



2023 Report:

# Elevating the Future of Everywhere Work

What happens when employees want to work anytime, anywhere...but your company isn't equipped to deliver it?

New research from Ivanti explores untapped opportunities.

# Inside:

01 Restless at work

02 Democratizing hybrid work

03 Designing Everywhere Work

## Employers and employees are locked in a struggle to define the time, location and manner of work.

Most employees want to be able to work anywhere — in the office when meetings require it, at home (or away) when it benefits them. But delivering on Everywhere Work requires a change of mindset, culture and technology. And securing it will be among the top priorities — and accomplishments — of 2023.

Ivanti surveyed **8,400 office workers, IT and security professionals and C-level executives** across the globe to understand attitudes, expectations and challenges facing future-looking talent organizations and their employees. Our goal: to map out the steps organizations must take to activate their “future of work” vision in 2023, and beyond.

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# Restless at work

New research from Ivanti shows rampant burnout and disengagement among knowledge workers — particularly younger employees. The numbers are worrying.

# Quiet Quitting: putting in minimal effort at work



## 1 in 3

office workers under 40  
admits to “quiet quitting”

Our research shows that nearly 1 in 3 office workers under 40 admit to “quiet quitting” and more than 1 in 4 under 40 are considering leaving their jobs in the next 6 months. Other market research backs up these results. A large-scale survey from Gallup, for example, found **historically low levels of employee engagement** across the globe: 33% in the US, 23% in Latin America, 17% in East Asia and 14% in Europe.<sup>1</sup>



“

We are in an age where work is being done in an increasingly mobile and tech savvy world. Employees are now gauging their employers – and how much they’re willing to invest in their employers – by the workplace flexibility they provide. The organizations focused on becoming destinations for employees to thrive and build their career for the long haul, will consistently come out on top as the war for top talent ebbs and flows.”

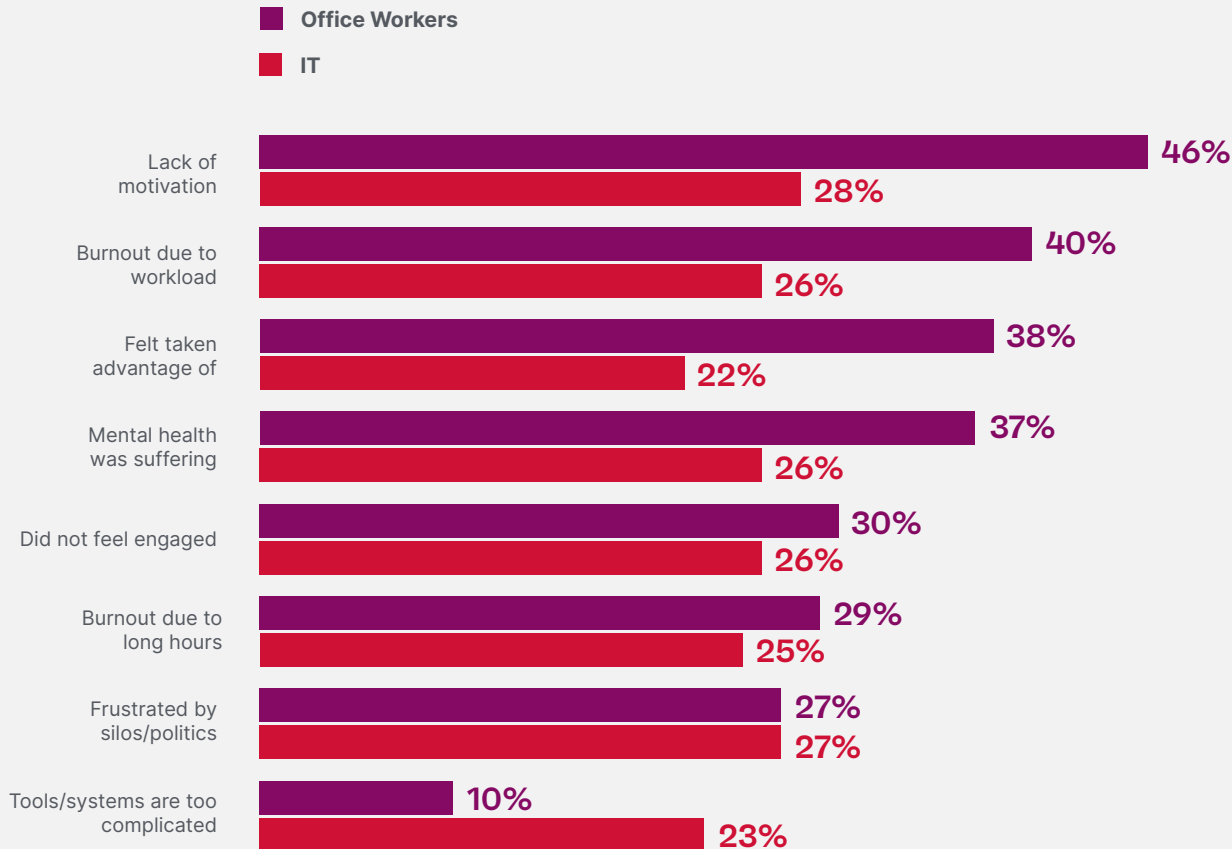


**Jeff Abbott**  
Chief Executive Officer at Ivanti

## Why do employees “quiet quit”?



Why did you participate in quiet quitting?  
Select all that apply.



The reason for this ready-to-walk mindset? It's not what you might think. Office workers who are considering quitting say they are burned out and feel their mental health is suffering. Getting paid more is important, but it ranks #3 behind mental health and quality-of-life issues.



# Over 1 in 4

office workers under 40 say they're considering leaving their job in the next 6 months.



## A work culture revolution unfolding worldwide

Employees are clamoring for new ways of working. They want to safeguard personal time and minimize the most burdensome parts of work life: long commutes, time away from family and the negative impacts on health and well-being. But so far employers are slowly feeling their way forward, still treating virtual working as an experiment that may yet be reversed.

