

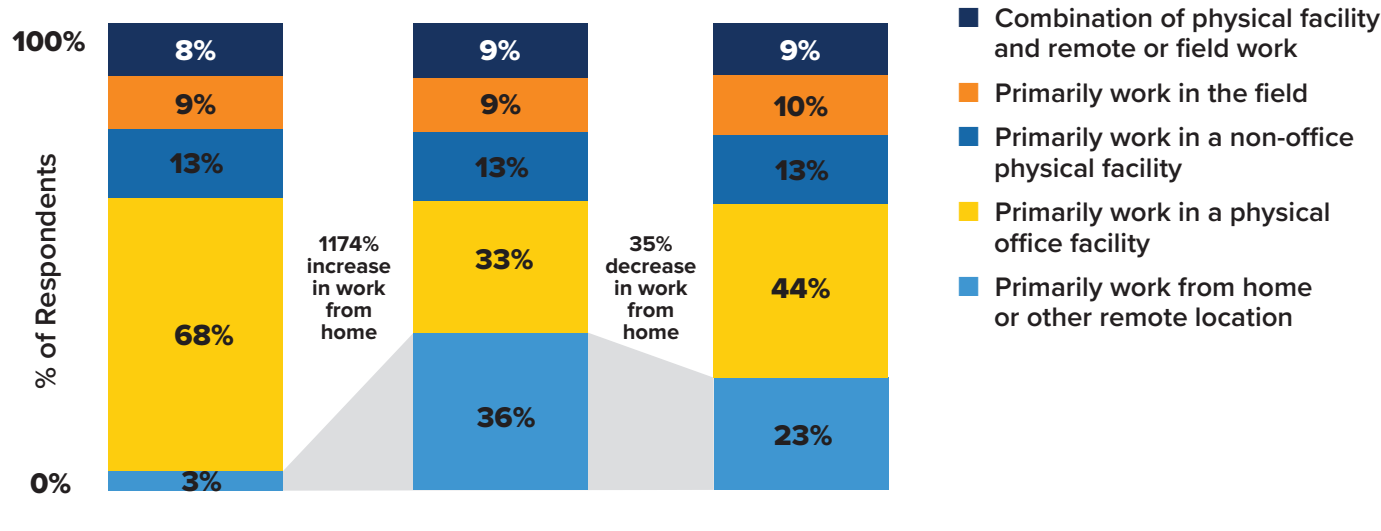
Experience Parity: Supporting a Resilient Workforce

As a hybrid workforce becomes the new business reality, organizations must look beyond simply providing access to enterprise resources.

Employers who strive toward secure “experience parity” for all employees will be best suited for the future of work.

While many will return to corporate facilities — and some never left — the workforce of 2022 will not look like the workforce of 2019.

Q: What percent of your organization's workforce was, is, or is expected to be in each of the following categories?

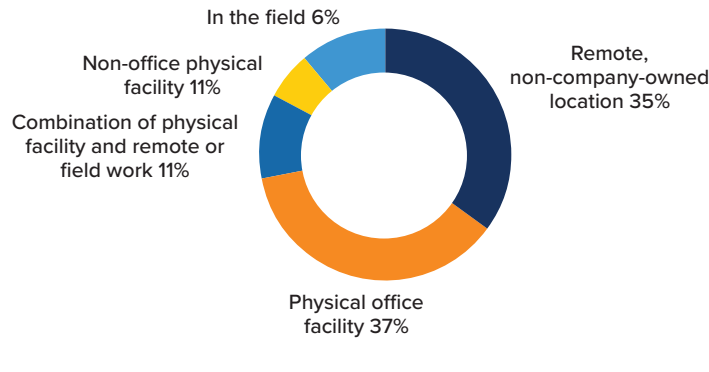


Source: Unisys Digital Workplace Insights Survey, IDC, November, 2020 | n=560



Employees preference is equally divided, with **37%** preferring a physical office facility and **46%** preferring a remote location or a combination of a physical facility and remote office.

Q: Which of the following best describes your preferred work location?



Source: Unisys Digital Workplace Insights Survey, IDC, November, 2020 | n=558

And **51%** of business leaders and **64%** of employees agree that a work location and schedule that is conducive to family life contributes to an ideal employee experience.

Source: Unisys Digital Workplace Insights Survey, IDC, November, 2020

These Changes Will Become a Permanent Fixture of the Business Landscape Going Forward

So, what does this mean?

Organizations must embrace remote locations as a secure component of the overall corporate infrastructure to ensure an outstanding — and consistent — experience for all workers.

IDC defines digital parity as the requirement that all workers have secure access to the resources required to do their jobs, no matter their preferred device or if they are local/remote/in the field — or moving between locations. This includes access to subject matter experts and collaborators!

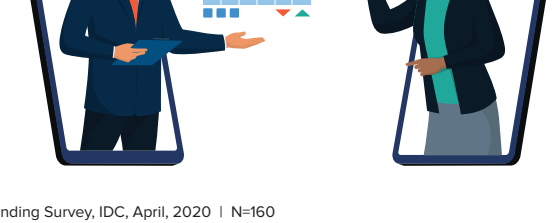
But successful organizations will go one step further and ensure **experience parity** — offering an excellent employee experience for all workers, enabling agile ways of working that drive productivity and innovation anytime, anywhere and on any device.



Experience parity and agility are required for business resilience and continued business success.

What About Productivity?

