

ATLAS **CLOUD**
IT for the Modern Workplace

SURVEY:
Get Home Working Done

Nationwide research of lockdown Britain's working practices.





Introduction

The first large-scale survey of the working habits of British office workers marks one month of Britain's nationwide lockdown to help tackle the coronavirus pandemic.

The research, published by Atlas Cloud, looks into the working habits of more than 3,000 office workers during the coronavirus pandemic, discovering where they're working from and how well employers have equipped their workers.

This report includes a short summary, then flows through the following sections: where are we working now, working in the office, work from home (general, security, productivity).

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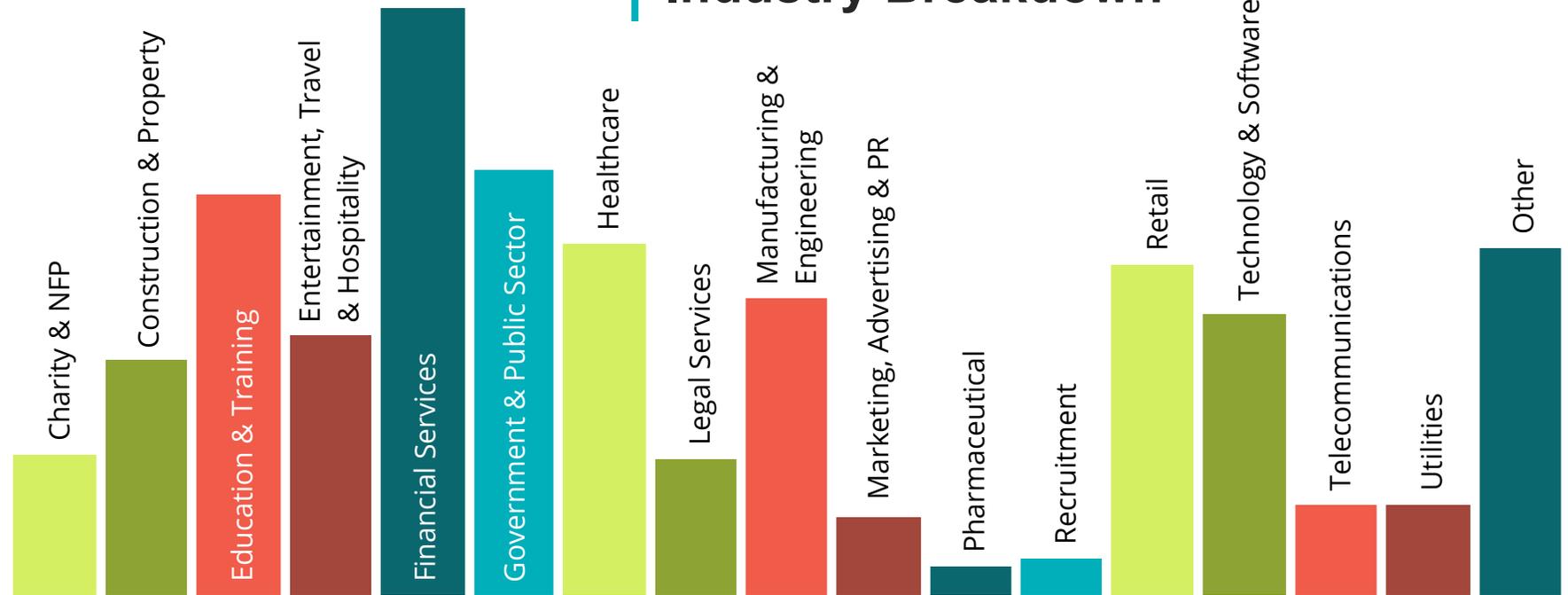


Methodology

All respondents identified as office-based workers before Britain's lockdown.

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Industry Breakdown



If you would like to see industry-specific responses, to benchmark yourself, please get in touch with the Atlas Cloud team.



Executive Summary

If you're short on time, here's a quick overview of the significant findings of the research:

- The first large-scale survey of British working habits since the coronavirus lockdown began finds four in five office workers (79%) now based at home believe the lockdown has proven they can work effectively from home.
- However, more than half of homeworkers (57%) believe their company should be doing more to help them work productively from home.
- A quarter of workers are using a personal laptop (25%) for homeworking and more than half of those are storing work files on their personal devices, raising concerns about the security of business information.
- British businesses are now facing a trilemma of homeworking problems including a global shortage of laptops, poor home broadband connection and cyber security.
- The living room is the most common place for people to work from home, followed by the study/home office, bedroom, dining room and kitchen.