“What we are seeing is a fundamental mismatch between companies’ demand for talent and the number of workers willing to supply it [...] the pandemic has led more and more people to re-evaluate what they want from a job — and from life — which is creating a large pool of active and potential workers who are shunning the traditionalist path.”<sup>2</sup>

McKinsey & Company

Organizations can’t hire their way out of this problem. Instead, they must take a hard look at the effect of employee disconnection — on performance, community and morale — and choose a bold new vision for **activating and inspiring talent**.

# Adopting an Everywhere Work mindset

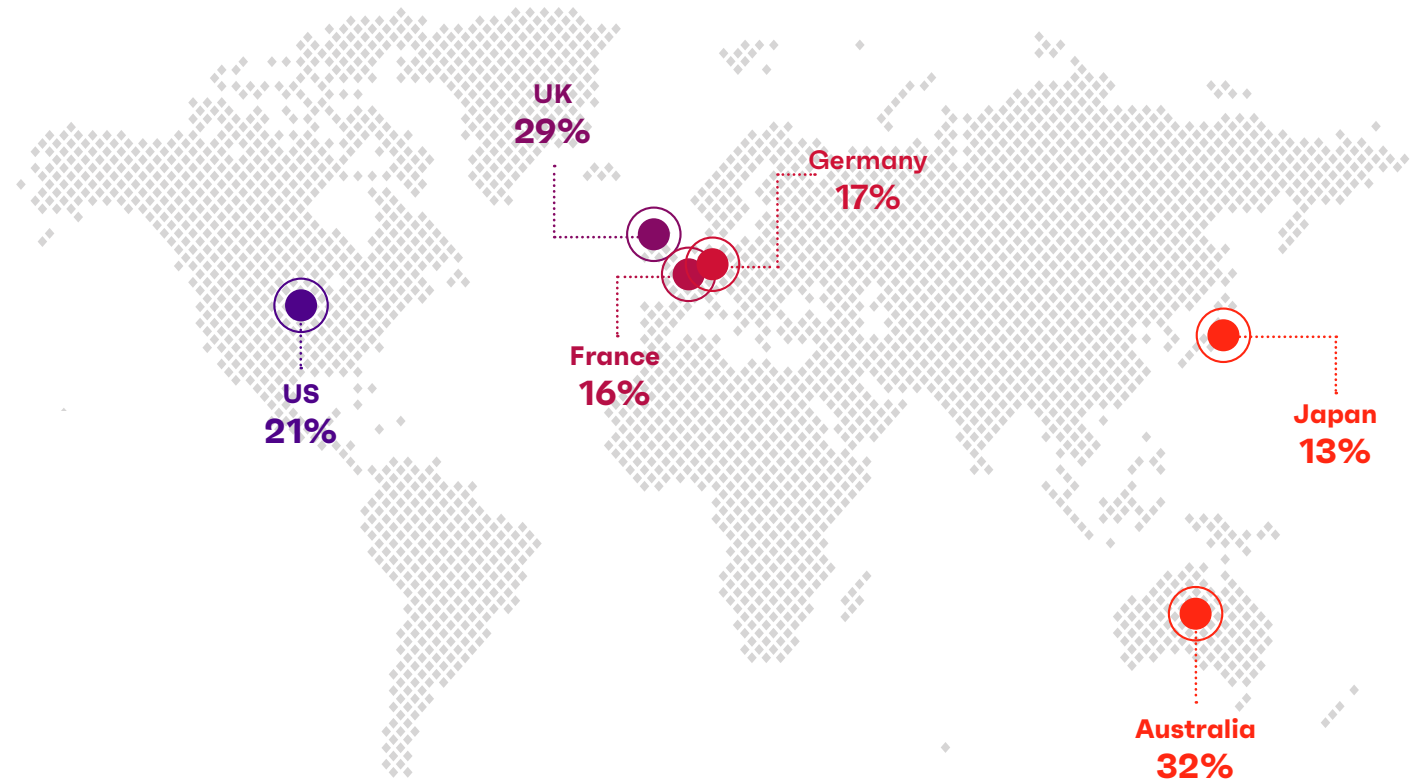
The very nature of employment has changed dramatically, becoming more impermanent and dynamic than anything we've seen before. The voluntary quit rate was 25% higher in the US in 2022 compared to December 2019.<sup>3</sup> In Europe, where turnover is typically lower, quit rates are also

running high — even in a challenging economy. For example, 29% of workers in the UK say they are considering quitting their jobs in the next six months.

Many research firms, including Gartner, believe this high rate of churn won't return to pre-pandemic levels

anytime soon...if ever: "This rising turnover is not a momentary blip, but rather a fundamental shift for the U.S. workforce."<sup>4</sup>

Workers in the UK and Australia are most likely to report that they are considering quitting.

