

THE GREAT INDIAN WFH SAGA

TOP CIOs DIVULGE BIGGEST
IT CHALLENGES IN ENABLING
A REMOTE WORKFORCE



WFH IS HERE TO STAY

The COVID-19 crisis has changed the way we work. Even after this crisis, the majority of the workforce will work remotely, and businesses are opting for a hybrid work model. With this, there has been a sudden shift in the technology challenges that CIOs face today. Remote working or Work from Home (WFH) benefits both employees and organisation and technology is making it seamless to be productive from anywhere. However, the perils of this are many, and today CIOs are facing a daunting task to address this.

We asked leading CIOs in India about the struggles that remote work throws to their IT landscape, and the results are eye-opening. We thank all the CIOs who participated in this survey.

Post-COVID, **75% of 4.5 lakh** TCS employees to permanently work from home

Infosys to implement permanent WFH for **33% of its 2.4 lakh** employees

RPG Enterprise allows **permanent work from home** for all its sales employees

Infosys to implement permanent WFH for **33% of 2.4 lakh** employees

HCL to adopt **WFH for 50% employees** even after the lock-down



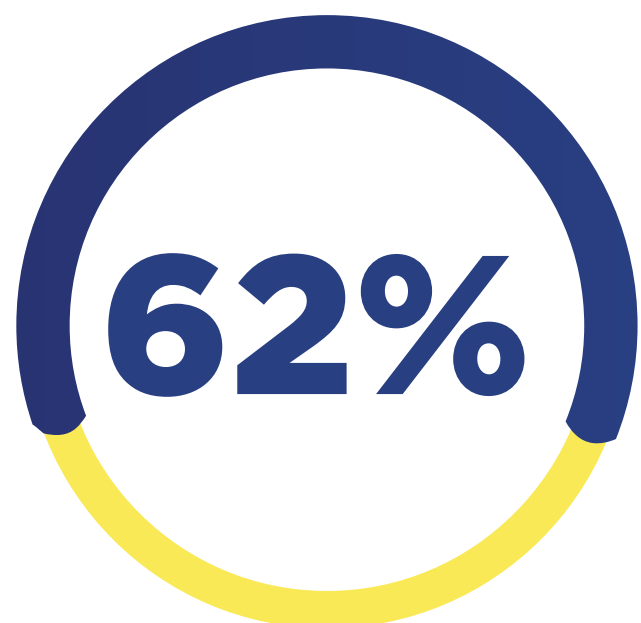


DATA IS THE NEW OIL, AND IT NEEDS TO BE SECURED

With employees working remotely using their own devices or even company provided systems, the threat to enterprise data looms large. An employee could be a victim of a cyberattack, ransomware or may even face security snooping which could lead to loss of data. Also, with e-terminations or when a remote employee leaves the company, there is no guarantee that the employee would not copy or store confidential company data for his personal use.



ARE CONCERNED ABOUT **ENTERPRISE DATA SECURITY** WHILE THEIR EMPLOYEES WORK FROM HOME



FACE CHALLENGES TO PROVIDE **ACCESS TO REMOTE APPS**



MAINTENANCE AND UPKEEP OF ENDPOINTS IS THE NUMBER ONE CHALLENGE



While employees use company-provided laptops/desktops or even use their own devices, the maintenance and support required for these devices have increased in the WFH scenario. A whopping 78% of CIOs have revealed that maintaining PCs/laptops have become a top challenge for Internal IT teams.

