Business resiliency: Enterprise assessment of adapting to the new norms

Part 1

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White Paper
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of adapting to the new norms – Part 1

Alcatel·Lucent
Enterprise

How enterprises are adapting to the new normal way of working

The current health crisis has triggered a massive transformation in businesses on multiple levels. An area that has increased overnight is teleworking and remote working practices.

To better understand the challenges business leaders face to keep employees safe while ensuring business continuity, we created an online needs assessment survey. We asked small, mid and large enterprises across industries to share with us their needs, how they are adapting to the new normal, and what their mission-critical priorities are in terms of supporting teleworking and remote working capabilities.

The responses from the first 200 enterprises provide an initial overview of how business leaders are handling the crisis and addressing the new way of working.

Geography

To compile the answers we received, we have grouped the enterprises into three main regions according to their country of origin as shown below:

Asia Pacific	Australia, Hong Kong, India, Indonesia, Malaysia, New Zealand, Philippines, Thailand, Taiwan
Europe South	France, Spain, Italy, Portugal, Turkey, Bulgaria, Bahrain, Egypt, Jordan, Pakistan, UAE, Brazil, Mexico, Peru, Ecuador, Cameroon, Gabon, Ivory Coast, Mali
Europe North	Austria, Belgium, Germany, Ireland, Luxemburg, Netherlands, Norway, Poland, Russia & CIS, Sweden, Switzerland, UK

Typology

Of the total enterprises providing feedback, 42 percent were organizations of 1 to 200 employees, 31 percent had 200 to 1000 employees and 27 percent had 1000 or more employees.

The size of the enterprises varies, region by region, as shown on the graph below:

Figure 1. Typology of the participating enterprises (by region)

Legend: 1000 or more · 200-1000 · 1-200

Number of employees

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Enterprises by industry

Of the total enterprises providing feedback, 15 percent identified as being from the Government industry. This percentage varies region by region as shown on the graph below:

Figure 2. Industries in which participating enterprises operate (by region)

	Healthcare	Government	Education	Transport	Hospitality	All of the above	Healthcare, hospitality, government	Healthcare, hospitality, others	Others
Europe North	15%	19%	4%	4%	19%			4%	56%
Europe South	2%	17%	7%	10%	5%		2%		56%
Asia Pacific	5%	13%	17%	5%	5%	1%			52%

Current state of enterprises

1 - Top mission-critical priorities in the new normal

Across all enterprises:

- 37 percent said their main priorities are to secure their network infrastructure and upgrade their communications systems or adopt cloud-based communication for collaboration solutions to address teleworking/remote working
- 27 percent identified focusing on securing their network infrastructure as a top priority
- 15 percent are looking at upgrading their communications systems or adopting cloud-based communication and collaboration solutions

At the regional level, enterprises provided responses identified on the graph in Figure 3.

Figure 3. Mission-critical priorities (by region)

	Secure network infrastructure	Upgrade the communication systems adopt cloud-based communications	Secure network infrastructure upgrade the communication systems	Outsource IT management	Secure network infrastructure outsource IT management	All of the above	Other	I am unsure
Asia Pacific	28%	19%	31%	3%		12%		8%
Europe South	24%	10%	37%	2%	2%	15%	10%	
Europe North	29%	11%	54%			7%		

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2 - Deployment of a team collaboration solution for employees to work remotely

In response to the health crisis, 74 percent of enterprises said they deployed a team collaboration solution to ensure business continuity while keeping employees safe.