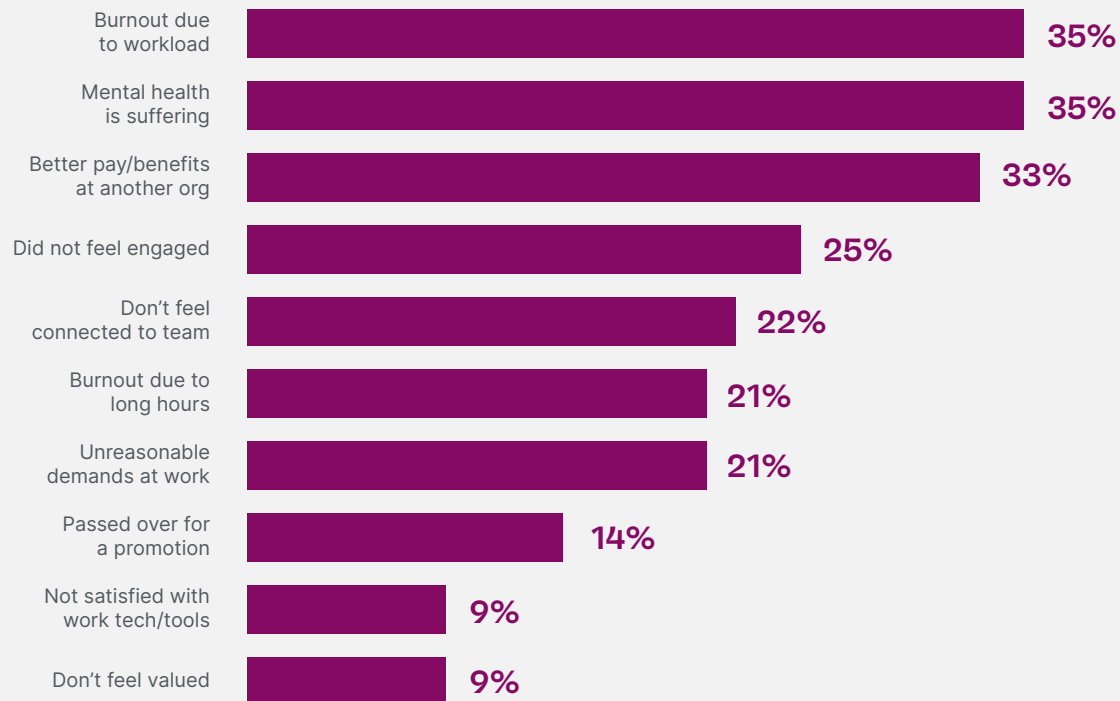




Rather than deny or delay, companies must adapt. Quickly. Completely. Dramatically. The race is on to **attract and retain the very best employees**, and doing so will require a fundamental shift in the way we work — tackling issues like cybersecurity, workplace culture and the technology and tools employees use to stay productive and collaborative.

## What's driving disengagement? Mental health and burnout.

**Q:** What are the top reasons you are considering quitting your current job? (Select three.)



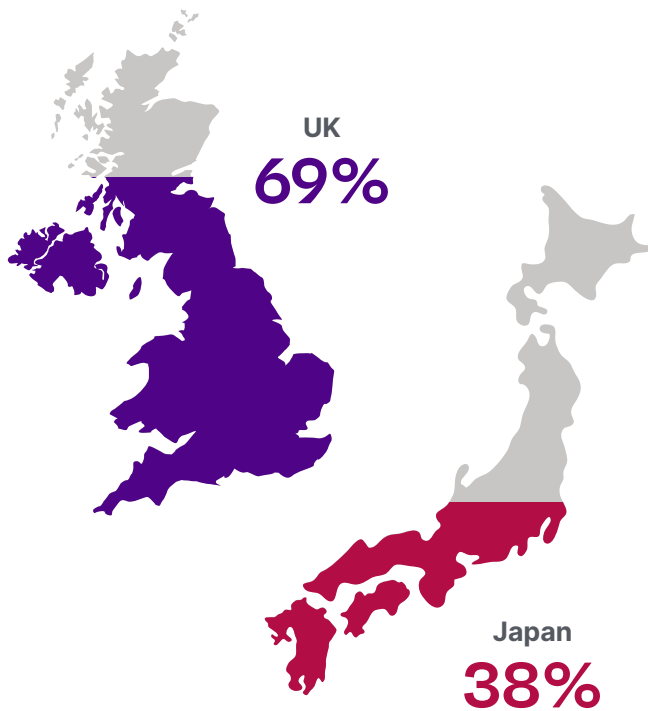


# Democratizing hybrid work

All office workers — not just top executives —  
want flexibility about the time and place of work.  
Can organizations make it happen?

Ivanti's research shows that many employers are already offering hybrid and flexible work opportunities. A little more than half of office workers we surveyed currently have an option to work fully remote or hybrid. And overall, both workers and organizational leaders see clear advantages, including higher morale.

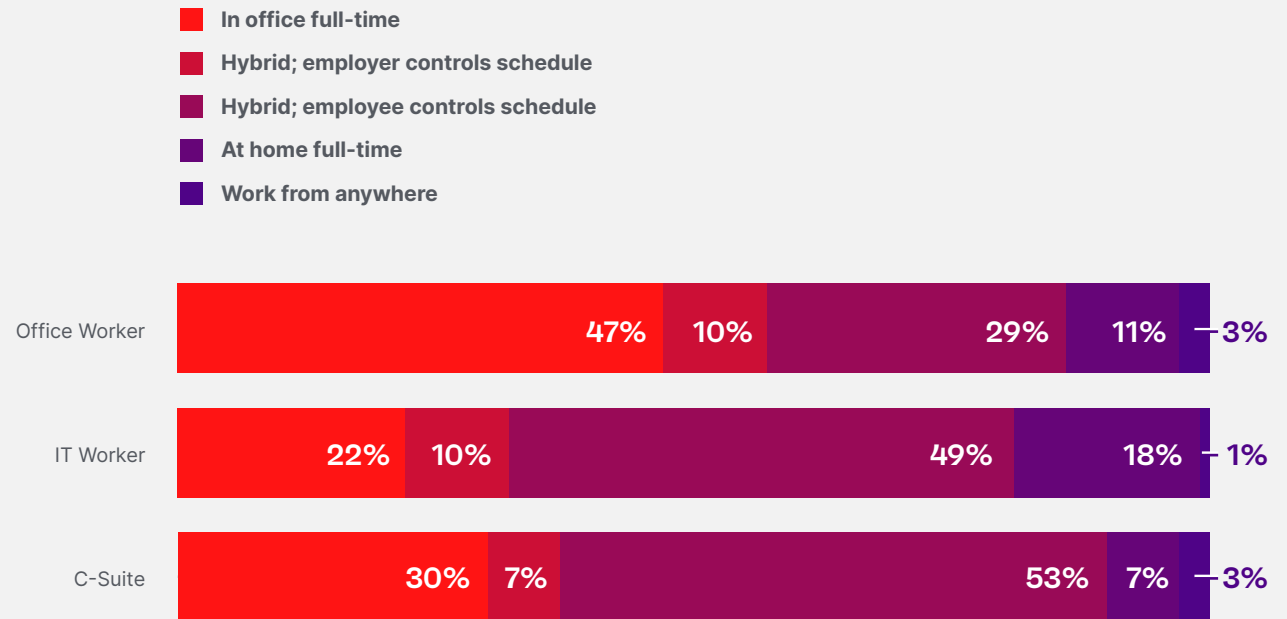
## Countries with highest and lowest share of hybrid/virtual working



## Nearly half of knowledge workers are back in the office



What best describes your current working arrangement?



