

November 2021 SME IT Trends Report



Survey of US and UK SME IT Professionals



Remote Work

SME IT professionals report that less than half of employees have returned to the office full time...



40.6%
Office full time

30%

Working remotely full time



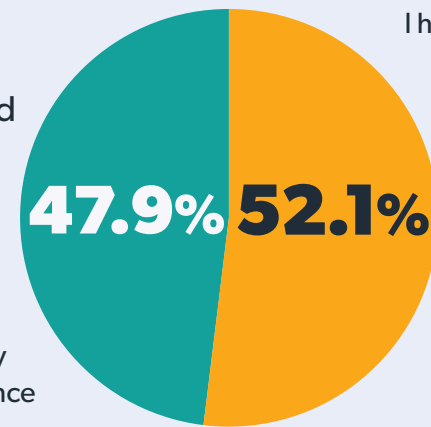
32.5%

Working hybrid



...and more than half of those employees state that their remote/hybrid experience is not as convenient as it could be.

I have no issues with my remote work experience



I have had technology challenges with my remote work experience

Security

The three biggest security concerns of SME IT professionals should come as no surprise:

36.9%

Spear phishing of privileged credentials

35.1%

Ransomware

32.7%

Use of unsecured networks

This is affecting remote work...



81.4%

of organizations have **increased their focus on security** as a result of remote/hybrid work

58.5%

SME IT professionals agree that **remote work makes it harder for employees** to follow good security practices

58.1%

believe that additional security measures mean a **more cumbersome user experience**

...and authentication.



58.6%

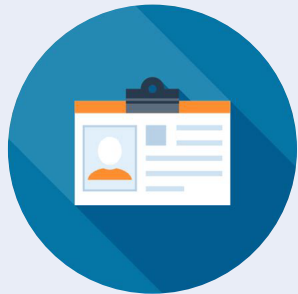
of organizations are pursuing or plan to pursue a **Zero Trust approach** to security

43.3%

have integrated **MFA** across certain applications

Onboarding

SME IT professionals have been able to adapt and scale...



70.4%

agree that their ability to onboard new employees and connect them to the resources they need meets or exceeds expectations

77.1%

agree they have been able to meet or exceed employee expectations with respect to ongoing support in a remote/hybrid work environment

Platform Consolidation

69.1%

SME IT professionals **would prefer to use a single solution or tool** to do their job, instead of managing a number of different solutions.

