

Digital Workplace

The Evolution of the Workplace



10
CHANGES IN THE
WORKPLACE

Ten Ways the Pandemic is Affecting Business Continuity

How and where we worked changed almost overnight. On March 11, the World Health Organization officially declared COVID-19 a pandemic. Within days, millions upon millions of knowledge workers switched to working remotely to meet mandatory stay-at-home orders. The new realities of work are straining IT professionals, IT budgets, and employees. Here are some recent, and sometimes surprising, statistics on how the pandemic is affecting business continuity.

1. Corporate Commitment

Nearly three-quarters of organizations have implemented policies such as limitations or bans on internal (**66%**) and external (**74%**) meetings, along with delaying and canceling events (**75%**), expanding work from home policies (**75%**), not attending events they have previously attended (**79%**), and enacting travel bans (**81%**).¹

2. Identify Critical Services and Resources

Once you have a crisis response team in place, you need to identify what critical services and functions are required and who is responsible for executing those plans.

3. The Rapid Shift to Remote Work

There has been a massive shift to remote work. **88%** of organizations have encouraged or required their employees to work from home.²

4. The New Normal

Once the pandemic crisis is over, workers may stay at home. In one survey, nearly **43%** of full-time workers said they would want to continue working from home.³

5. C-Level Concerns

Business continuity tops C-level concerns; **71%** of executives are worried about continuity and productivity during the pandemic.⁴

6. Investment in Technology

The technologies topping the list include communication and collaboration tools (**43%**), mobile devices and services (**37%**), bandwidth and network capacity (**32%**), and information security (**28%**).⁵

7. Increased Spending

Larger enterprises (more than \$1B in revenue) expect to spend more on communication and collaboration tools than smaller enterprises (less than \$1B in revenue): **63%** versus **34%**.⁶

8. Growing Investments in the Cloud

Software is expected to post positive growth of just under **2%** overall this year, largely due to cloud investments.⁷

9. The Adoption of Video Tools Skyrockets

The pandemic accelerated the use of video conferencing overnight in terms of the number of users and in the number and length of meetings.⁸

10. Demand on IT Resources will Increase

In one survey, **41%** of enterprises are experiencing increased strain on internal IT resources, and another **14%** expect to begin experiencing it within the next three months.⁹

Black Box can help you adapt to rapidly changing working conditions and make long-term, strategic technology plans. We can help you design, deploy, and manage a UCaaS or UC&C solution that can transform end-user experiences as well as your business operations. For more information, call us at **855-324-9909**, or email us at contact@blackbox.com.

1. <https://www.spglobal.com/en/research-insights/featured/coronavirus-flash-survey-march-2020>
2. Gartner, COVID-19 Bulletin: Executive Pulse, 3 April 2020
3. <https://www.cnbc.com/2020/05/04/why-many-employees-are-hoping-to-work-from-home-even-after-the-pandemic-is-over.html>
4. Gartner, COVID-19 Bulletin: Executive Pulse, 3 April 2020
5. <https://www.spglobal.com/en/research-insights/featured/coronavirus-flash-survey-march-2020>

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