# The hybrid lift

Leaders:

**71%**

say remote work positively impacts employee morale

Office Workers:

**66%**

say they have not experienced any negative effects from hybrid/virtual work

Only **2%**

believe they have been passed over for a promotion due to hybrid working

**57%**

of IT workers surveyed in Germany would take a pay cut to work remotely

**1 in 5**

U.S. office workers surveyed are willing to take a pay cut to work remotely

CEOs:

Hybrid working has a positive impact on employee morale



What impact does remote work have on employee morale?

Positive

**71%**

No Impact

**11%**

Negative

**18%**

# There are hybrid/remote challenges that still need to be addressed.

Most urgent among them: the way remote working benefits have been parcelled out has created a culture problem inside organizations — a case of the “haves” and “have nots.”

Our research shows evidence of a two-class system. For example, 43% of office workers say they have the ability to work remotely or work a hybrid schedule with control over which days they come to the office — but 71% want to do this, a **28-point gap** we call the preference gap. The preference gap is much smaller for IT workers and C-level executives (just 13 and 12 points, respectively).

A large share of knowledge workers want the flexibility that comes with hybrid or remote work but are currently denied it. Companies with large preference gaps — particularly among hard-to-hire positions — will continue to face difficulty attracting and retaining talent.



## Knowledge Workers

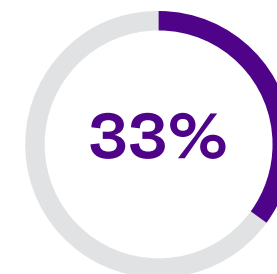


1 in 5 US workers are willing to take a pay cut to work remotely.

How big a pay cut? Australian workers say 8.9%

## Executives

33% of UK CEOs say they would consider cutting pay of employees allowed to work remotely.



And keep in mind: Time and place is not the only point of friction between employees and employers. Our research also shows a large share of workers **are frustrated by the tools they use** at work...so frustrated that **22%** of IT and security professionals surveyed say they **are considering quitting their jobs** in part due to the apps and tech tools they are required to use at work.

When more employees are free to choose the time, place and tools with which they work best, your organization becomes a **destination company** — the type of institution people fight to work for.

“

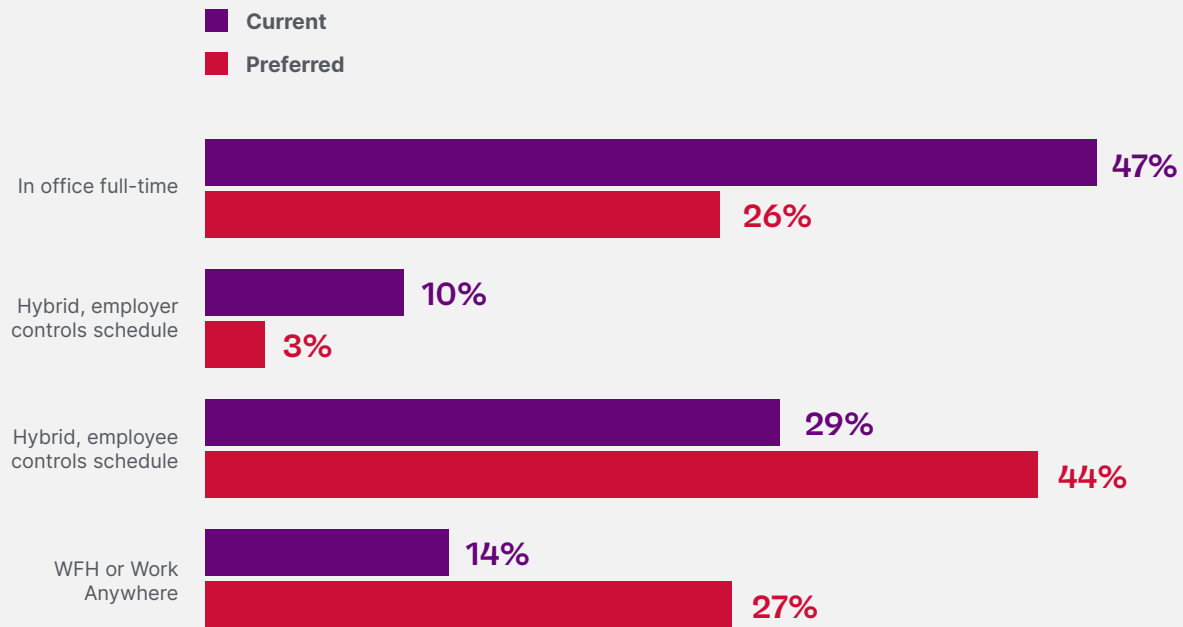
Some organizations take a rigid stance, essentially saying, ‘Employees are more productive fully in the office, so that’s where they must work.’ We believe employers should flip the equation and ask, ‘How can I give my employees the tools and training to be effective working from anywhere?’ As long as organizations struggle to hire critical talent groups, they must find ways to close the preference gap.”



**Nicholas Bloom**  
William Eberle Professor of Economics  
at Stanford University

## A two-class system: How people currently work vs. how they want to work

**Q:** What best describes your current working arrangement?  
What would you prefer?



### Comparing Preference Gaps



**The preference gap** is the difference between individuals' desire to work hybrid or virtually, and their current ability to do so. The larger the gap, the greater the disconnect between preferred working arrangements and the status quo.



# Making the business case for Everywhere Work

Adopting an Everywhere Work model — and even broadening the number of people who work this way — isn't just good for employees. It also benefits the bottom line.



## Reducing costs

Fully 44% of C-level executives Ivanti surveyed say they **have reduced office space or plan to** do this as a result of hybrid/remote working — a significant cost savings.

Real estate isn't the only source of savings. The initial phase of transitioning to Everywhere Work was characterized by a profound device sprawl. Now, organizations have a unique opportunity to critically evaluate their tech stacks and **identify areas of optimization or consolidation**. Taking such an intentional and thoughtful approach can uncover wasted tech spend.

## Improving employee satisfaction

Hybrid and remote work options boost employee satisfaction and make work-life balance more achievable.<sup>5</sup> Fully 71% of organizational leaders we surveyed say **remote work positively impacts employee morale**. What's more, this boost has knock-on effects on employee retention and productivity.

