USA VOICE & DATA

Your Trusted Advisor for Telecom, Data Center, Cloud and Security

Top Technology Initiatives for 2021

Tuesday, February 02, 2021

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Welcome to the results of USA Voice and Data's Annual Survey of Business Leaders and Technology Executives.

Our survey was sent to thousands of Business Leaders and Technology Executives to get a real grasp of the Technology Initiatives front of mind for you and your peers in 2021, as we all struggle to deal with the fallout from COVID.

The survey was designed to first collect some insightful information on the adoption of "Work From Home" (as businesses respond to the safety concerns introduced by COVID) and then to focus on the six Technology Solution areas and the associated initiatives being planned in each of those six areas, namely:
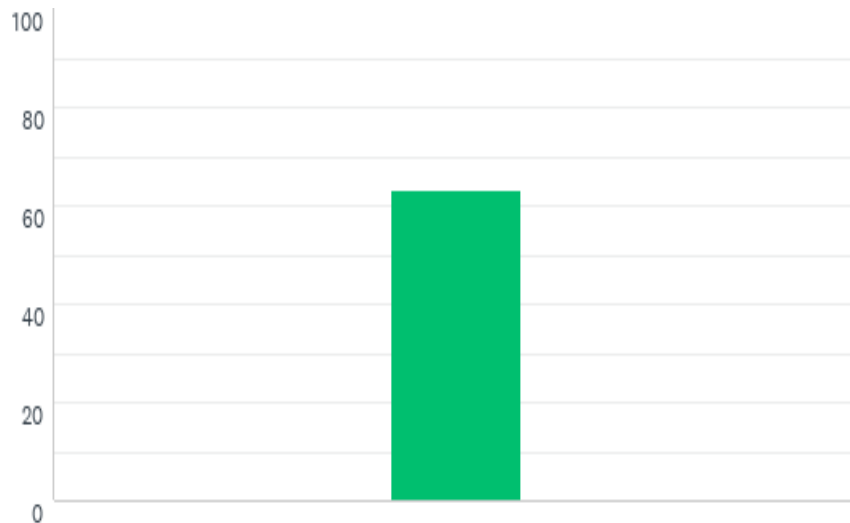
1. Phone Solutions
2. Internet Solutions
3. Network Solutions
4. Cloud Infrastructure Solutions
5. Security Solutions, and finally
6. Disaster Recovery Solutions

The summarized results which follow provide you and your leadership team some real insight and will help you confirm whether your technology adoption is ahead or behind that of your peers and competitors. Without this competitive insight, clearly one is less likely to make meaningful adjustments to the scope and/or priority of their planned initiatives.

USA Voice and Data would like to thankyou again for your participation in this survey and we invite you to contact us for assistance assessing your solution options in any of these areas - that is our expertise, helping businesses make wise technology solution decisions.

For a Free Technology Solution Assessment or a **Free Review of your current Technology Initiatives** please schedule a "Requirements Review Call" at **https://calendly.com/ssansome/requirements-review-meeting** , call us at **312-604-3070**, or email us at **info@usavoicedata.com**

What percentage of your employees are currently working from home
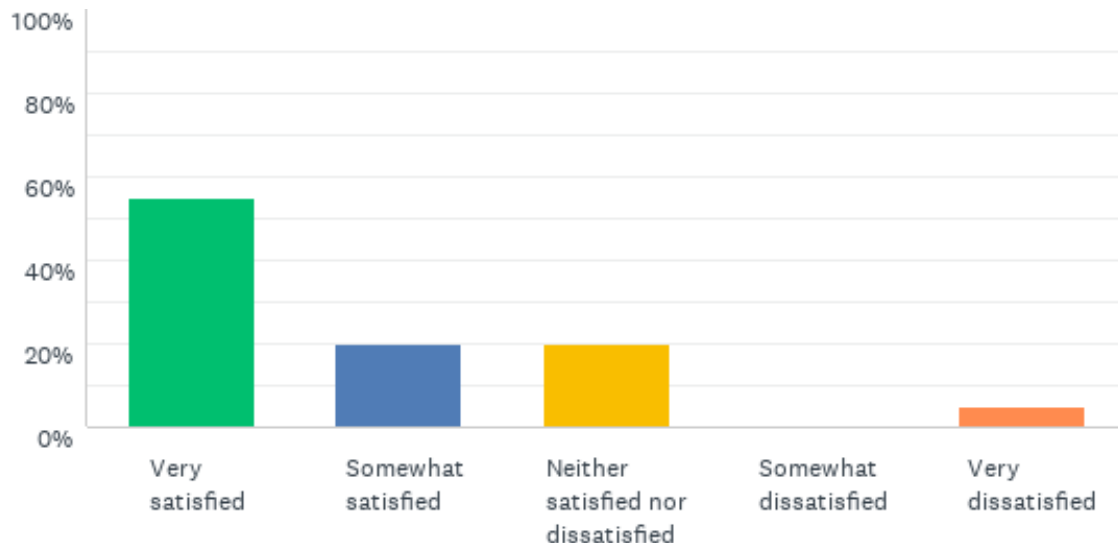