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Atlas Cloud's Views

Pete Watson, Atlas Cloud CEO, weighs in on the findings from the 'Get Home Working Done' Survey:

“Marking a month since the lockdown was announced, our research shows that the majority of office workers believe they need more help from their employers to cope with the technological challenges of working from home. However, the research also shows that office workers may not be working from home as safely from a business and cyber security perspective as they could be.

This should not at all be a blame game. Businesses and office workers face a national emergency of the kind we have never seen before and the aim for all of us is to help British businesses perform as well as they can do during this time.

We anticipate that among the largest changes we'll see to our working lives as a result of the coronavirus pandemic is a much larger proportion of Britain's workforce working from home more often and a change in how British businesses manage their IT and handle business information.”



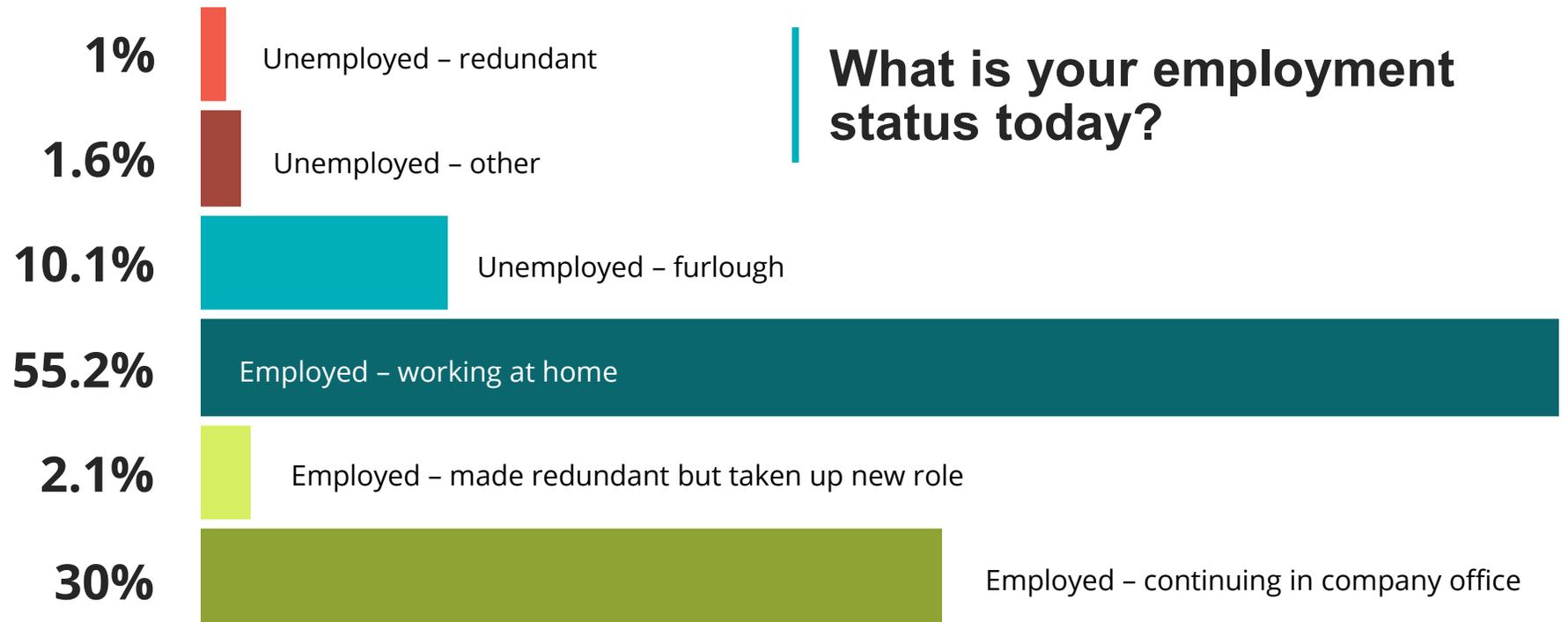
Pete Watson
CEO, Atlas Cloud

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1. Where is Britain working now?

To qualify for the survey, respondents had to identify as an office-based worker before the lockdown. We then asked them where – or if – they are working now.