Figure 4. Deployment of a collaboration solution to address remote working (by region)

Yes   No
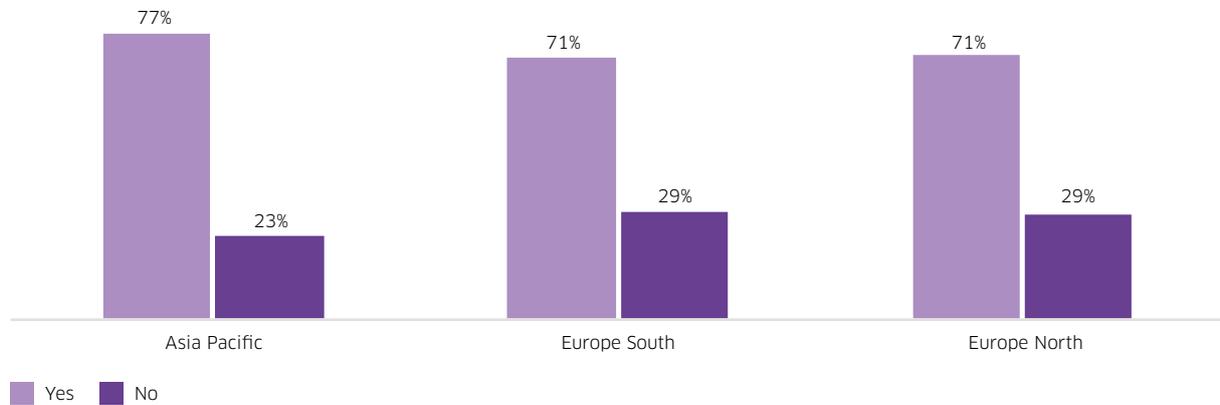
3 - Enterprise workforce currently working from home

Of total respondents, 37 percent indicated they have more than 80 percent of their employees working from home.

The percentages vary by region. These could be explained by factors such as employee functions, the industries in which the companies operate, among others.

**Figure 5. Percentage of employees working from home (by region)**

Asia Pacific   Europe South   Europe North

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4 – Enterprises that plan to implement remote working/teleworking moving forward

41 percent of total enterprises surveyed reported having a long term plan to implement a remote/teleworking solution, while 21 percent said they have no plan to do so.

At the regional level, long term plans are predominant as shown in the graph in FIgure 6.

Figure 6. Enterprise plans to implement remote working and teleworking (by region)
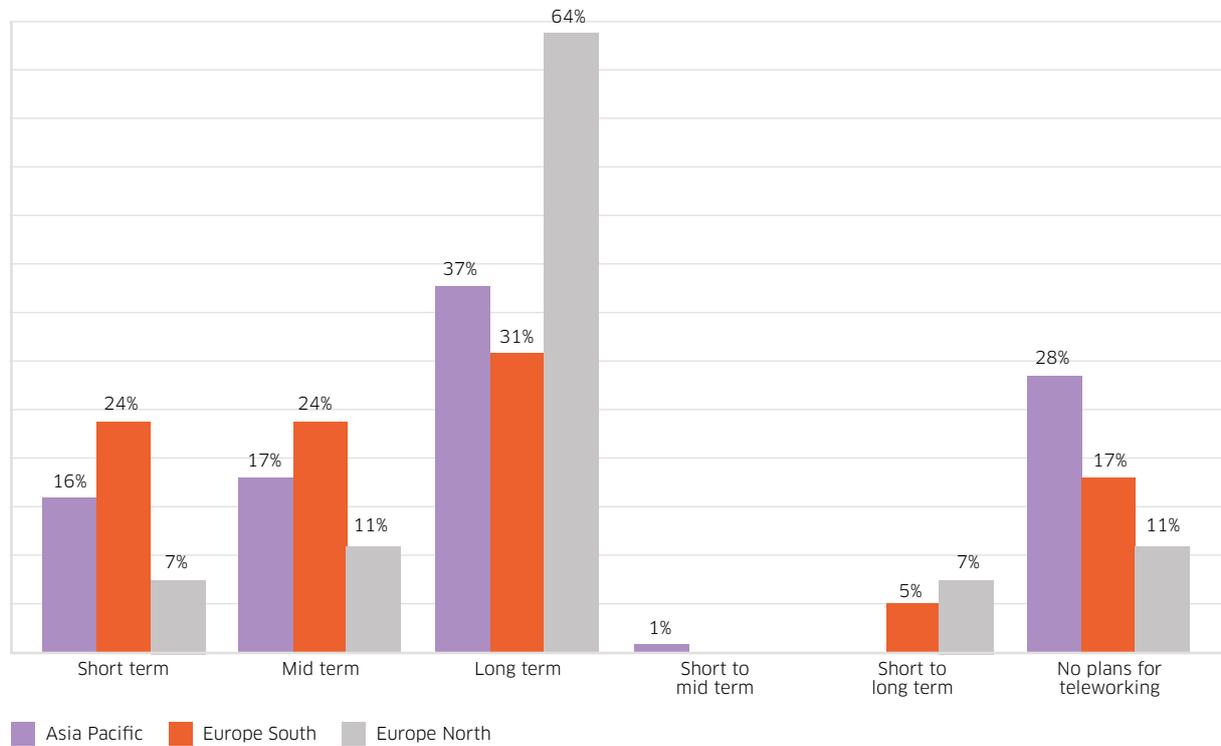
5 – Enterprise plans to maintain/increase teleworking/remote working