Did you know?
USA Voice and Data helps businesses provide their employees the solutions that allow them to be as productive at home as they are in the office.

We even have solutions which allow businesses to monitor and provide coaching to improve productivity.

Key takeaways
- An amazing 63% of the total workforce of businesses surveyed are still working from home.

- "Work From Home" is the newly accepted norm and it is unlikely that most businesses will ever get back to the way things were before COVID.

- Businesses are taking their responsibility to protect their employees' health seriously. We are seeing growing business interest in solutions such as temperature scanning and monitoring solutions to ensure that sick people are not permitted entry to the office or workspace.

How satisfied are you with your current work from home arrangement?
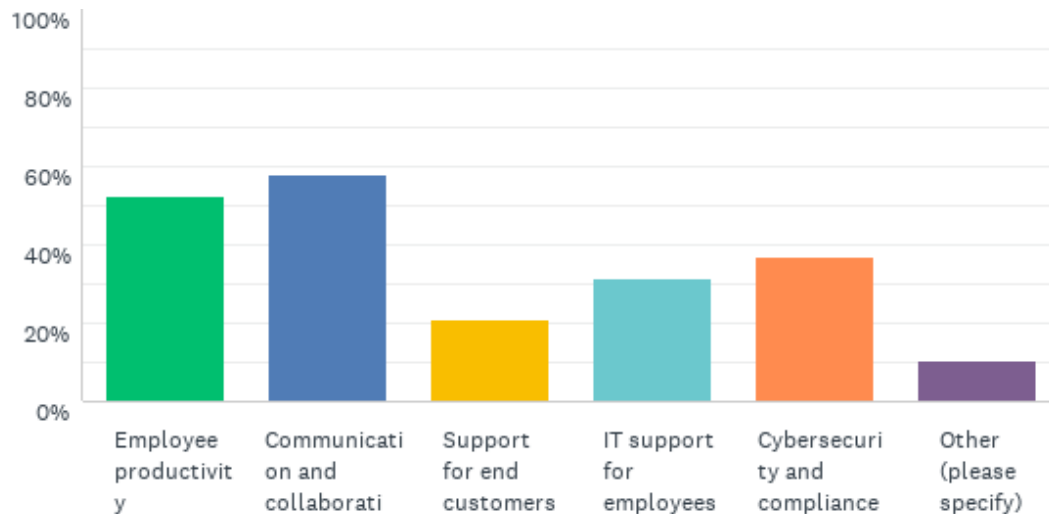

Did you know?
USA Voice and Data helps businesses with enabling technology solutions that increase productivity and reduce costs.

Our cloud solutions provide mobility and security for employees to work from anywhere in the world.

Key takeaways
- The majority of employees are enjoying not having to fight the commute and the flexibility that working from home provides them. Younger employees in particular are going to value this flexibility and demand it from their new employers.

- The majority of employers are beginning to realize how "Work From Home" if enabled with the right technologies actually allows them to reduce costs and get more productivity from their employees, and so many businesses are already implementing enabling technologies which allow them to drive productivity while eliminating unnecessary travel and reducing real estate costs (by reducing the size of their offices).