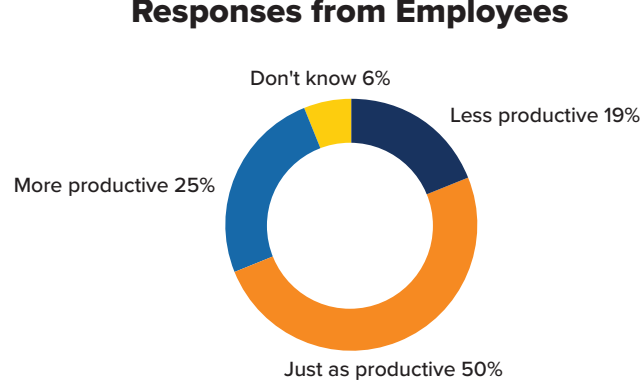
At the beginning of the pandemic, we heard a lot about productivity concerns. In a survey conducted in April 2020, **one-third of global decision makers were worried about a big drop in employee productivity.**



Source: COVID-19 Impact On IT Spending Survey, IDC, April, 2020 | N=160

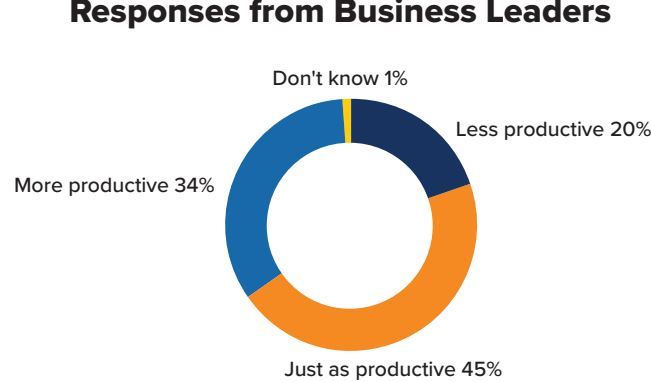
Fast forward to the end of 2020. 79% of business leaders and 75% of employees say that remote work is just as productive — or more productive — than working from a company location.

Responses from Employees



Source: Unisys Digital Workplace Insights Survey, IDC, November, 2020 | n=558

Responses from Business Leaders



Source: Unisys Digital Workplace Insights Survey, IDC, November, 2020 | n=560



Experience parity will require new operating models, technologies, processes, and policies — as well as new outcome-focused styles of leadership at all levels.



64% of business leaders indicated that their organization plans to adopt a different operating model than it had before the COVID-19 pandemic. However, this means that **one-third of global organizations will be left behind!**

Today There Are Challenges

More than one-third of business leaders describe challenges ensuring the productivity of remote employees.

Q. What are the greatest challenges impacting employee productivity?

	Total
Difficulty effectively communicating with other team members	38%
Challenges with unreliable connectivity	36%
Difficulty using unfamiliar work-from-home technologies	36%
Challenge receiving effective IT support	35%
Inability to focus due to distractions	35%
Difficulty in accessing data, content and/or applications	35%

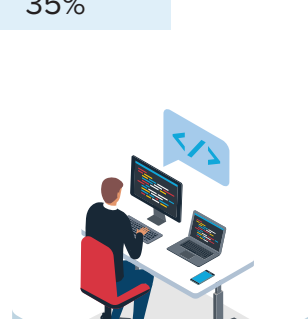
Source: Unisys Digital Workplace Insights Survey, IDC, November, 2020 | n=560

In addition, new security technologies, processes and policies must be put in place to safely support remote work.

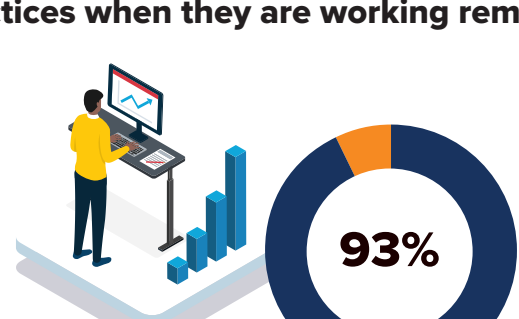


Both business leaders and employees agree that most organizational security practices when they are working remotely. However, in a recent IDC survey, **90% of respondents indicated that their organization experienced a security breach in the past 12 to 24 months.**

Source: IDC US Managed Detection and Response Services, August 2020, N=410

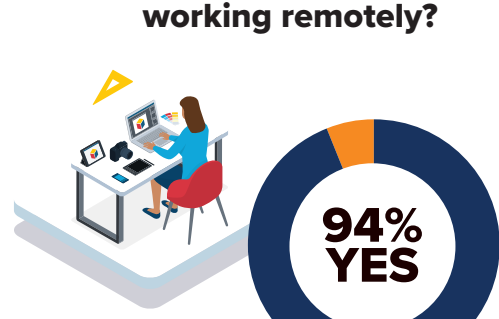


Q: Business Leaders: In your opinion, what percent of your organization's employees are following organizational security practices when they are working remotely?



Source: Unisys Digital Workplace Insights Survey, IDC, November, 2020 | n=560

Q: Employees: Do you follow organizational security practices when you are working remotely?



Source: Unisys Digital Workplace Insights Survey, IDC, November, 2020 | n=558

Top 3 Challenges Cited by Business Leaders

Employees used their personal devices to access organizational resources	41%
Increase in security incidents	31%
Remote access solution wasn't scalable (it had reached max capacity)	25%

Conclusion

Organizations must reimagine the digital workplace. This means:

- Infrastructure, software, and device support for secure, frictionless digital access to people, data, and applications.
- Workplace infrastructure and device support for safe, dynamic in-person access to people and resources on-premises.
- The same experience for all workers, whether on-site, remote or in the field — including maintaining context as workers shift between environments.
- Leadership and policy support across the entire C-suite, including operations, facilities, IT and human resources.



About the Survey

The IDC survey commissioned by Unisys in November 2020 included responses from 560 business leaders and 558 employees across North America, EMEA, Asia Pacific and Latin America.

[Click here to download the full report](#)