comes at a cost

52% increase in phishing

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



Yet only **56%** of companies have **changed their security strategy**—despite remote employees being directly targeted more often than in-office workers.

Security will be a defining factor in the future of organizations

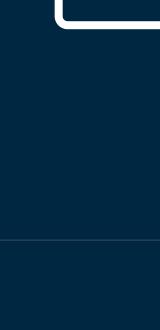


71% organizations have raised **employee awareness** regarding the importance of IT security.



56% organizations say that **security** plays a major factor in their decision to adopt **new technology**.

Security threats are at an all-time high



42% increase in endpoint network attacks

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



40% increase in malware attacks



40% increase in account hijacking



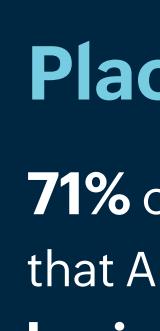
40% increase in social media based attacks

Shadow IT is spiraling out of control



78%

companies fail to control **applications and services** employees use.



Yet only **56%** of companies have **changed their security strategy**—despite remote employees being directly targeted more often than in-office workers.

Top 5 solutions purchased without direct approval from IT

1

Mobile-specific applications

2

Online meeting tools

3

Document sharing solutions

4

Productivity applications

5

Cloud Services

The future is in tech

Overcoming obstacles and forging ahead with the power of data intelligence



Empowering teams with smarter decision-making

63% organizations report that their IT teams have increased the use of **business analytics**.



89% organizations have reportedly increased the use of **business analytics**.



86% businesses have increased their **usage of AI** over the last 2 years.



81% respondents report that their **confidence in AI solutions** has grown.

Placing faith in AI

71% of organizations report that AI has delivered **measurable business results**.

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

Organizations are realizing the benefits of business analytics

64% improved decision making

61% enhanced data availability

56% faster decision making

The high expectations for AI

63% improved business analytics

62% operational efficiency

60% enhanced customer experience

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