What are you top priorities with work from home?
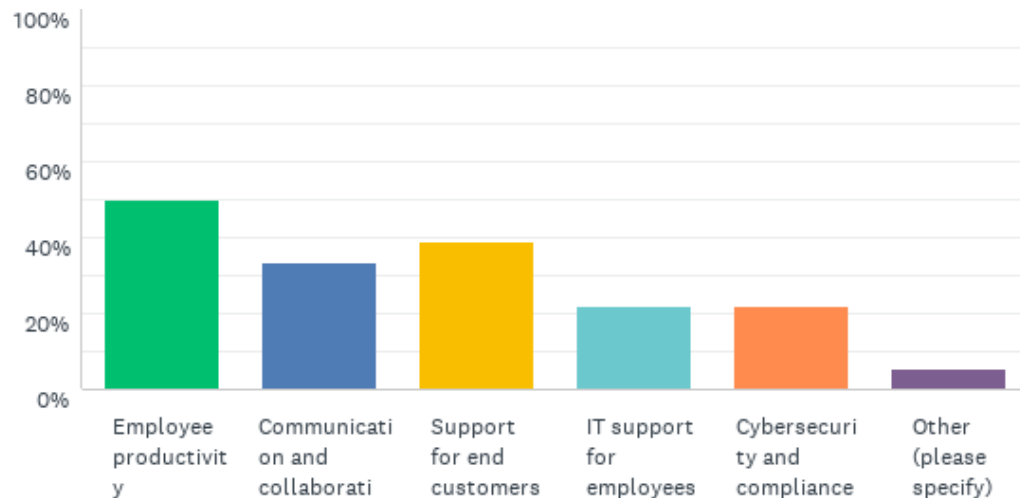

Did you know?
USA Voice and Data helps businesses with enabling Work From Home technology solutions.

Our cloud solutions enable productivity enhancements, superior collaboration, mobility and security for employees to work from anywhere in the world.

Key takeaways
- Enabling ongoing "Communication and collaboration" alongside "Employee productivity" are the top priorities reported by employers, and this is clearly reflected by the massive take up of Unified Communications-as-a-Service (UCaaS) solutions such as Zoom, RingCentral, LogMeIn, 8x8 etc…

- The surprise takeaway was perhaps how few businesses reported "Support for end customers" as their priority, and equally how many listed "Cybersecurity and compliance" as a top priority despite few actually doing anything new to address the increased security risk that Work From Home has introduced.

What are your top challenges with enabling work from home?
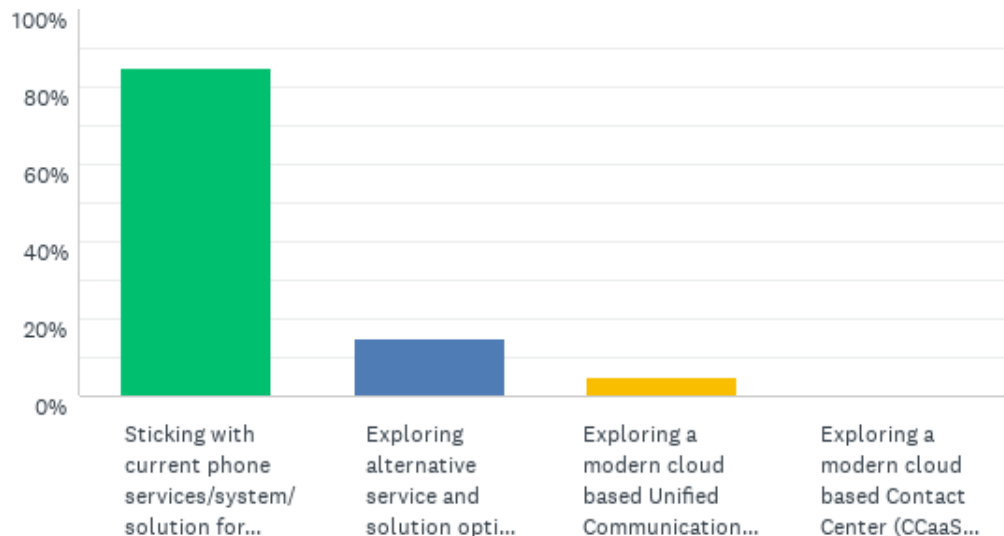

Did you know?
USA Voice and Data helps businesses solve all the challenges resulting from Work From Home.

Our solutions enable our clients to realize previously unseen levels of productivity while providing complete flexibility and mobility for employees to work from anywhere in the world.

Key takeaways

- Despite "Employee productivity" being one of the top priorities reported by employers, it remains the largest challenge to manage. Most businesses are unaware of the solutions available to monitor activity and encourage best practices to employees to improve their productivity, leaving them reactively managing the results rather than proactively managing the results driving activities.

- "Support for end customers" is not being prioritized sufficiently and so nearly 40% of those surveyed reported it as one of their top challenges.

