

Hindsight is 2020 - The Pandemic Provides a Wake-Up Call Executive Brief



In 2020, 80% of organizations had to accelerate their remote workforce strategy, and 65% had to rapidly piece one together.

To better understand the impacts of the COVID-19 pandemic on organizations, VMware commissioned Forrester Consulting to survey 526 decision-makers with responsibility for strategy and security from various industries globally on how the challenges of suddenly shifting to a remote workforce affected their company and what they perceive as the future of remote work.¹

The pandemic illuminated and exacerbated preexisting issues regarding security, technology and employee experience. Organizations confronted these challenges while shifting to a distributed workforce environment:

- Increased security risks
- A subpar digital employee experience
- The complexity created by siloed, disparate toolsets and inefficient technology

Security is top of mind. Over 37% of organizations experienced an increase in security events since their workforce went more remote, exacerbated by a lack of resources and insufficient staffing. The staff in place found themselves spending too much time addressing day-to-day tasks. Enterprises are now focusing on future-proofing their organization and improving their security posture in terms of safeguarding endpoints, protecting data, and managing access.

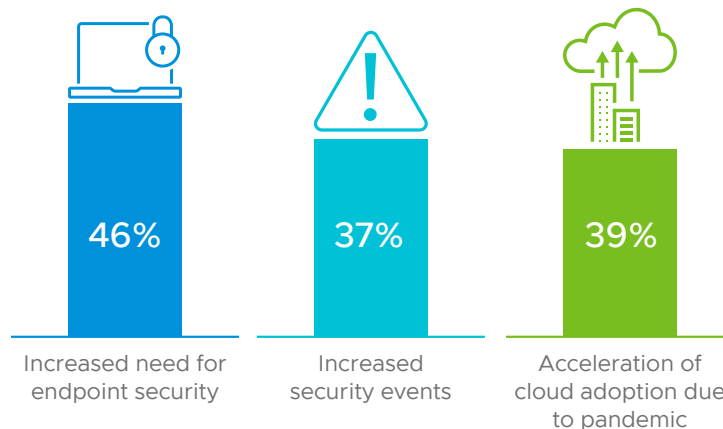
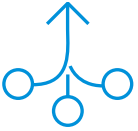


FIGURE 1: Security Impacts of an Increased Remote Workforce Due to the COVID-19 Pandemic
BASE: 526 global future of work decision makers with responsibility for strategy and security
SOURCE: A commissioned study conducted by Forrester Consulting on behalf of VMware, January 2021

1. A commissioned study conducted by Forrester Consulting on behalf of VMware: "Hindsight Is 2020 — The Pandemic Provides A Wake-Up Call: Integrated Solutions Future-Proof Organizations." Sarah Brinks. January 2021.



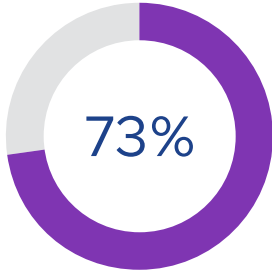
71% of enterprises cited a reduction in complexity as a top benefit of end-to-end security.

Addressing Pandemic Challenges

The survey revealed that the **shared adversity and problem-solving demands have had a positive impact by forcing collaboration and communication among teams.** For example, cross-functional relationships between IT and security teams and HR and workplace resources teams have improved. Prior to the pandemic, relationships between IT and security teams at all levels were predominantly negative. Organizations can take advantage of these improved relationships to overcome challenges and find integrated solutions with cross-function buy-in to support remote, anywhere workforce experiences.

With remote work as the new long-term reality, organizations must move with intention toward a more holistic remote work strategy that balances security, productivity and management. **An integrated workforce solution eases pandemic burdens and benefits employees as well as the organization** by providing:

- **End-to-end Zero Trust security**, which moves away from outdated perimeter-based approaches to a model that monitors users, devices, networks, clouds and apps across the network. Zero Trust provides visibility into who accesses data and how they're accessing it.
- **Exceptional technology experiences** by bringing seamless access to apps, improved collaboration, and easier training and onboarding directly to employees, anywhere.
- **Simplified device management** that improves the support experience for IT and enables organizations to better equip employees with devices, apps and connectivity.



of decision-makers describe an integrated workforce solution as either a high or critical priority.

What benefits would you expect for your organization from an intergrated solution?



FIGURE 3: Decision-makers have high expectations for an integrated workforce solution, anticipating critical benefits.