78%

MAINTENANCE OF ENDPOINTS IS A TOP CHALLENGE

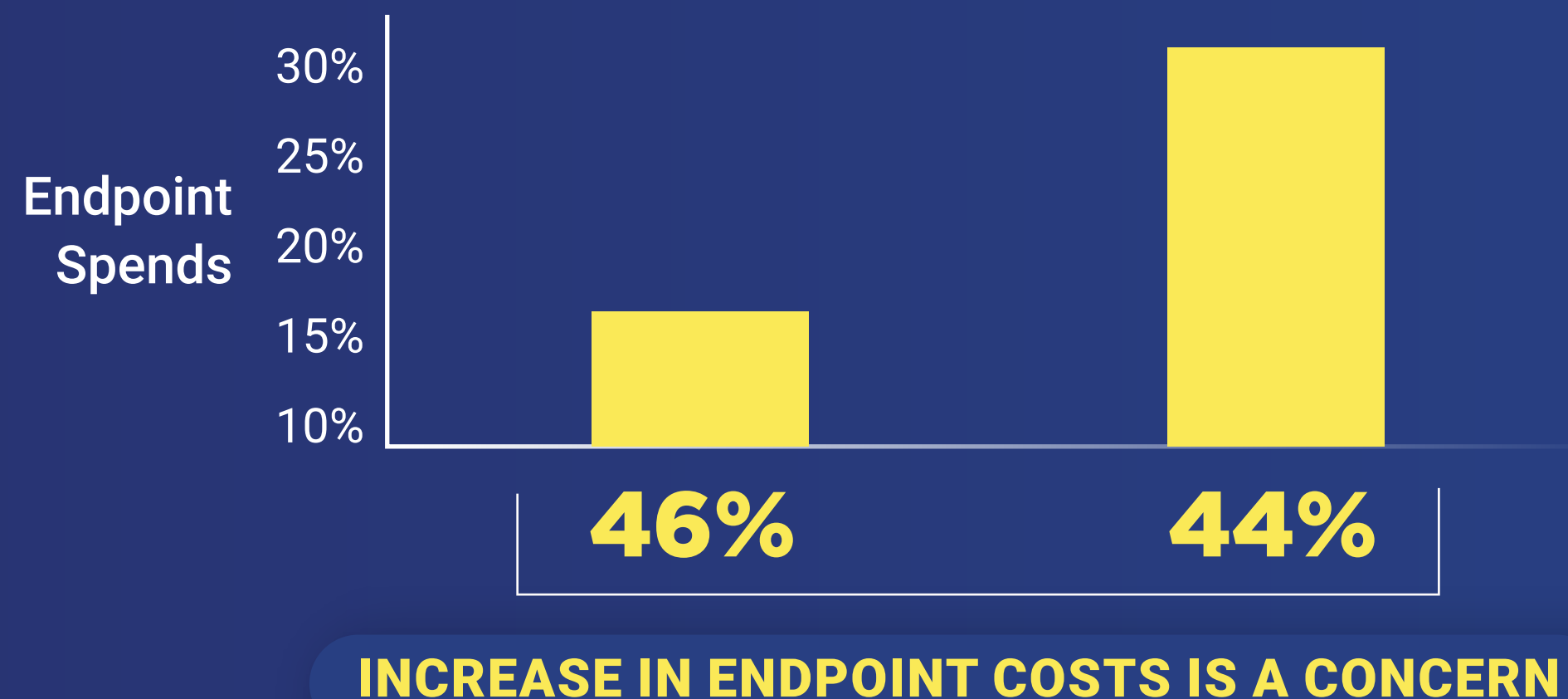
Delivery of endpoint devices is another challenge that 52% of CIOs have highlighted. IT teams at most of the organisations procure them centrally and hand it over to employees. However, due to the lockdown, the last mile delivery of these devices has become an issue and more so when the workforce is spread across regions. Other issues highlighted by CIOs include - providing application support, configuration of devices, backup, and obsolete hardware.



52%

DELIVERY OF ENDPOINTS IS A CHALLENGE

This brings us to the issue of the hardware costs. To keep upgrading machines is a capital-intensive affair and not every organisation can afford this. While 46% of CIOs foresee that their endpoint expenses would increase up to 15%, 44% of them believe that this will expand further to almost 30% of current spends.