We asked enterprises how they plan to manage working models going forward:
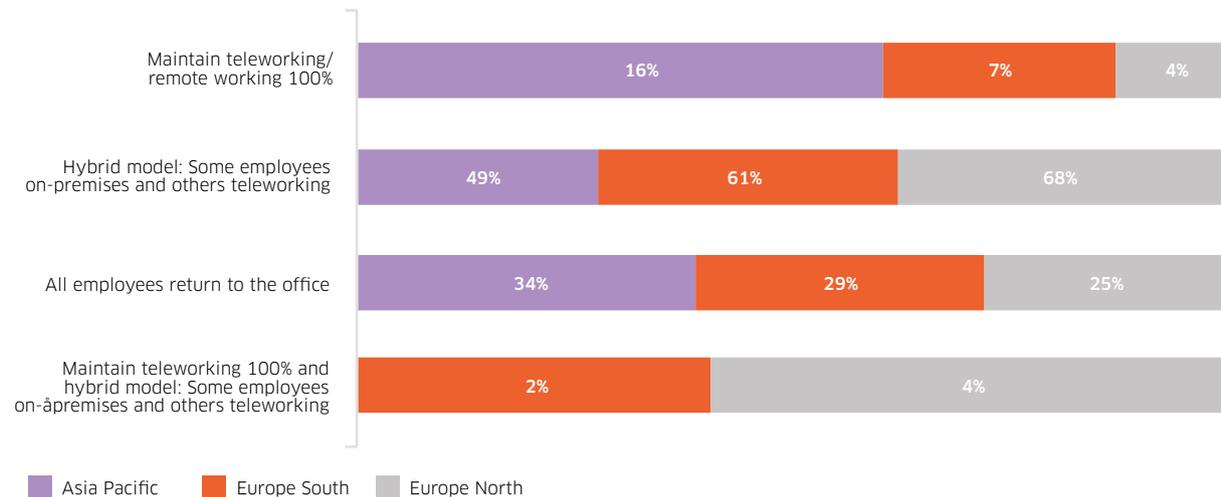
- 56 percent of total respondents envision a **hybrid model** with some employees working on-premises and others working remotely/teleworking
- A hybrid model was the top answer for the three regions: With 49 percent in Asia Pacific, 68 percent in Europe North, and 61 percent in Europe South.

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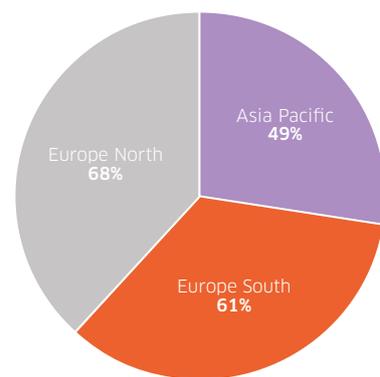
Many organizations are considering asking their employees to return to the office as a second option with: 34 percent in Asia Pacific, 29 percent in Europe South, and 25 percent in Europe North. Others will keep teleworking/remote working in place 100% as identified in Figure 7.

There is no doubt the percentages will evolve from time-to-time with the evolution of the health crisis and the associated governmental measures to ensure employee safety.