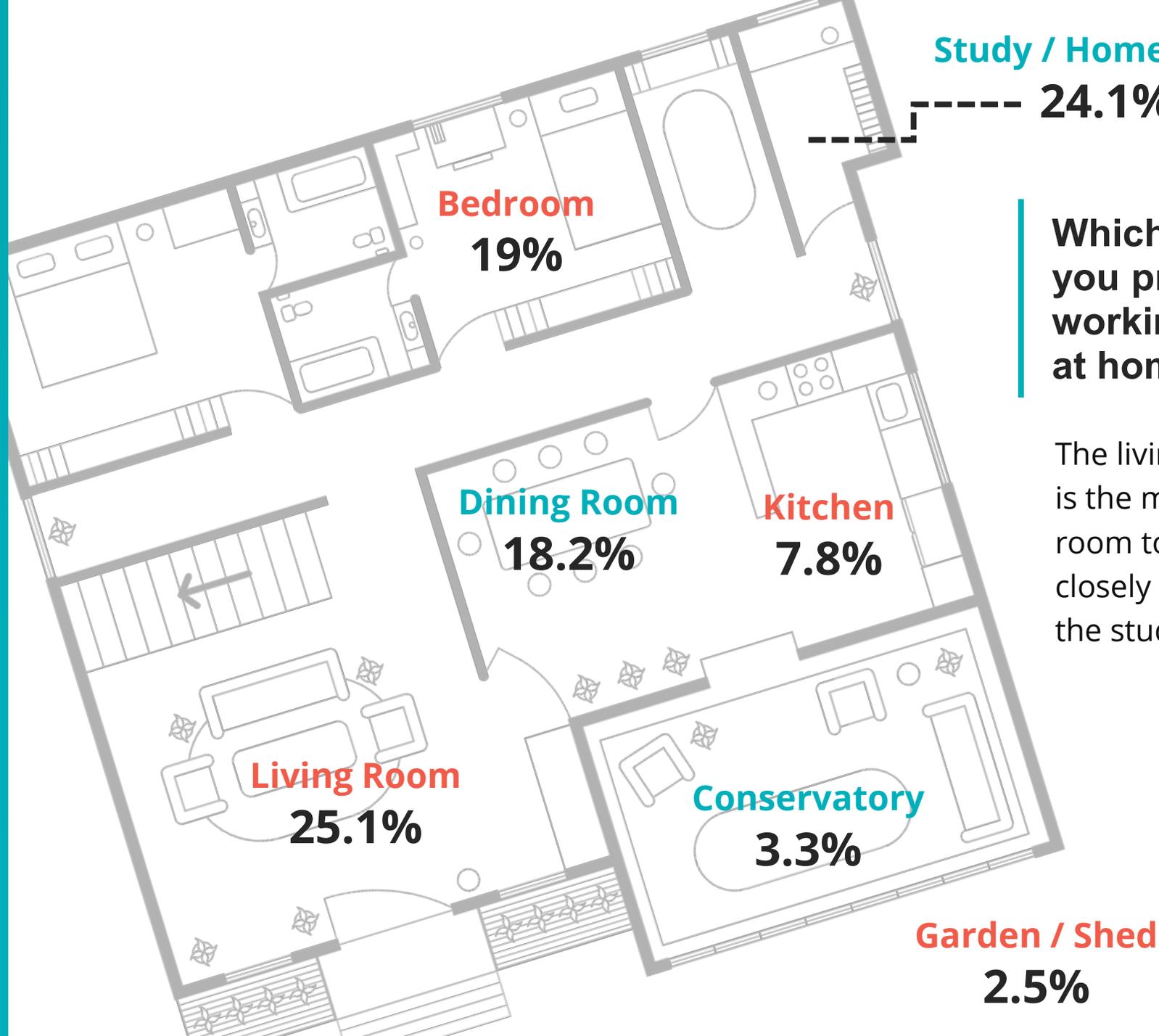


Almost one third of workers continue in their corporate offices. More on this in Section 2.

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Which room are you predominantly working out of at home?

