Data collection: April 28 - May 8, 2022

HYBRID WORK TECHNOLOGY

Secure access is a core component of maintaining a safe and productive hybrid workforce. But are remote-first solutions doing enough to support increasingly distributed workforces — and increasingly distributed IT teams? Gartner Peer Insights and Citrix surveyed 200 IT leaders at organizations that

currently have have or are planning to implement a hybrid work policy

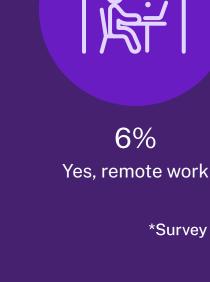
HYBRID WORK POLICIES HAVE LED TO AN INCREASE IN

DISPERSED AND TEMPORARY WORKERS THAT NEED IT SUPPORT

95% of respondents have either a hybrid work policy or allow both fully remote and hybrid work.

DOES YOUR ORGANIZATION HAVE A REMOTE WORK OR

HYBRID WORK POLICY?* (N = 200)







Respondents: 200 IT leaders

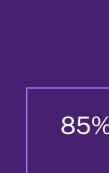
DOES YOUR ORGANIZATION PLAN TO

And 82% of respondents with a remote only work policy affirm that their

organization plans to shift to hybrid work, while 18% are unsure.

employees to be in the office"

SHIFT TO HYBRID WORK?* (N = 11) 18% 82% **Unsure** *Survey ended for respondents who answered "No"





than it was 2 years ago.

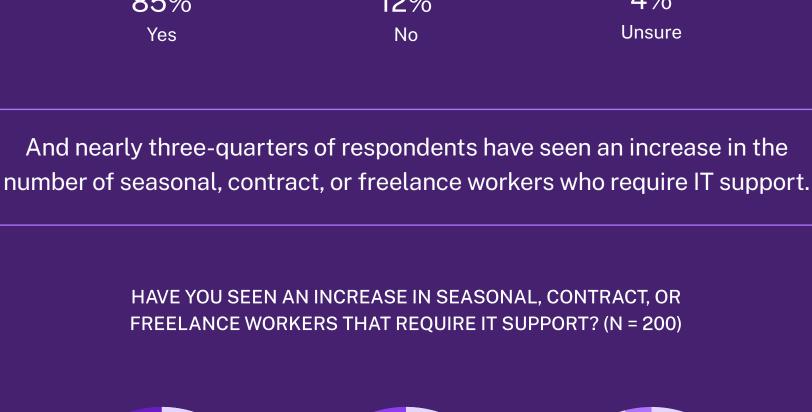
IS YOUR WORKFORCE MORE GEOGRAPHICALLY DISPERSED THAN TWO YEARS AGO? (N = 200)

85% of tech leaders say their workforce is more geographically dispersed

4%

Unsure

4% 85% 12% Yes No



23%

No

74%

Yes



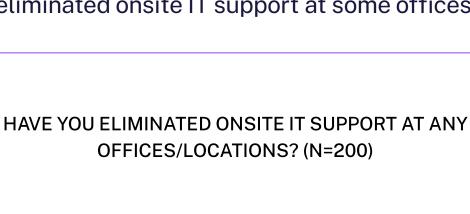
Nearly two-thirds of respondents (63%) say they've also

HOW IS YOUR IT TEAM CURRENTLY WORKING? (N = 200)



