

Flexible work has officially overtaken office-based work, causing IT's job to be more complicated than ever. New

global research by IDG commissioned by GoTo reveals the challenges that need to be solved and how to resolve them.

Location-based IT

predictability is a thing of the past. With less than half of employees planning to work from a company office full time in 2022, the challenge for IT is keeping a firm grasp on a fluid situation.

What Flexible Work Looks Like Now.

45% of employees 29% of employees are 26% of employees are in-office only. hybrid (remote + office). are remote.



Ranking 1 2

22%

Increased employee productivity

17%



14%

15%

14%

The benefits of providing equitable support experiences:

19%

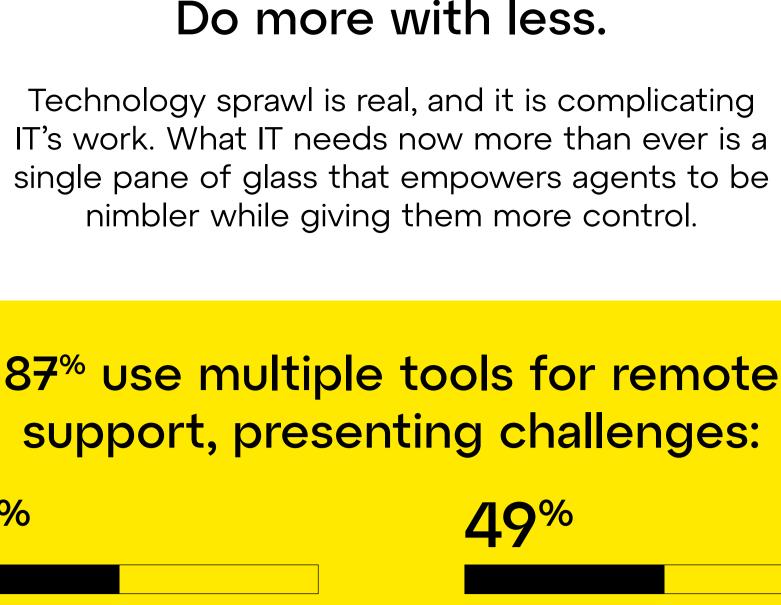
providing consistent, reliable IT support.

Improved security/reduced risk 21% 14% 16% 13% 19% 17% Better employee retention 18% 16% 17% 16% 20% 12% Competitive talent recruitment **15%** 12% 15% 20% 17% 22% Better customer experiences/improved reputation 14% 20% 13% 19% 18% 16% Standardized approach and toolset for help desk teams 11% 17% 22% 18% 15% 17% 000000000 So, how can IT deliver

consistent, reliable

support? Let's get into it.

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Paying for underutilized or unused None of the above

Security

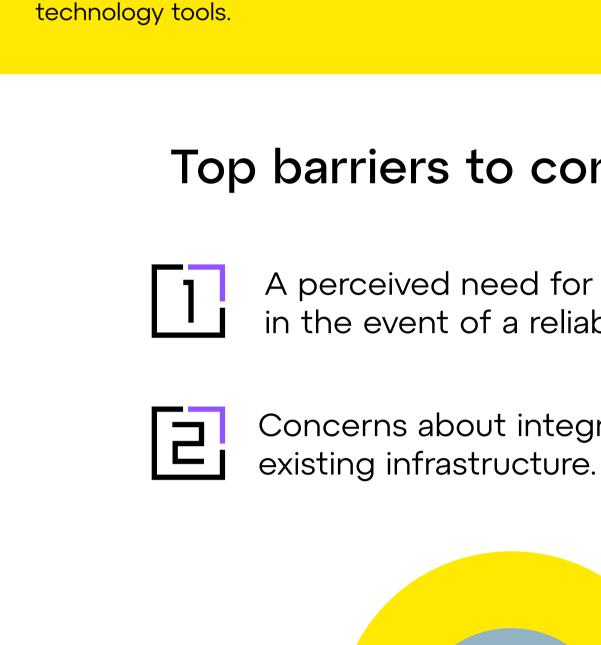
Win the war.

Remote work is not only eating up time, it's also

putting businesses at risk. IT must have the right

security-related features to keep their

infrastructure and users protected.