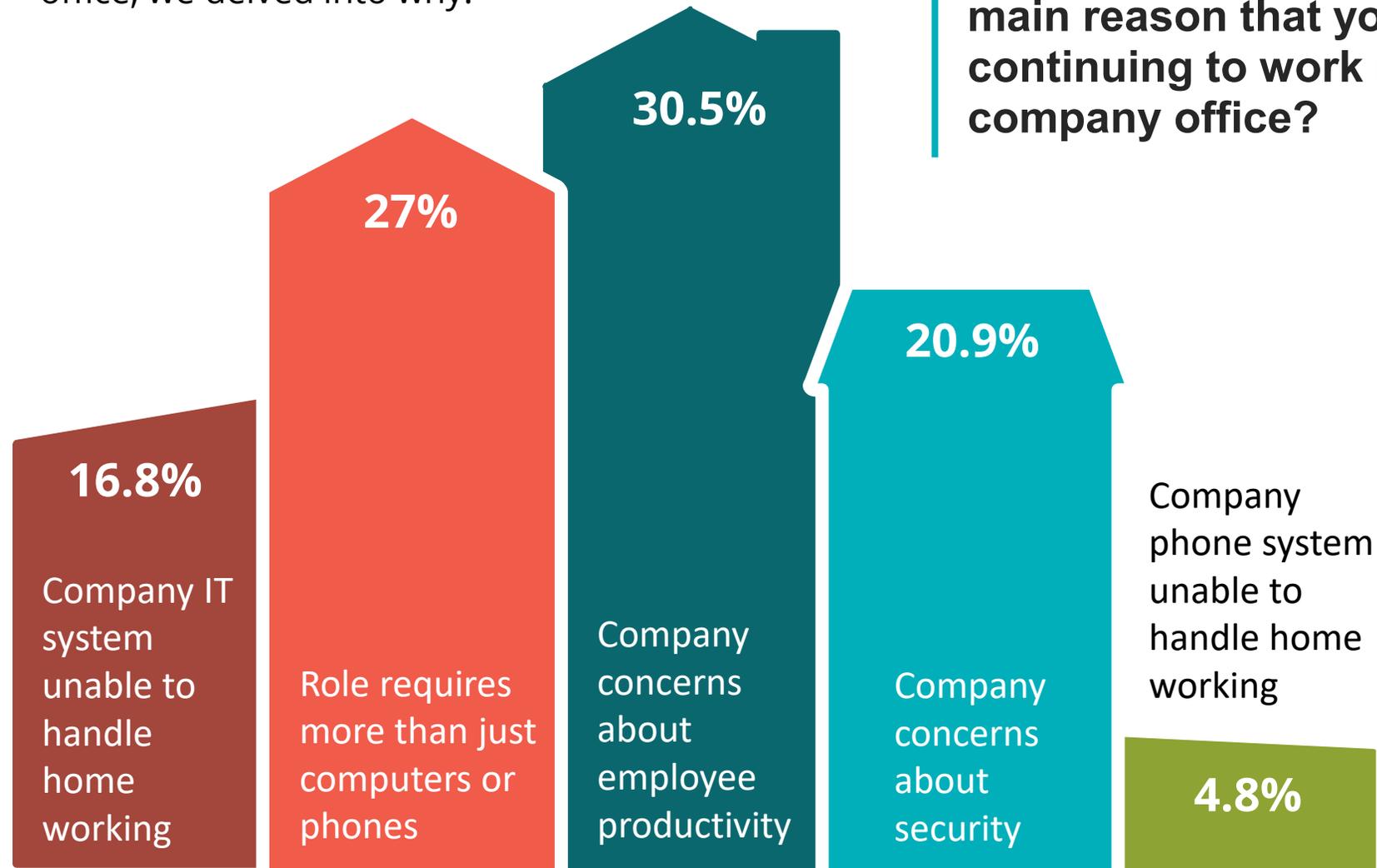
The living room (**25.1%**) is the most popular room to work out of, closely followed by the study (**24.1%**).



2. Continuing in the office

A third of office workers are continuing in the company office, we delved into why:

What do you believe is the main reason that you are continuing to work in the company office?