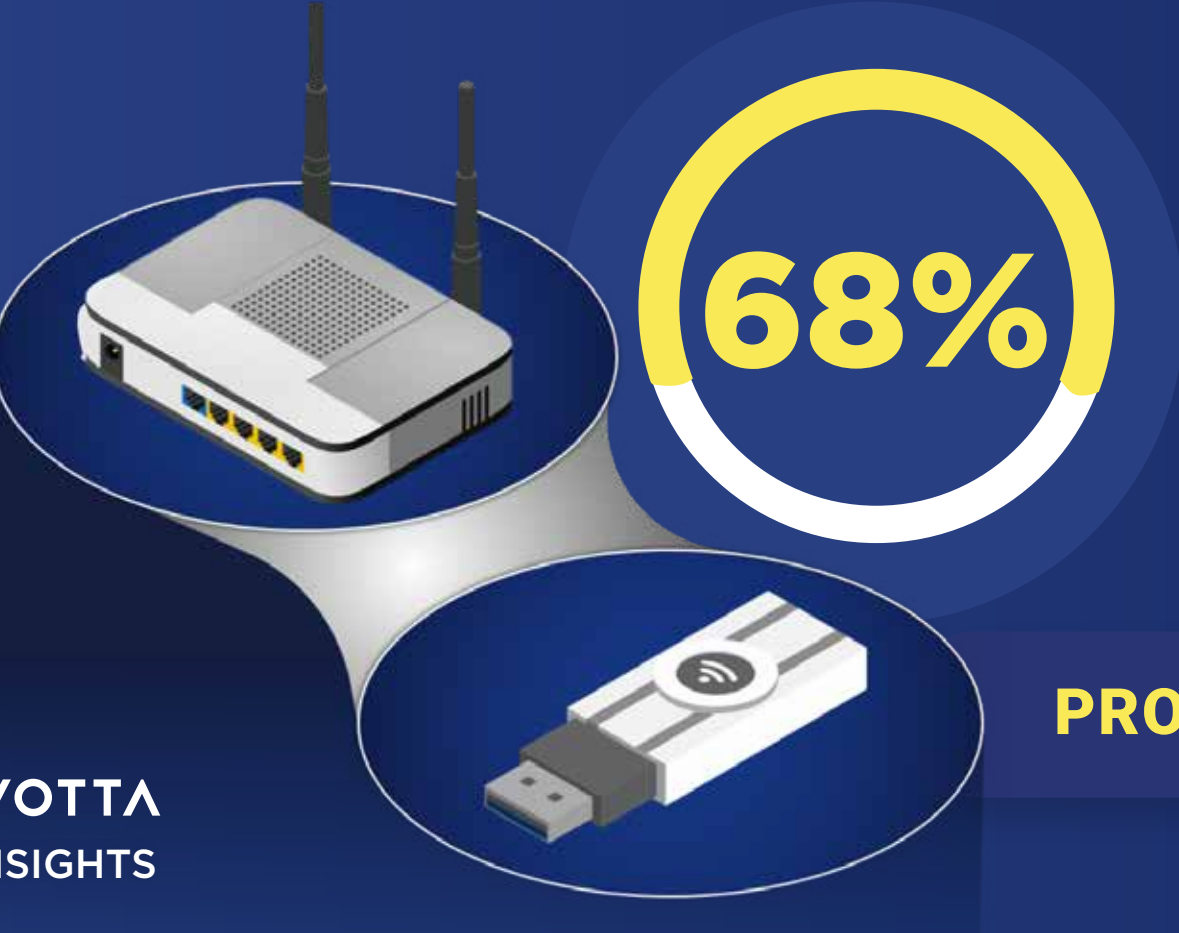
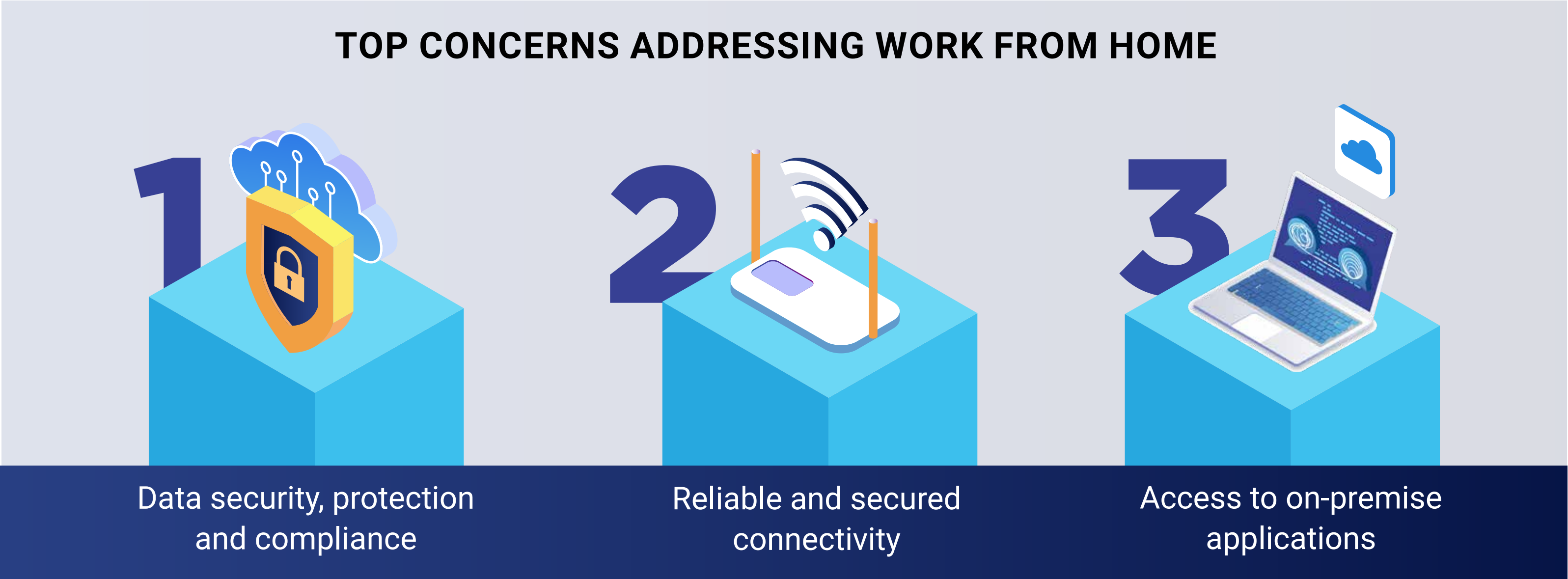