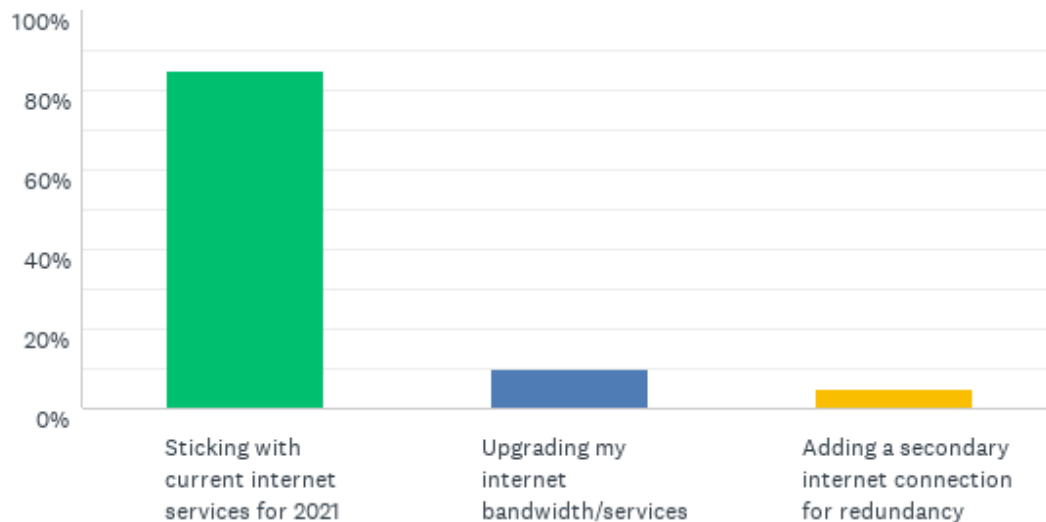# Phone Solutions

Did you know?
USA Voice and Data helps businesses move to cloud UCaaS solutions literally every day.

We have a professional project management team to help your phone solution implementation run smoothly.

Key takeaways
- An amazing 20% of businesses surveyed are looking to make changes to their phone solution in 2021.

- Many businesses surveyed having already made the jump to a cloud-based UCaaS solution are looking for making a provider change, while others still using traditional premise-based phone systems are looking at a cloud UCaaS solution for the first time.

- Cloud-based UCaaS solutions have proven extremely valuable during COVID lockdowns enabling businesses to allow their employees to work from home without even missing a call. Cloud-based UCaaS solutions have demonstrated how they can often time increase employee productivity and even customer satisfaction as employees' adoption of unified communications and collaboration capabilities such as webinars, desk-sharing and video conferencing has increased..

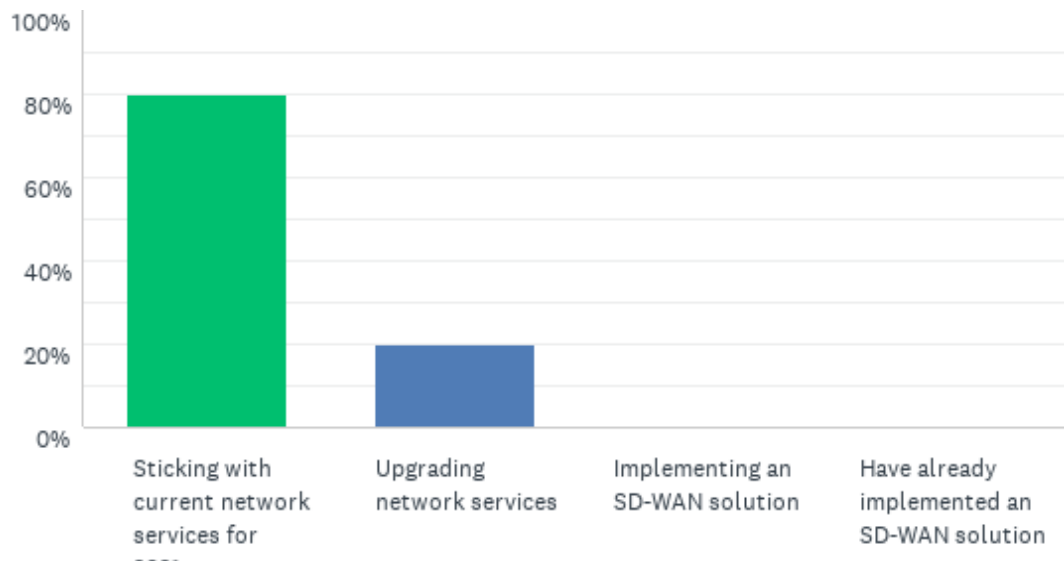# Internet Solutions

Did you know?
USA Voice and Data has tools allowing us to immediately identify which internet service providers have your building lit with fiber and/or broadband services.