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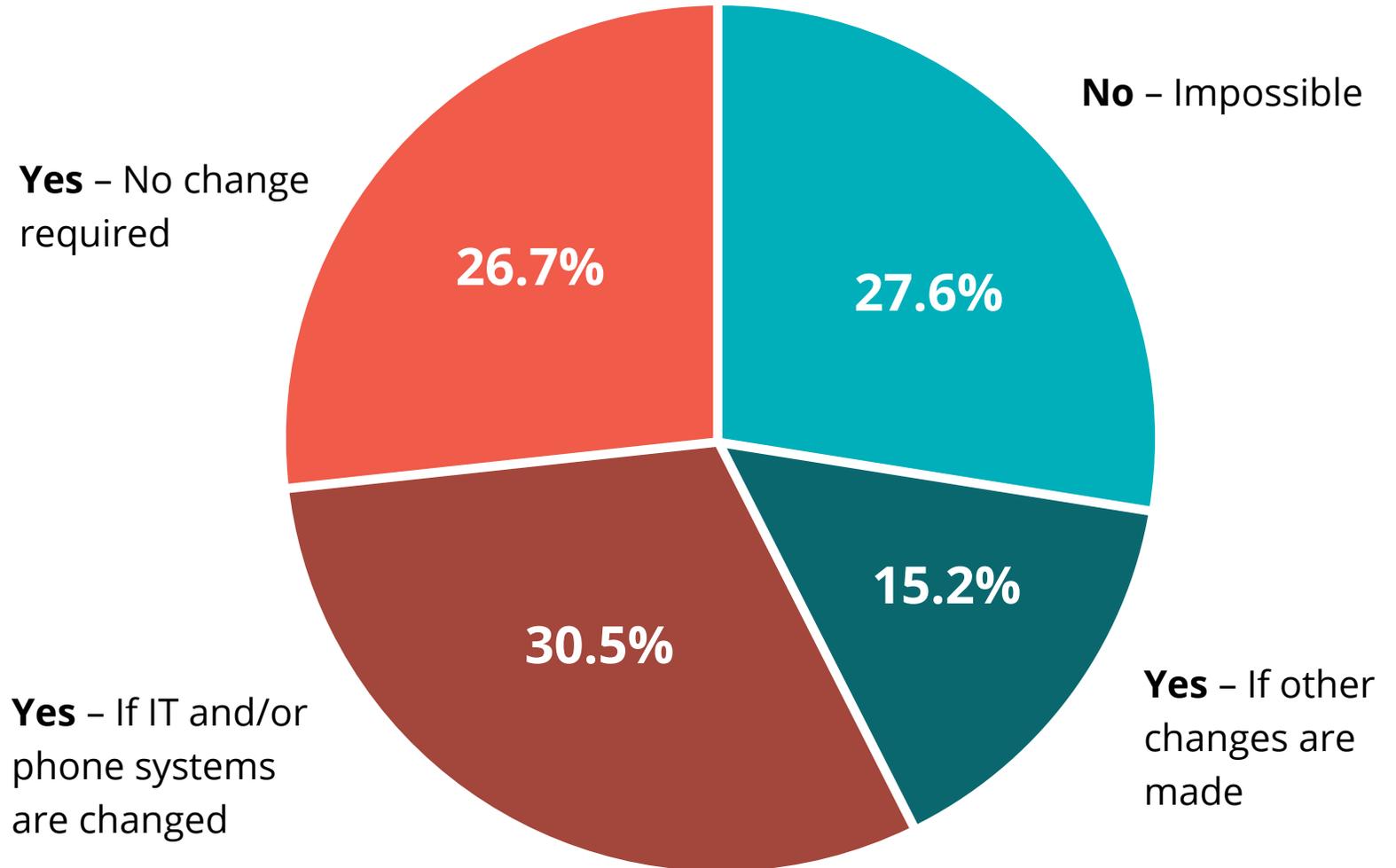
“Two in five respondents reported technology-related aspects keeping them in the office, so we expect to see a shift in IT strategies for many organisations when things start to normalise. There’s an argument to suggest technology can also ensure continued remote productivity, which would see further shifts in strategy.”

Pete Watson
CEO, Atlas Cloud



In your opinion, would it be possible for your role to be performed remotely?

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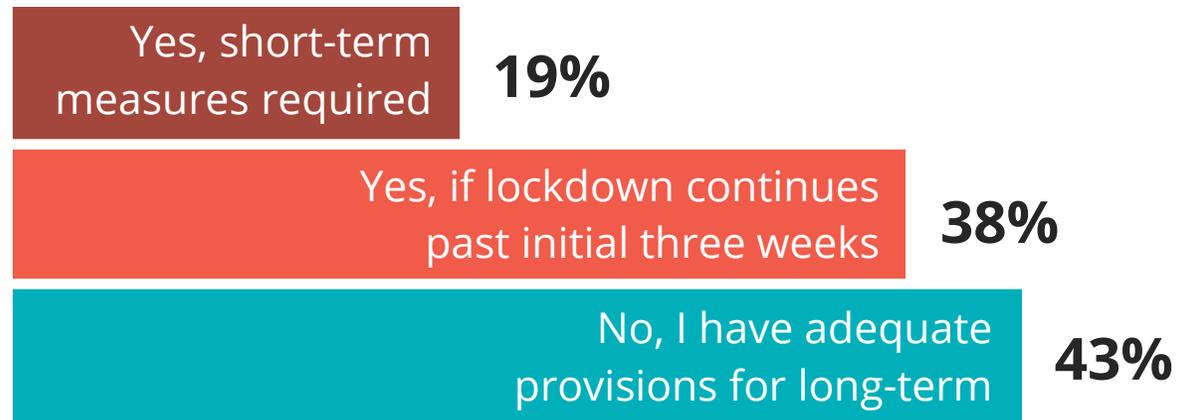
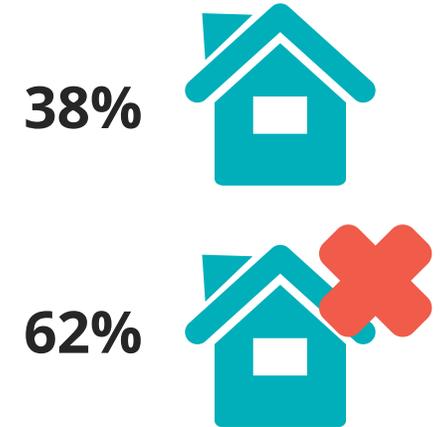