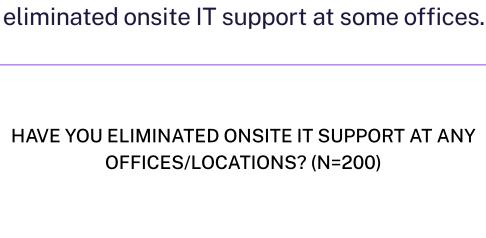
5%

Fully remote



89%

Hybrid



6%

In the office

full-time

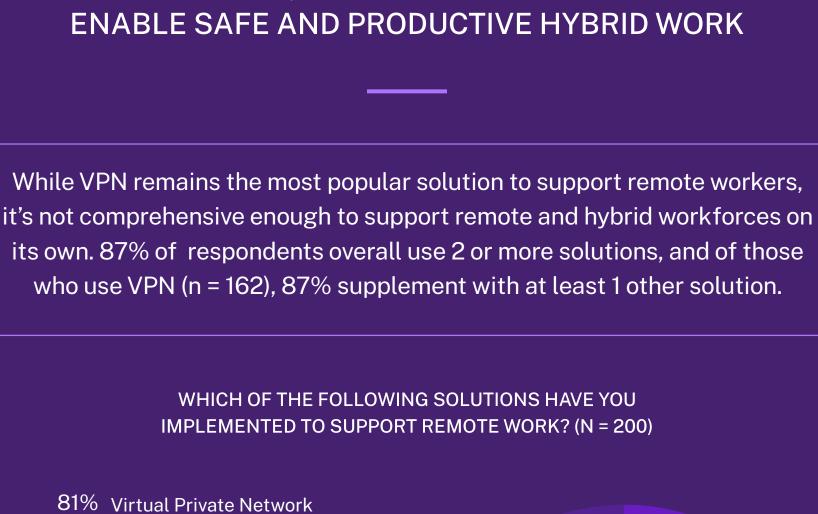


1%

Unsure

63% 35% 3% Unsure Yes No

ORGANIZATIONS REQUIRE MUCH MORE THAN JUST VPN TO



69% Virtual Desktop Infrastructure

They create equitable

work experience by

providing employees with

consistent and reliable

access to applications

and data regardless of

where they are working

49% Virtual Apps and Desktops

39% Desktops as a Service

None of these

2%

They provide layered

protection for all

devices on the

network, including

unmanaged and

BYOD

With the popularity of combining multiple remote work solutions, it's not surprising that 2 of the top 3 benefits remote work solutions provide in supporting hybrid work involve layered protection.

They provide layered

protection and

consistent security

management for all applications

However, of those respondents who migrated from a remote only to a

hybrid work environment (n = 25), 96% say the solutions they

implemented to enable remote work do not adequately protect against

additional security risks posed by employees working from anywhere.

46%

They do not

provide a

experience

consistent user collaboration

63%

They create a

digital divide

between the inoffice and remote

work experience

posed by employees working from anywhere

82%

69%

Security Infrastructure

51%

ΙT

staff

44%

Collaboration

Tools

96%

They do not adequately protect against

additional security risks

In order to address security gaps and better accommodate hybrid work,

tech leaders have had to increase investments in security (82%),

infrastructure (69%) and IT staff (51%).

37%

Data

Center

INVESTMENTS IN SECURITY AND INFRASTRUCTURE ARE NECESSARY TO CONTINUE SUPPORTING HYBRID WORKFORCES.

WHAT ARE THE TOP THREE

SOLUTIONS PROVIDE IN

(N = 199)

experience

5 They are easy to scale

resources required

WHERE DO THE SOLUTIONS THAT YOU

IMPLEMENTED TO ENABLE REMOTE WORK FALL

SHORT IN SUPPORTING HYBRID WORK? (N = 25)

33%

BYOD

at all

0% None of these, 0% Other

They do not They are

initiatives manage

support difficult to

25%

scale and

46%

They do not

fuel seamless

among

distributed

employees

IN WHAT AREAS HAVE YOU HAD TO MAKE ADDITIONAL

INVESTMENTS TO SUPPORT HYBRID WORK? (N = 200)

19%

Help

Desk

9%

Upgrades

1%

Other

22%

Analytics

BENEFITS YOUR REMOTE WORK

SUPPORTING HYBRID WORK?

4 They provide a simple, unified user

6 They centralize device management

7 They are cost effective - no additional

investments in infrastructure or IT

Specifically, they are increasing investments in virtual desktop infrastructure (69%) and virtual apps and desktops (56%) as well as accelerating the transition to the cloud (57%). HOW ARE YOU ADAPTING YOUR STRATEGIES TO

ACCOMMODATE HYBRID WORK? (N = 200)

REGION

TITLE 27% C-Suite 10,001+ employees VP 30% Director 44%

64% North America 13% **APAC** 24% **EMEA COMPANY SIZE** 1,001-5,000 employees 23% 37% 1,001-5,000

69% Increasing investments in Virtual Desktop Infrastructure (VDI) 57% Accelerating transition to the cloud Increasing investments in Virtual Apps and Desktops 42% Increasing investments in Desktop as a Service 34% Increasing investments in Zero Trust Network Architecture (ZTNA) 0% Other RESPONDENT BREAKDOWN

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employees 41%