Figure 7. Enterprise plans to maintain/increase teleworking/remote working (by region)
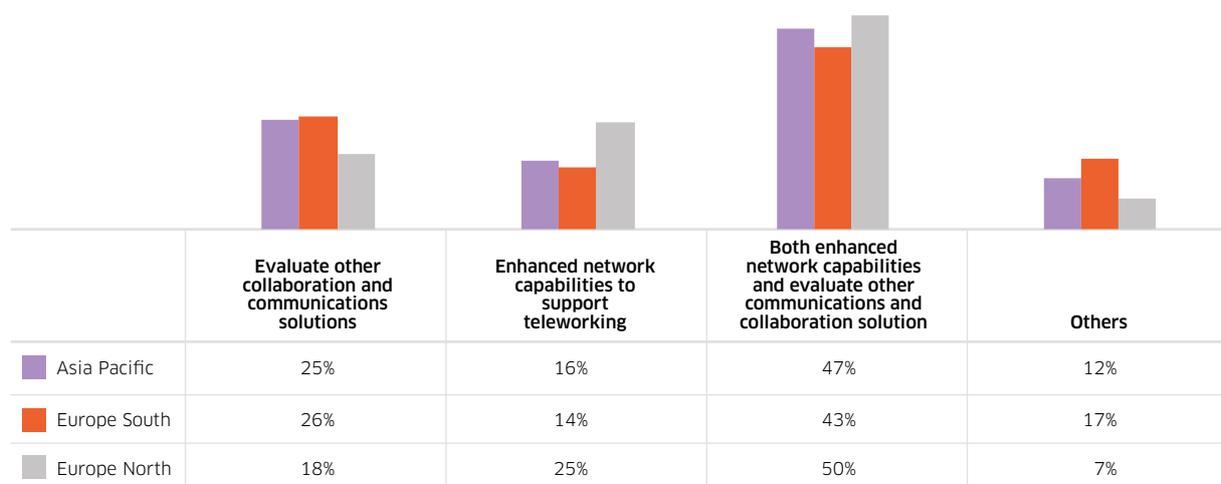

Legend:
- Asia Pacific
- Europe South
- Europe North

Category	Asia Pacific	Europe South	Europe North
Maintain teleworking/ remote working 100%	16%	7%	4%
Hybrid model: Some employees on-premises and others teleworking	49%	61%	68%
All employees return to the office	34%	29%	25%
Maintain teleworking 100% and hybrid model: Some employees on-àpremises and others teleworking		2%	4%

6 – Other types of solutions enterprises are evaluating to support teleworking/remote working

Moving forward, 46 percent of total respondents are looking at evaluating other solutions to enhance their network capabilities, as well as to improve communications and collaboration.

Details of the responses, by region, are provided in Figure 8.

Figure 8. Enterprises looking at other solutions to support teleworking/remote working (by region)

	Evaluate other collaboration and communications solutions	Enhanced network capabilities to support teleworking	Both enhanced network capabilities and evaluate other communications and collaboration solution	Others
Asia Pacific	25%	16%	47%	12%
Europe South	26%	14%	43%	17%
Europe North	18%	25%	50%	7%

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Summary

It is no surprise to see that the health crisis has impacted the priorities of the respondents. Of the total enterprises that responded, 37 percent said their mission-critical priorities in facing the new normal were to secure their network infrastructure to support remote working/teleworking, as well as to update their communications systems and/or adopt cloud-based communications and collaboration solutions.

74 percent of all respondents said they have deployed a team collaboration solution to address the need for remote working/teleworking. And, 37 percent have more than 80 percent of their workforce working from home. Moving forward, 56 percent are planning to put in place a "hybrid model", in which some employees will be on-premises and some working from home/remotely.

Overall, 41 percent of the respondents still have long term plans to implement remote working/teleworking solutions and 46 percent are evaluating other solutions to support teleworking/remote working such as enhancing their networking capabilities and evaluating communications and collaboration solutions.

The prevalence of remote working/teleworking varies from region-to-region and will continue to evolve as the health crisis unfolds. We will continue to engage with enterprises to gather feedback and assist them in navigating these unprecedented times.

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