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3. Home Working - General

In your current role, have you always had the ability to work from home when required?

Almost two-thirds of remote workers haven't previously had the ability to work from home – showing how well Britain can adapt to serious change when required.



Do you believe your company should be doing more to help you work more effectively from home?

As you might expect, there is a strong correlation between being able to previously work from home and having adequate provisions for remote working.



Which best describes the device you are using to work from home?

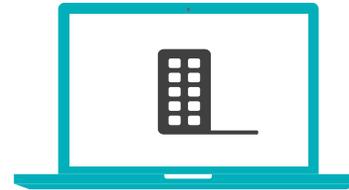
24.5%
Personal computer
(desktop or laptop)



7%
Work-supplied
desktop computer
(from company office)



52.8%
Work-supplied
laptop, purchased
pre-pandemic



15.7%
Work-supplied
laptop, purchased
post-pandemic



Using a personal computer can be a security risk, depending on your IT setup. We explore this further in the next section.

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4. Home Working - Security

Working remotely brings potential security risks, it's important for any responsible company to be aware and stay on top. Here, we explore some of the obvious risks.

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Have you stored work files or documents on your personal computer?



Yes 58%
No 42%

This is the most obvious risk associated with remote working. It's a risk because, anything outside of the corporate network is out of the company's control, meaning anything could happen to it (whether a deliberate attempt or not). If that's personally identifiable information, it's a GDPR concern. If it's to do with the company's IP, there could be further ramifications.

Atlas Cloud's View



“Being able to use personal devices is one thing, having data stored on them is another altogether. Our customers operate Bring Your Own Device (BYOD) policies with zero added risk, thanks to a controlled hosted solution. It means users can access everything as normal, but nothing is stored on the device – whether or not the user wants to.”

Pete Watson
CEO, Atlas Cloud



Which best describes how you access work at home?

6.5%

Computer access
with no password
protection



37%

Computer access
with Multi-Factor
Authentication (MFA)