Once identified we can then broker the best pricing for you with those providers.

Key takeaways
- With so many employees working from home due to COVID, only 10% of businesses surveyed reported needing to add bandwidth for 2021. Many of our clients are naturally focused on reducing their costs so are still having us look for less expensive internet connectivity options based upon latest carrier pricing and promotions.

- Only 5% of businesses surveyed reported adding a redundant internet connection at their places of business, however we don't find that too surprising given so many clients already have at the very least a cheap broadband or 4G wireless connection in place for emergencies should their primary connection go down..

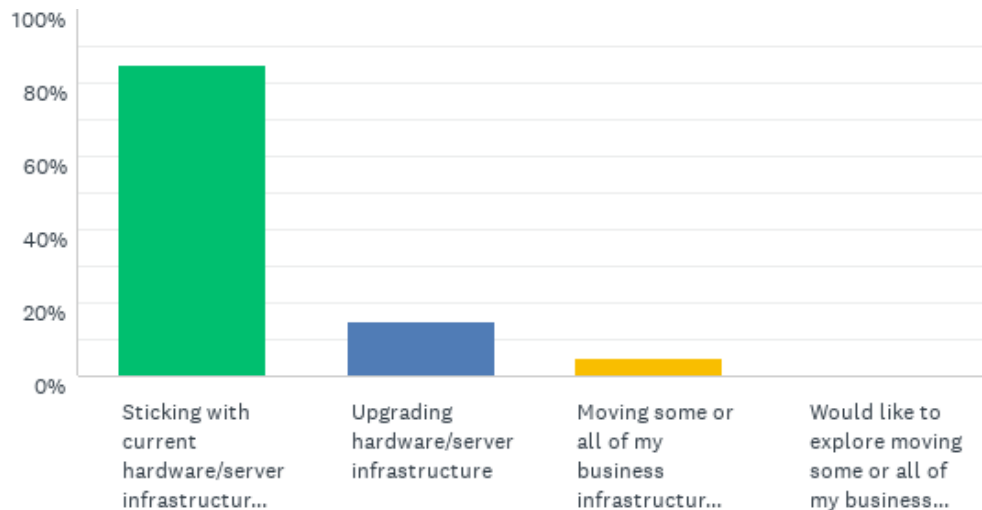# Network Solutions

Did you know?
USA Voice and Data has leveraged our SD-WAN expertise to develop matrices allowing us to quickly compare and contrast SD-WAN providers (and their solutions) against one another.

This allows us to quickly identify which best meet your requirements and budget.

Key takeaways
- With so many employees working from home due to COVID, only 20% of businesses surveyed reported needing to upgrade their inter-office networks for 2021.

- While the survey didn't report much interest in SD-WAN almost <u>every one of our clients</u> is having us look at SD-WAN due to it's many advantages over their existing network services, particularly as they need to control the Quality of Experience for their users and all their cloud applications.

Cloud Infrastructure Solutions
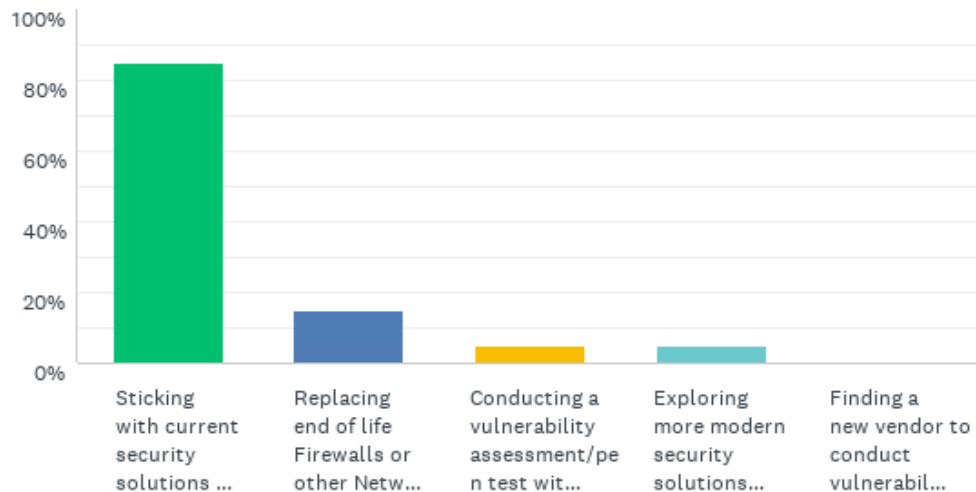

Did you know?
USA Voice and Data has relationships with all the leading Cloud Infrastructure Solution providers.