Even so, organizations need to pay close attention to digital employee experience (DEX). When employees work off-site, they add even more digital interactions to their daily work lives — from collaboration technologies to cybersecurity interfaces. Organizations should track how employees negotiate these new experiences, aiming always to eliminate friction and drive productivity. Our research shows just 47% of companies have invested in monitoring tools to measure DEX.

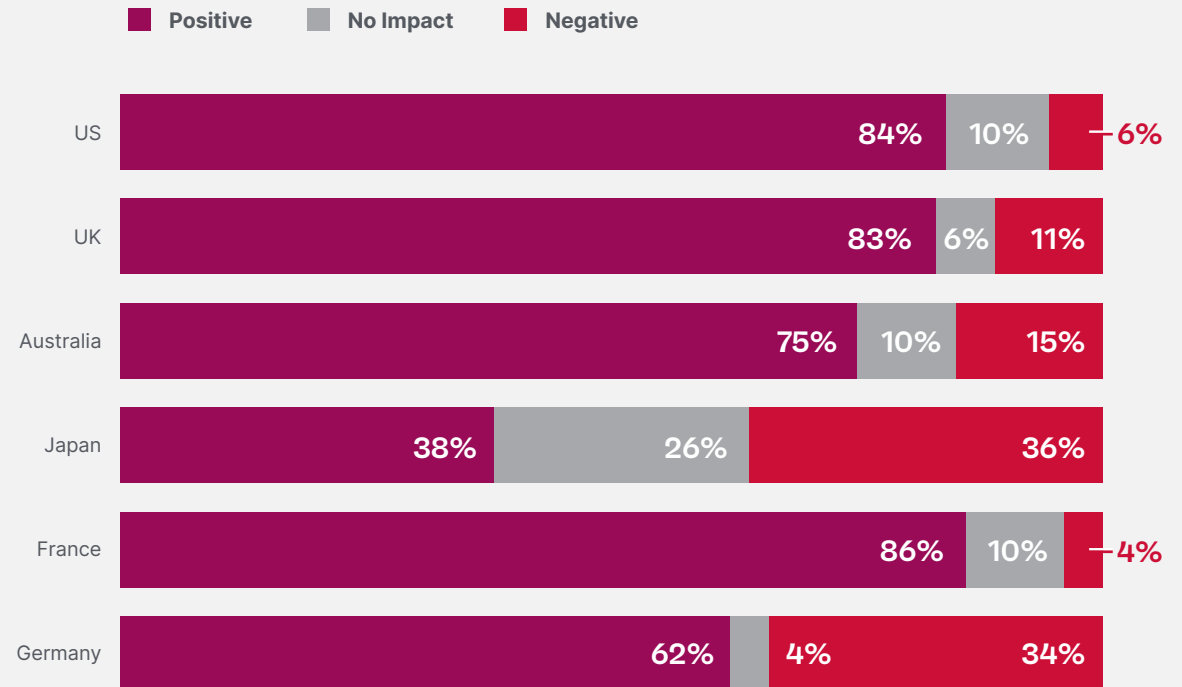
### What is DEX?

It's the acronym for *digital employee experience*: the thousands of micro-interactions your employees have with technology every day — and how they impact their experience and productivity.

## In most countries, remote working has a positive impact



What impact does remote work have on employee morale?



Responses from C-level executives only (n=600).





The large majority of employees (74%) say they are more productive now compared to pre-2020.



## Boosting productivity

Despite fears that remote working would be a drag on productivity, the evidence does not support it. Ivanti's research shows the large majority of employees (74%) say they are more productive now compared to pre-2020. What's more, new tools let employers be more proactive about **identifying and resolving** tech-related performance and productivity issues. Enter: so-called "self-healing" systems that use a combination of AI, machine learning and remote monitoring to resolve workplace technology slowdowns — no matter the location of the device — before an employee is even aware of them.

# Designing Everywhere Work

The future of work requires bold thinking, not a reactive “what’s everyone else doing?” mentality.




The fundamentals of work life have changed irrevocably. The question is not whether to allow employees more freedom to define the when, where and how of work (that ship has sailed). Instead, employers must focus on execution: **investing in the right people, technology, processes and culture** to secure the future of work.

# 1. Invest in get-it-done-anywhere technology

Most companies have invested in collaboration technology — a must for dispersed teams to work in sync. Now, it's time to think about collaboration not just in terms of communication but also in terms of process. From the employee's perspective, a **simplified organization-wide service management** makes work life easier and more productive, no matter the location. From the management perspective, it's all about speed and scale.

## The way forward?

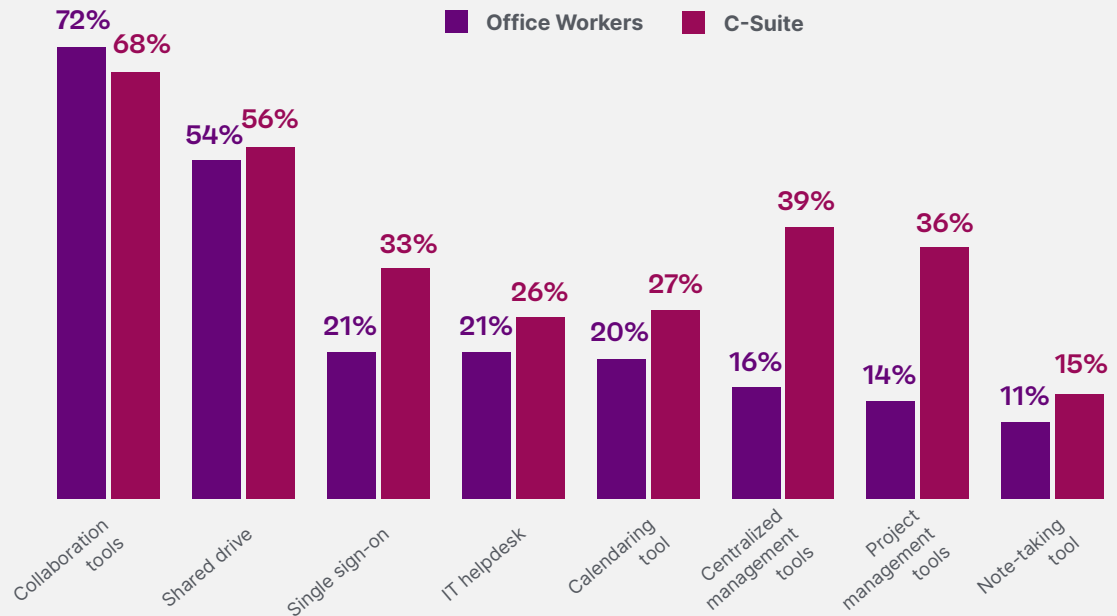
A single and secure platform that lets you:

-  **Automate workflows** across departments and functions.
-  **Orchestrate complex processes** with ease.
-  **Create a common experience** with technology across all teams.