56.5%

Computer access
with password
protection

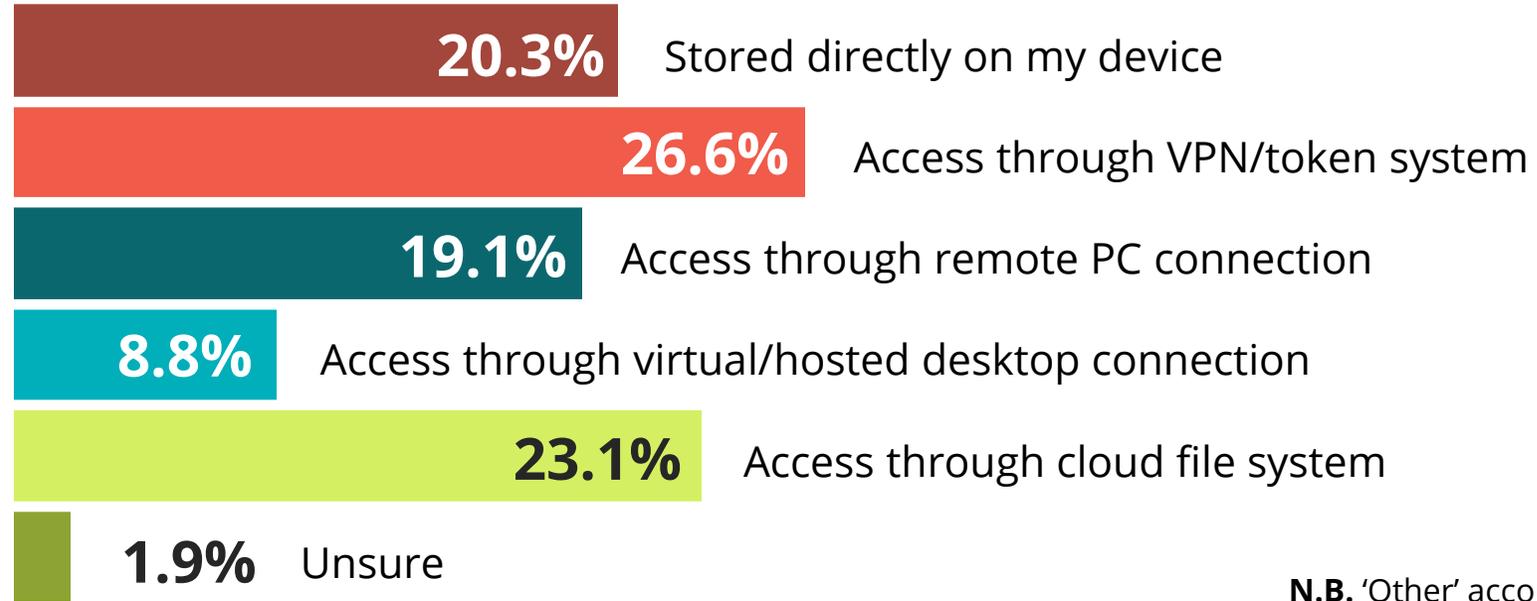


While the 6.5% who access with no password protection has a high correlation with those who are using personal devices for work, it's still a basic security concern. Industry best practice today is to authenticate computing access with Multi-Factor Authentication (MFA), meaning an additional layer of security on top of password protection – for example, this could be a one-time password retrieved via email, SMS or mobile app.

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How are you accessing work files/documents at home?



Over a quarter of respondents are accessing work via VPN's, which are best used in edge cases for only a small amount of remote workers. Many recent tech-related news articles have stated that the aging technology isn't scalable enough.

Only around a third of respondents noted that they were using a cloud-based solution (i.e. a hosted desktop or cloud file system) for file storage which, if implemented in a secure way, would be recommended for secure remote working.

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5. Home Working - Productivity

How has remote working affected Britain's productivity? Here, we delve into respondents' opinions of their work effectiveness during lockdown.

While home working, are you able to access all work files and documents required for your role?



Not enabling employees to access particular files is potentially very limiting. With the right policies in place, it shouldn't be a security risk – no matter where the employee happens to be. With cloud technology, it's also relatively easy to implement.

While home working, are you able to access all computer applications/software required for your role?



Not having access to key software will grind a business to a halt. Even if applications are stored and ran 'on-premise', there are solutions to enable secure access from anywhere.

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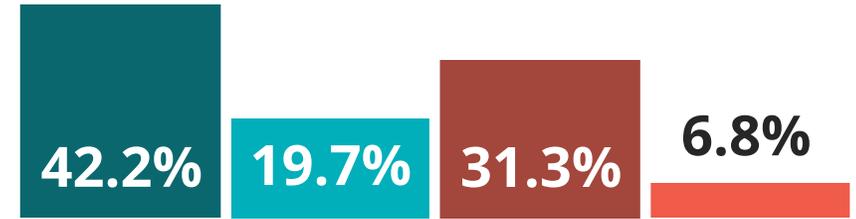


“Our Application-as-a-Service solution allows secure access to any on-premise application from anywhere. It means employees can access, for example, an on-premise Sage accounting application from anywhere and on any device.”

Pete Watson
CEO, Atlas Cloud



In terms of distractions from work, how has the lockdown affected your productivity?



In general, it seems we're finding that working from home is causing similar levels of distraction as working in the office. Some people can work more effectively, others less so. *Our sympathy goes to anyone working from home with children during this time...*

In terms of available technology, how has the lockdown affected your productivity?



Almost 1-in-4 respondents blamed technology as a hindrance to their remote working productivity. This coincides with our findings that many believe their employers should be doing more to help them.

