

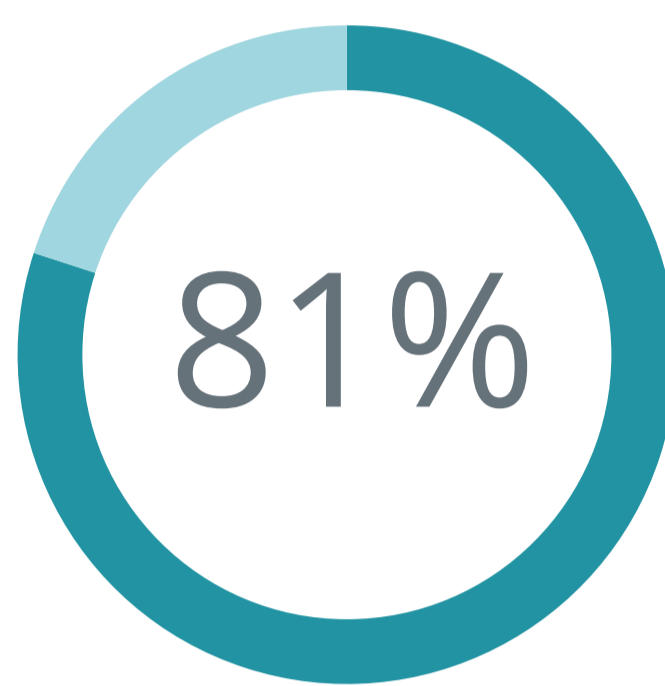
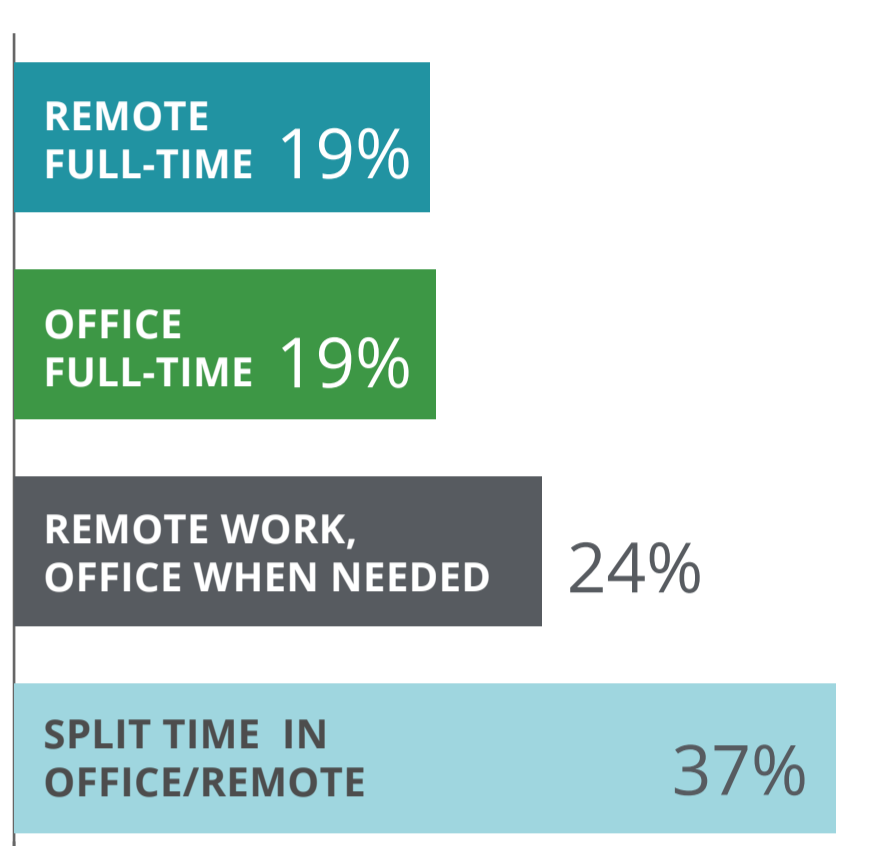
# State of Work from Anywhere Outlook

We surveyed 1,000 knowledge workers in the U.S. about their experience with remote work and what they expect from the future of work. The data revealed that end-users expect the workforce to evolve to fit life after the pandemic and identified critical areas to address for a business to successfully take on a Work from Anywhere model.