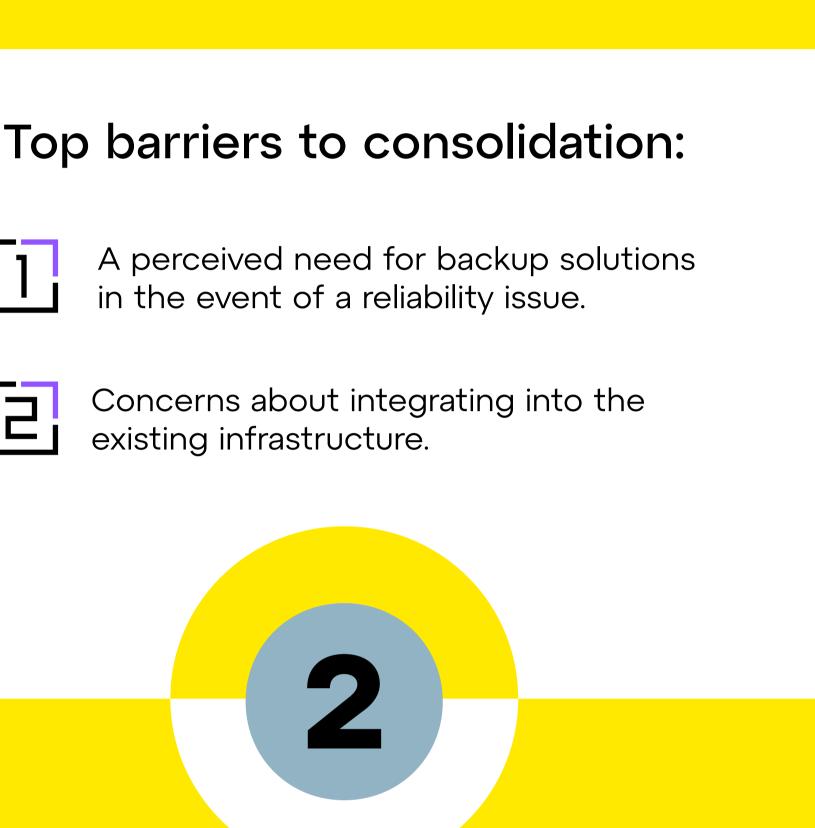
The need to switch between

help desk productivity.

multiple technologies is impacting

Support history and contextual data

is dispersed across several tools.

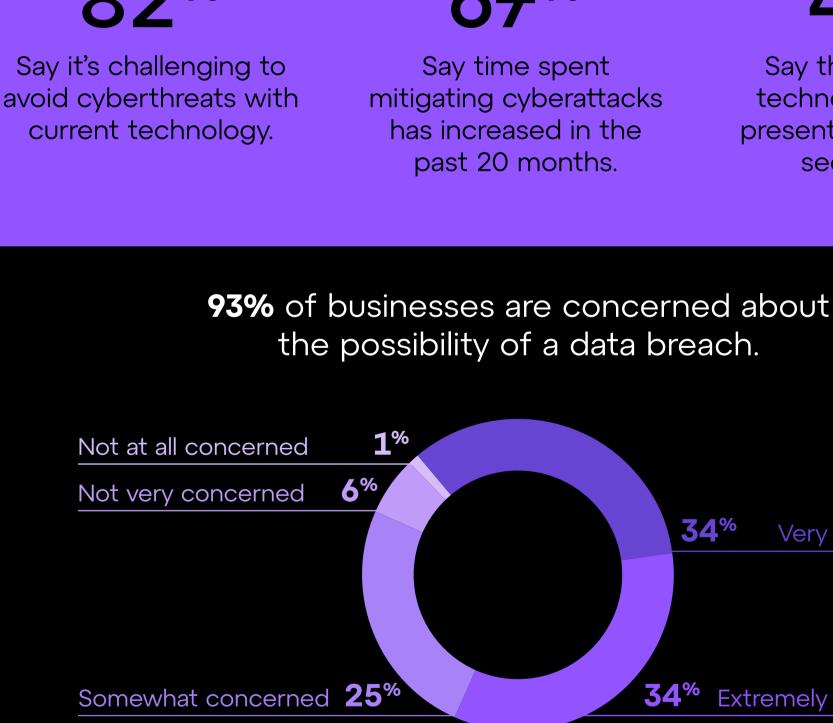


The volume of technologies in use

presents an increased security risk.

It's time consuming/costly to

manage multiple tools.



Top desired technologies:

Permission-based support with end-to-end

encryption and the ability to enable MFA/SSO.

Requiring agents to reauthenticate to modify or create potentially sensitive automated tasks.

Say the volume of

technologies in use

presents an increased

security risk.

Very concerned

Extremely concerned

Act quicker, be swifter. With flexible work demanding more bandwidth from IT, toggling between tools is not serving agents. IT needs ways to keep end users working while supporting their own productivity. Top productivity hits when supporting

remote vs. in-office employees:

The average support request for

takes longer to resolve.

off-network devices.

remote versus in-office employees

Complexity when troubleshooting

Cannot replicate the in-person

Unable to push software updates

to off-network machines.

onboarding experience.

On-the-fly support/reactive support

Steps/technology required to connect

to company network is dependent

Not able to "see" the technology

issues remote employees are having.

No policies or protocols for supporting

88

personal devices including PCs, home

WiFi and printers remotely.

on location (e.g., use of VPN).

is more challenging remotely.

Productivity

Most consider it highly valuable to include

proactive and reactive support notifications

in one IT support tool.

One way is

a better way.

Most consider it highly valuable to have

messaging tools like Slack and Microsoft

Teams integrated into support processes.

Respond, act, and resolve

Security never compromised.

Productivity maximized.

Time-optimizing features like unattended access and multi-session handling let agents

ticketing, and

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get more done.

issues — all in one place.

The industry's first identity-based access control secures managed devices from

and employees

Flexible for today's flex work. All the tools you need, including proactive and reactive support, conversational

zero-trust,

Get it free

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malicious actors. camera sharing.