The COVID-19 pandemic is an important moment for companies to reconsider how they work. With large-scale business disruptions and uncertainty, many companies and individuals are prioritizing remote work capabilities and rethinking how they’ll adapt to a more remote workforce moving forward. On the other hand, almost all agree that, going back.

According to the study, 45% of tech leaders believe their companies are somewhat prepared for remote work. These findings are supported by data showing that 27% of respondents saw themselves as either a 4 or a 5 in terms of preparedness. A further 29% saw themselves as being prepared for remote work before news of a wider pandemic. On a scale of 1 to 5, 56% saw themselves as somewhat prepared (in terms of having the right tools for the job) for remote work before the crisis hit.

For a business to be prepared for remote work, they need tactical preparedness to ensure the right tools and resources are available and readily accessible. Companies are increasing their spend on “work from home” tools and resources. As a result of this heightened awareness as to the importance of telephony in a time of remote work, organizations are increasing their spend on “work from anywhere” communications plans, and telephony system spend.

As a result of the outbreak of COVID-19, organizations have taken precautionary steps to help limit exposure. Now, 45% of organizations have over half of their workforce working remotely before the outbreak of COVID-19.

Remote work capabilities included call center operations (45%), phone systems (37%), and employees’ own devices (29%).

Proportion of Employees Working Remotely: Before and After

Breakdown of respondents

- 23% have not seen changes in the way the work from anywhere have jumped from 2% to 19%.

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