### Collaboration tools are mission-critical for productivity



What tools have been most helpful to boost productivity in a remote or hybrid work environment?



## 2. Challenge how you think about security

When employees work virtually, there's less oversight of their activities, meaning organizations take on additional risks:

**36%**

see an increase in non-approved devices accessing the network

**26%**

experience an uptick in shadow IT

**20%**

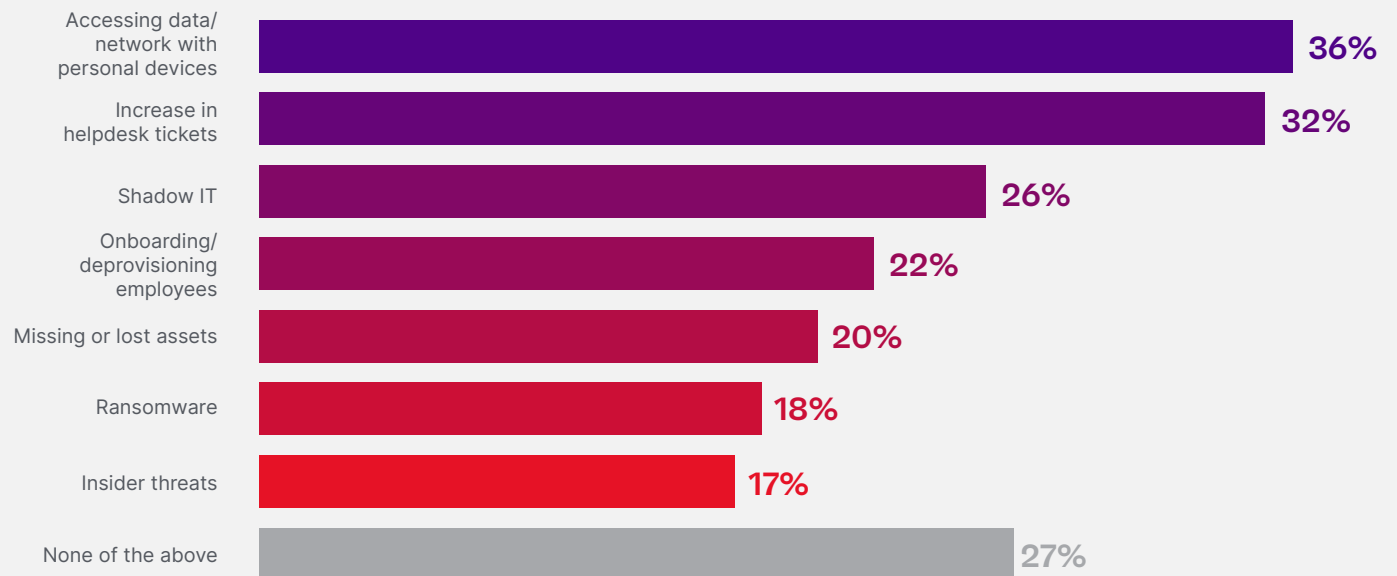
report an increase in missing or lost asset

With so many devices coming online in an Everywhere Work environment, security teams face tremendous pressure — in terms of both workload and complexity. To release some of that pressure, employers should invest in an organization-wide, risk-based remediation strategy:

- **Include the line of business** in all security controls discussions to make sure productivity is not inhibited.
- Ensure remote workers understand the **relevant security hygiene** in their area of work.
- **Track and manage risks** that have outsized impact to the organization.



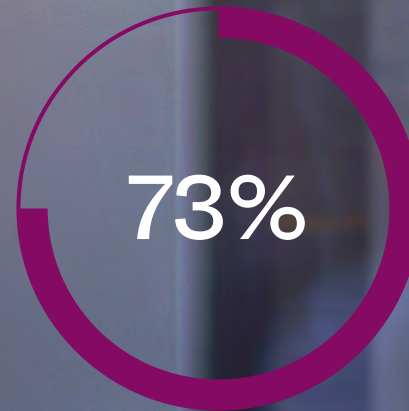
Have you seen an increase in any of the below due to remote working? (Select all that apply.)