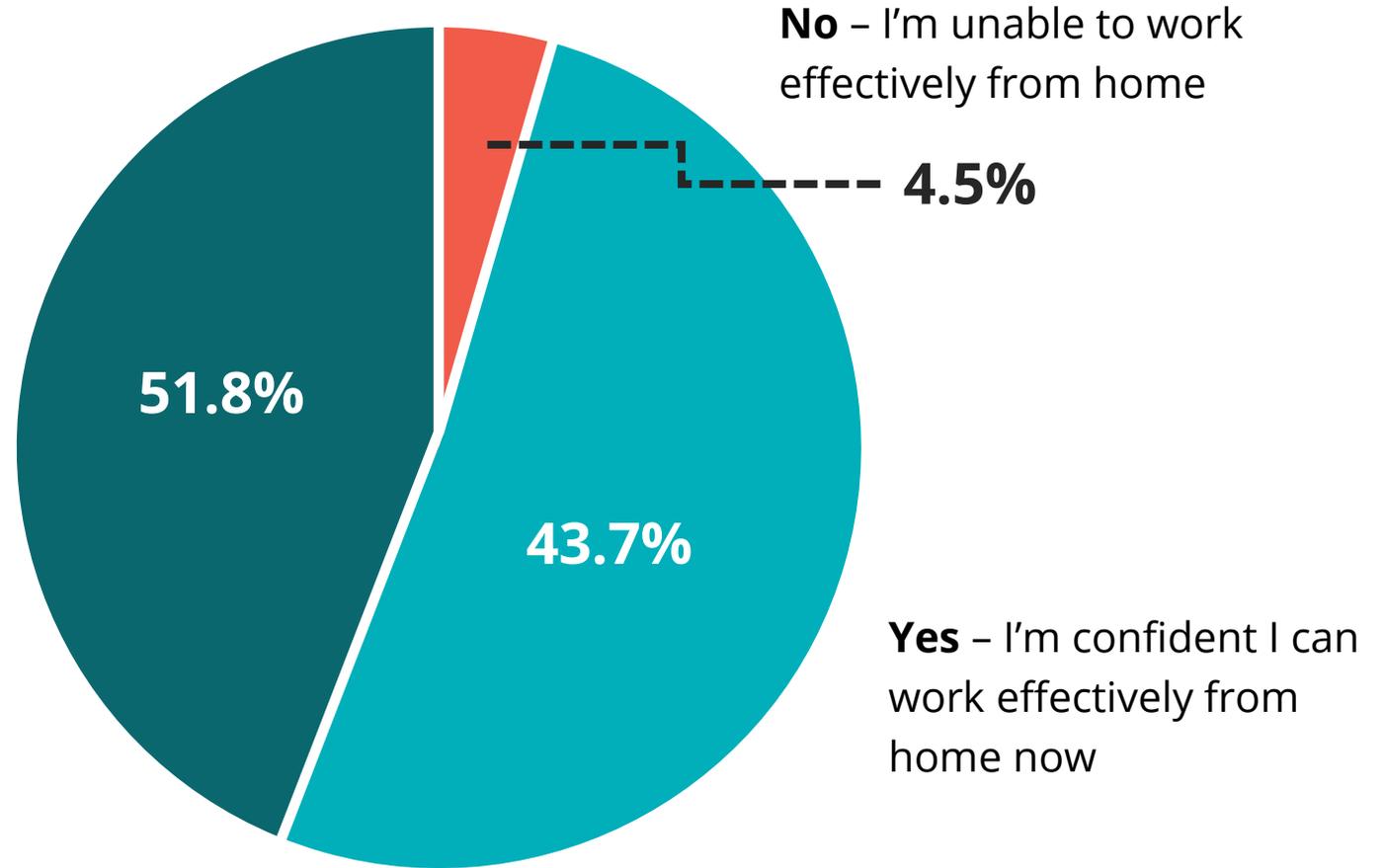
- About the same
- Improved potential for work
- Reduced potential for work
- Reduced, would say 'improved' if I didn't have children

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Do you now believe you can work effectively from home when required?

Yes – I already knew I could work effectively from home



Only a tiny proportion of respondents now believe they're unable to work effectively from home; interestingly, over half of us have now realised that home working needn't be a pipe dream.

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About Atlas Cloud

The 'Get Home Working Done' survey is published by Atlas Cloud.

Atlas Cloud is an award-winning IT service provider, offering managed services for SMEs and bespoke cloud solutions for larger companies.

We believe in office-standard working experiences, regardless of location or device used. Just as effective; just as secure. Employees benefit from flexible lifestyles; employers benefit from greater productivity.

This year, we celebrate 10 years of enabling great work from anywhere. Welcome to IT for the Modern Workplace.

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