## The Majority of End Users Prefer Some Element of Remote Work

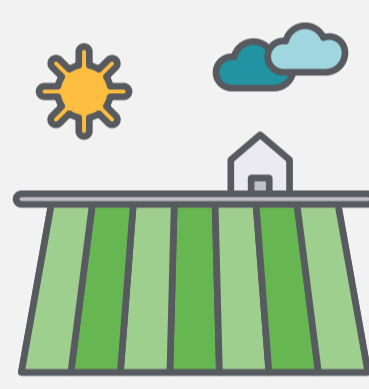
In the U.S., many employees continue to work remotely as a result of the pandemic. To that end, 20% of respondents have moved at least once over the past year, many to better support a WFH lifestyle.



OF RESPONDENTS WOULD PREFER A WORK ENVIRONMENT THAT INCLUDES A PERMANENT ELEMENT OF REMOTE WORK.

## Users Are Located Anywhere and Expect IT Service Everywhere

According to results, employees are nearly evenly dispersed among suburban, rural and large city/urban areas, demonstrating that companies need to be able to provide the same level of user-experience across urban, suburban and rural areas.



25% RURAL



42% SUBURBAN



26% URBAN

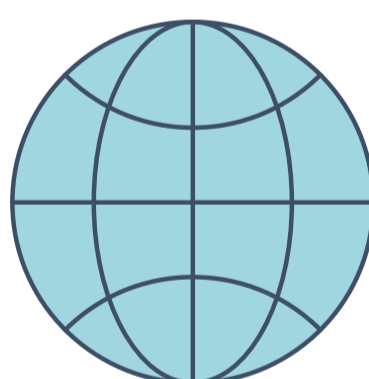


**NEARLY 30% ANTICIPATE A RESPONSE FROM IT WITHIN THE HOUR.** An additional 33% expect a response within the business day. Not surprisingly, only 11% of respondents think that a response within the week is acceptable.