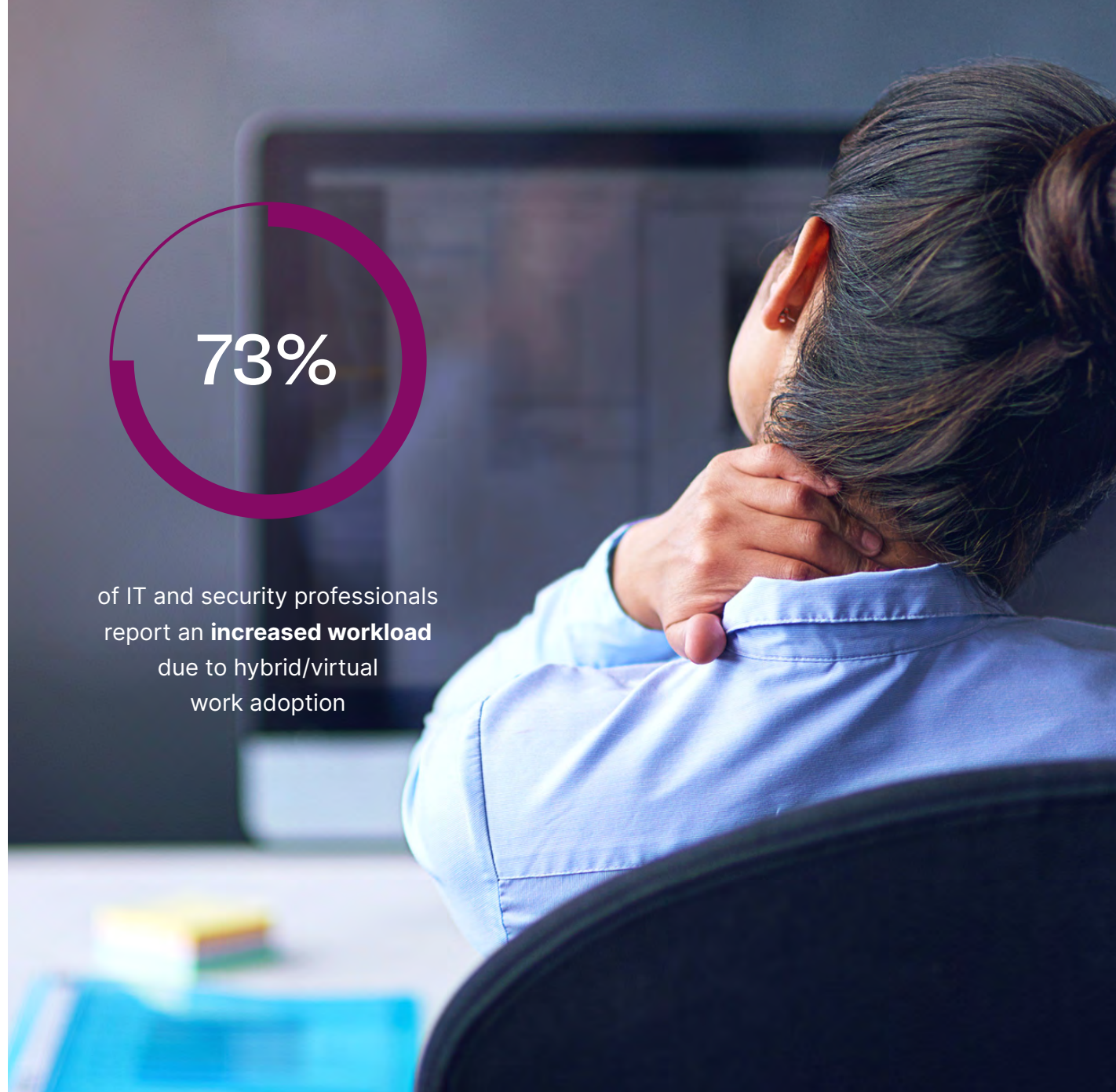
### 3. Beware of IT burnout

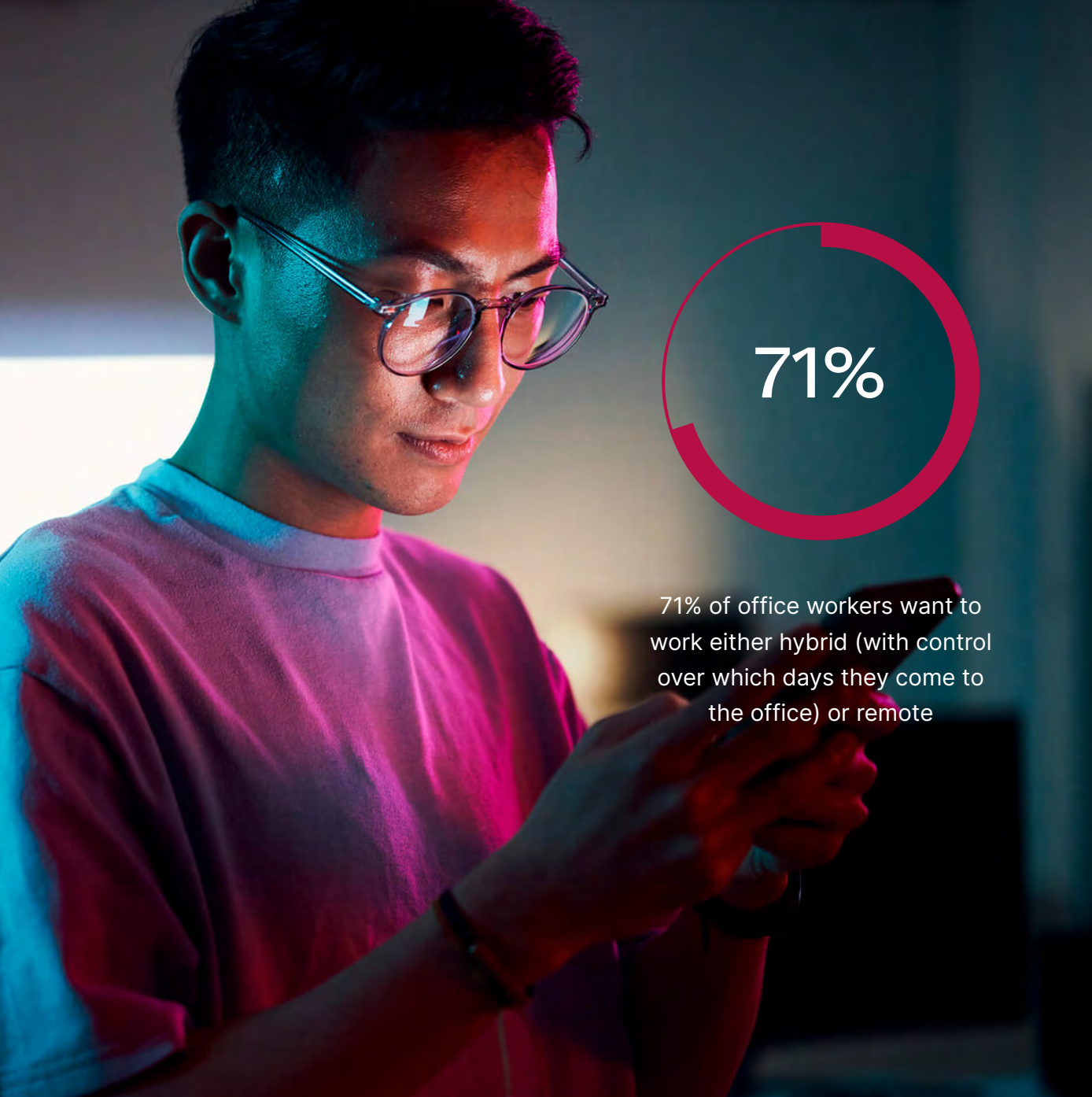
73% of IT and security professionals report an **increased workload** due to hybrid/virtual work adoption — extras like additional helpdesk requests from home-based employees, or managing shadow IT. When employees are dispersed across office, home and remote sites, organizations can get bogged down by complexity — the result of too many tools, platforms, vendors, licenses, etc.