We can help you quickly validate your requirements and identify which providers' solutions best meet your requirements and budget.

Key takeaways

- Despite reduced budget for larger hardware replacement initiatives and the delays introduced as businesses struggle to respond to COVID, the race to cloud infrastructure is well underway.

- 20% of businesses surveyed are still either planning initiatives to upgrade the hardware/server infrastructure or move more to the cloud in 2021.

- A vast array of Private Cloud, Public Cloud and Hybrid Cloud solution providers have people and processes in place to make this migration a painless one.
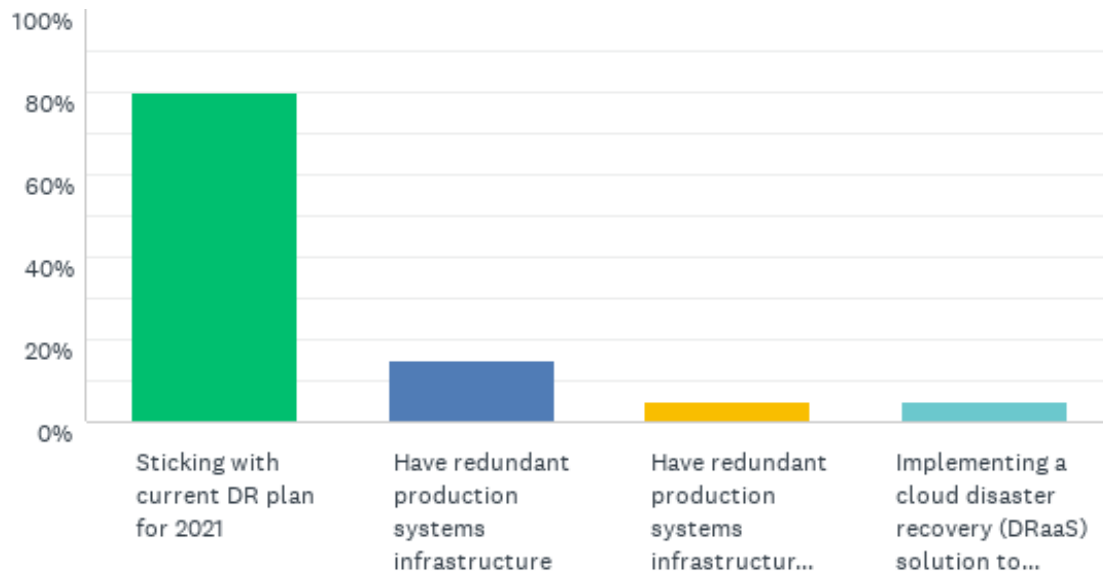
Security Solutions

Did you know?
USA Voice and Data has relationships with all the leading Security Solution providers.

Our team of engineers can help you quickly validate your requirements and identify which providers' solutions best meet your requirements and budget.

Key takeaways

- Cyber Security remains the number one thing keeping the C-Suite awake at night, however 2021 budgets are clearly tight as a result of COVID.

- The vast majority of businesses surveyed have implemented little more than firewalls, anti-virus, anti-spam and anti-malware protection leaving them barely protected from sophisticated cyber-security attacks, especially as their employees are spending more time working remotely.

- The majority of business still are not prioritizing security highly enough, with only 25% of those surveyed reporting security initiatives.
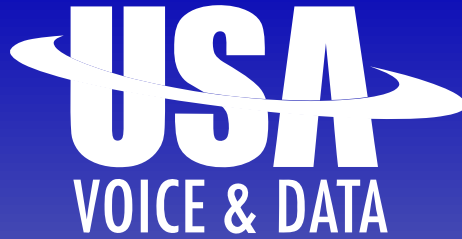
Disaster Recovery Solutions

Did you know?
USA Voice and Data has relationships with all the leading DR Solution providers.

Our team of engineers can help you quickly validate your DR Solution requirements and identify which providers' solutions best meet your requirements and budget.

Key takeaways
- Despite the affordability and benefits of a full blown DRaaS (DR-as-a-Service) solution most businesses remain focused on backing up their data. They are not able to quickly recover their full operational capabilities in the event of a security breach.

- Only 20% of businesses surveyed reported already having redundant operational capabilities in place today, and only a further 5% replaced reported planning to implement a DRaaS solution in 2021.

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