## IT Support Most Requested by End Users



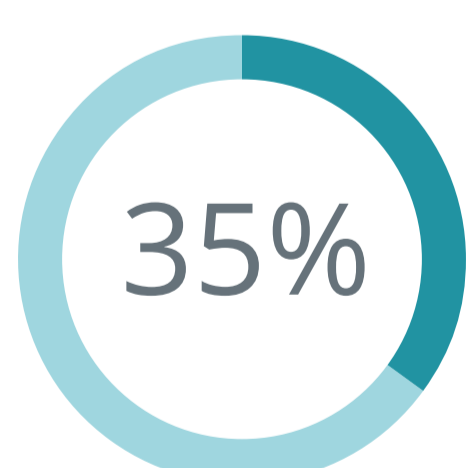
45% CRITICAL APPS



37% INTERNET CONNECTIVITY



26% HARDWARE ISSUES

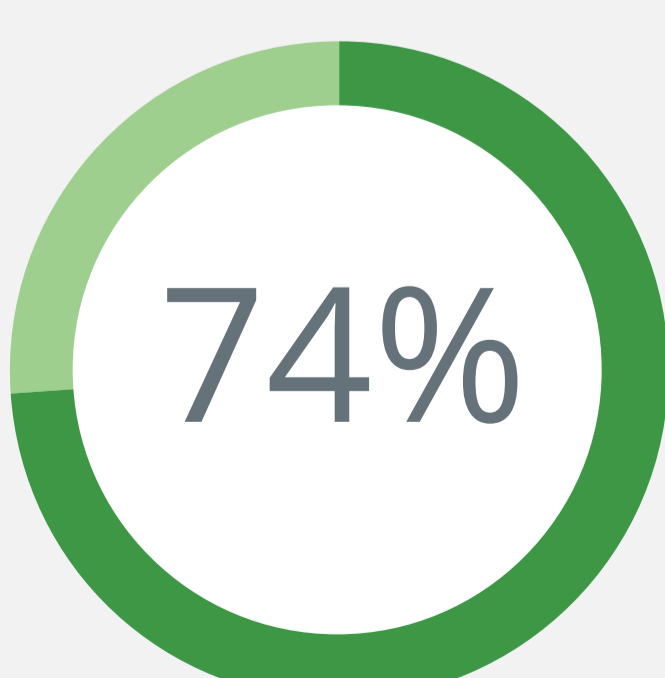
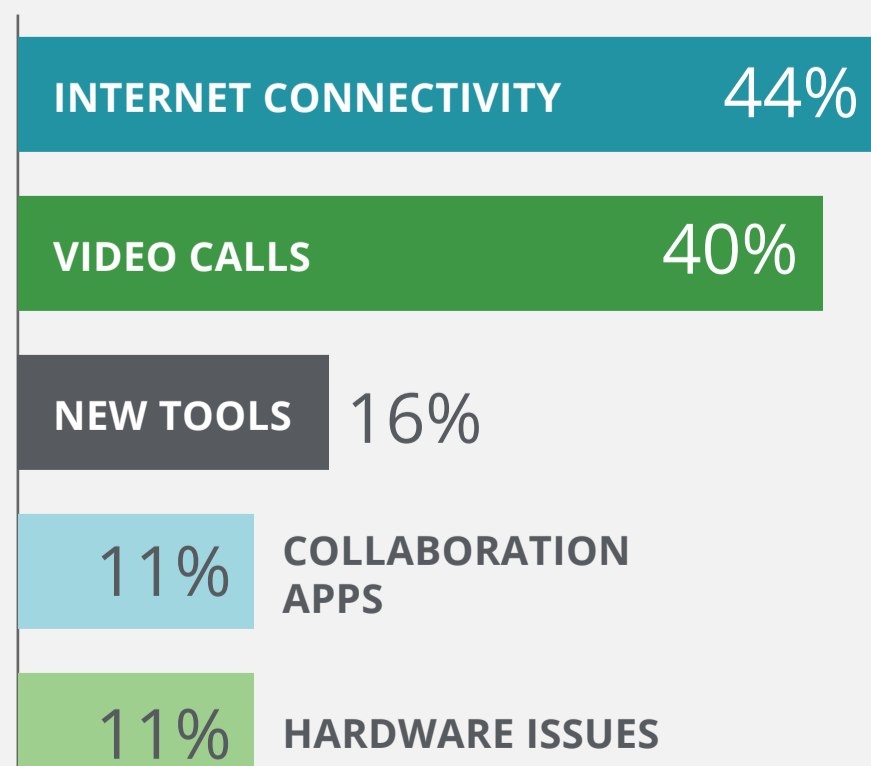


**ARE FRUSTRATED BY TECHNOLOGY CHALLENGES** with IT since the pandemic, even though 21% acknowledge that they may be doing their best.

## End Users Want Flexibility and Connectivity

Three quarters of respondents are interested in their employer adopting a "work from anywhere" approach after the pandemic. Of the tech-related issues causing frustration in the past year for remote employees, the biggest gripe was internet connectivity. Another top stressor was issues with video calls.

### MOST COMMON IT ISSUES DURING REMOTE WORK



OF RESPONDENTS ARE INTERESTED IN A WORK FROM HOME APPROACH.

View our 2021 Work From Anywhere Outlook Data Sheet for the full survey results.



To learn how enterprises can start optimizing their networks to meet the needs of Work From Anywhere, watch our webinar, Network Performance in 2021.