INCREASED STRAIN ON IT RESOURCES

One of the most revealing insights of this survey is that 73% of IT Leaders confirmed that there is increased strain on Internal IT resources to handle service requests of employees working from home. Not to mention odd hour service requests, password resets, connectivity issues and other things. This is an eyeopener for many, as majority of the IT team is focused on resolving problems rather than driving or working towards enhancements or improvements or working on new and emerging technologies.



We also asked the CIOs about their concerns addressing the work from home scenario. Enterprise data security, protection and compliance comes as the most crucial **first**; providing reliable and secured connectivity to employees makes way as the **second** most important thing and accessing on-premise applications comes in at the **third** position.



Last but not least, connectivity woes still prevail despite affordable broadband connections in India. Almost 68% of CIOs said that they provide internet connectivity to their employees or reimburse them for this expense. Hence they are hassled with managing multiple service providers for internet connection or their accounts department is loaded with reimbursement requests from employees.

PROVIDE INTERNET CONNECTIVITY OR REIMBURSE EXPENSE

HOW CAN CIOs **POWER THE FUTURE OF WORK?**

There is no denying to the fact that work from home is here to stay and many companies have already rolled out plans for permanent work from anywhere for employees. CIOs now have a larger task at hand, that is to mobilise the workforce with the right technologies and provide the tools and data to work efficiently by plugging in the gaps of security and compliance. As we work towards flattening the curve of COVID-19, providing seamless computing experience is also a must, and we hope that the insights captured here can help you evolve.



ADDRESS YOUR WORK FROM HOME IT CHALLENGES WITH YOTTA **WORK FROM HOME SERVICES**

Empower your remote-working employees with secure access to enterprise data and applications with Yotta's cloud-based Desktop-as-a-Service. By combining this with Yotta's Device-as-a-Service and Network-as-a-Service, IT teams get a comprehensive Work-from-Home service that reduces their strain to support remote-working colleagues.



YOTTA WORK FROM HOME SERVICE ECOSYSTEM



DESKTOP-AS-A-SERVICE

Deliver cloud-hosted virtual desktops to any device - anywhere that can be accessed via any browser



DEVICE-AS-A-SERVICE

Wide choice of computing devices that complements Yotta DaaS on OPEX pricing



NETWORK-AS-A-SERVICE

Empower remote workers with stable broadband connectivity on pay-as-you-go model

<https://www.yotta.com/product-service/work-from-home-virtual-desktop-as-a-service>