The situation is not only inefficient and expensive; it takes a toll on employees, who must interact with and manage the muddle. Nearly **1 in 3 IT and security professionals** report losing at least one team member due to burnout. And 30% say they've participated in "quiet quitting." True business leadership in the years to come will be about **taming complexity**, and simplifying tech stacks and workflows.



of IT and security professionals report an **increased workload** due to hybrid/virtual work adoption





## 4. Reduce the preference gap

In our research, 71% of office workers want to work either hybrid (with control over which days they come to the office) or remote, but just 43% work this way today — a **28 point preference gap**. That gap is just 13 points for IT and cybersecurity professionals, and 12 points for C-level leaders.

Top executives and IT workers currently benefit the most from the virtual/hybrid work revolution. What prevents you from extending it to others inside the organization? **Innovative technologies** like dynamic collaboration tools, workflow automation and even AI-powered bots all empower workers to be effective and efficient no matter where they power up their devices.

Organizations that embrace an Everywhere Work mindset will need to re-evaluate much more than daily schedules, office space and technology. They must figure out how to decentralize business functions while making them **more secure**, and how to physically distance employees while making them (and their workflows) **more integrated and collaborative**.

## Organizations will spend nearly \$1 billion on “Future of Work” activities in 2023

— a nearly 20% increase over 2022, according to IDC.<sup>6</sup>

“

In the last few years companies have weathered market headwinds and complex challenges that have tested even the strongest of companies. It is imperative that company executives embrace new leadership models – remote leadership models – that include methodical, intentional, data-led productivity dashboards. You can no longer run through the cube farms at the office to get a sense for morale and productivity. Leaders need to empower people with the digital tools and freedom they need to create solutions lower in the organization.”



Jeff Abbott  
Chief Executive Officer at Ivanti

# Methodology

Ivanti surveyed **8,400 office workers, IT and security professionals and C-level executives** across the globe to understand attitudes, expectations and challenges facing future-looking talent organizations and their employees. Our goal: to map out the steps organizations must take to activate their “future of work” vision in 2023, and beyond.

The study was administered by Ravn Research, and panelists were recruited by MSI Advanced Customer Insights. Survey results are unweighted. Further details by country are available by request.

## Survey samples



Office Workers  
**6,600**

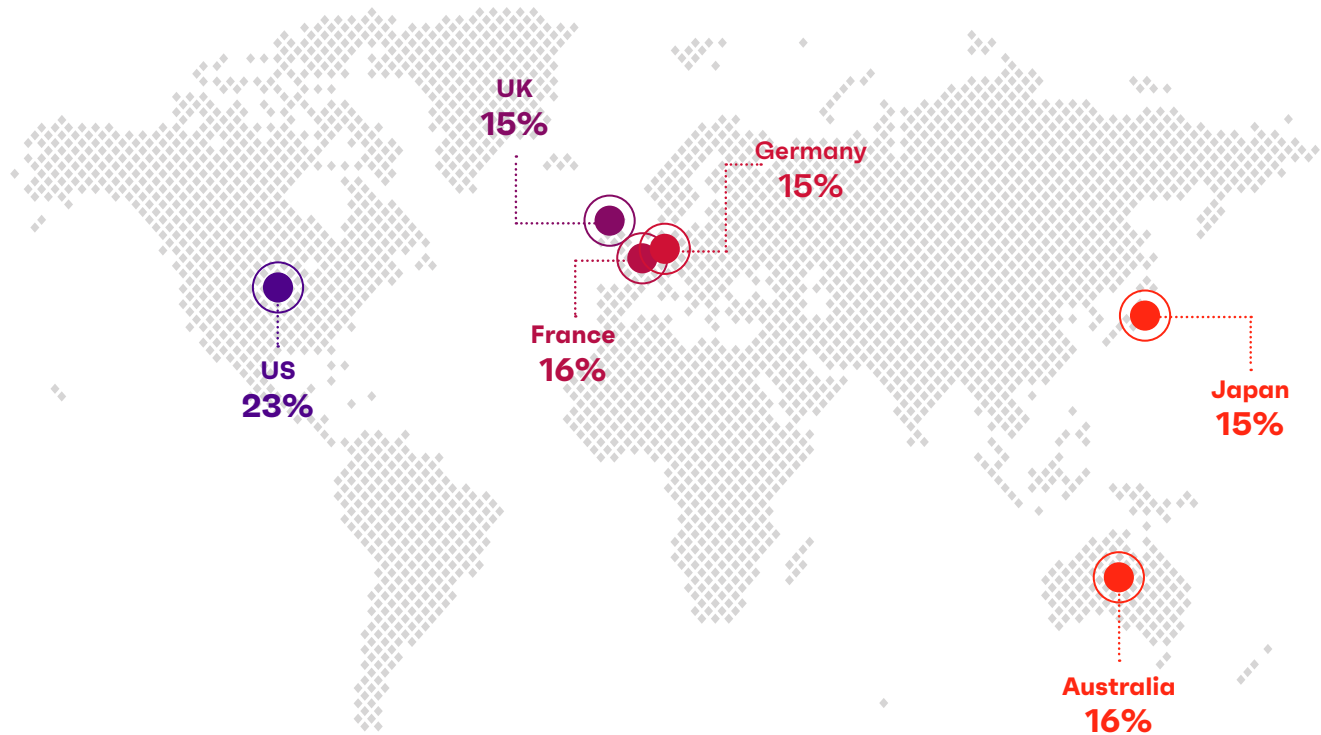


IT and Security Professionals  
**1,200**



C-Level Executives  
**600**

## Countries



## Industry sectors

**14%**  
Government

**11%**  
Manufacturing/processing

**13%**  
Other

**9%**  
Education

**12%**  
Technology

**9%**  
Retail, e-commerce, wholesale

**11%**  
Healthcare

**6%**  
Professional services

**11%**  
Financial services

**3%**  
Telcom





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