ALIGNED

"Top Technology Initiatives for 2022" Survey Results

Welcome to the results of Aligned Technologies' 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 2022, as we all struggle to deal with the fallout from COVID, Supply Chain issues, the Ukraine conflict and inflation.

The survey was designed to first collect some insightful information on the continued adoption of "Work From Home" (as businesses recognize the opportunities that presents for productivity gains, increased employee satisfaction and of course cost savings) and then to focus on the seven Technology Solution areas and the associated initiatives being planned in each of those seven areas, namely:

1. Phone Solutions
2. Internet Solutions
3. Network Solutions
4. Cloud Solutions
5. Security Solutions
6. Disaster Recovery Solutions, and finally
7. Software Licensing and Support 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.

Aligned Technologies 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/alignedtech/requirements-review-meeting** ,
call us at **312-604-3070**, or email us at **info@alignedtech.com**

Work From Home
What percentage of your employees are still working from home FULL-TIME?

Did you know?
Aligned Technologies helps businesses provide their employees the solutions that allow them to be as productive at home as they are in the office.
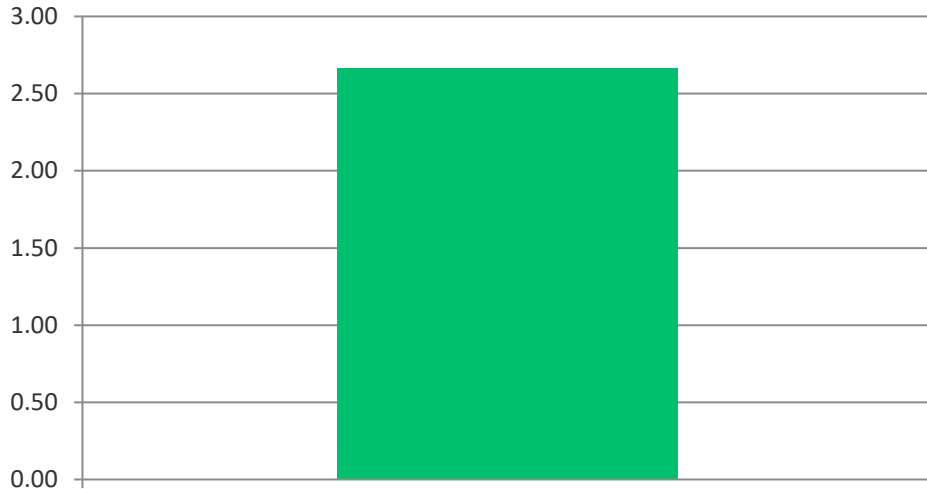
We even have solutions which allow businesses to monitor and provide coaching to improve productivity.

Key takeaways

- An amazing 46% of the total workforce of businesses surveyed are still working from home FULL-TIME.

- Months after mask and vaccination mandates have been dropped almost 50% of us are still taking advantage of the opportunity to "Work From Home" now that has become an accepted norm.

- Only the most vigilant employers are still leveraging temperature scanning and monitoring solutions to ensure that sick people are not permitted back in the office.

Work From Home
What flexibility are you going to offer your typical employees to continue to work from home Post COVID?. How many days every week are they going to be able to work from home?

Did you know?
Aligned Technologies helps businesses provide their employees the solutions that allow them to be as productive at home as they are in the office.
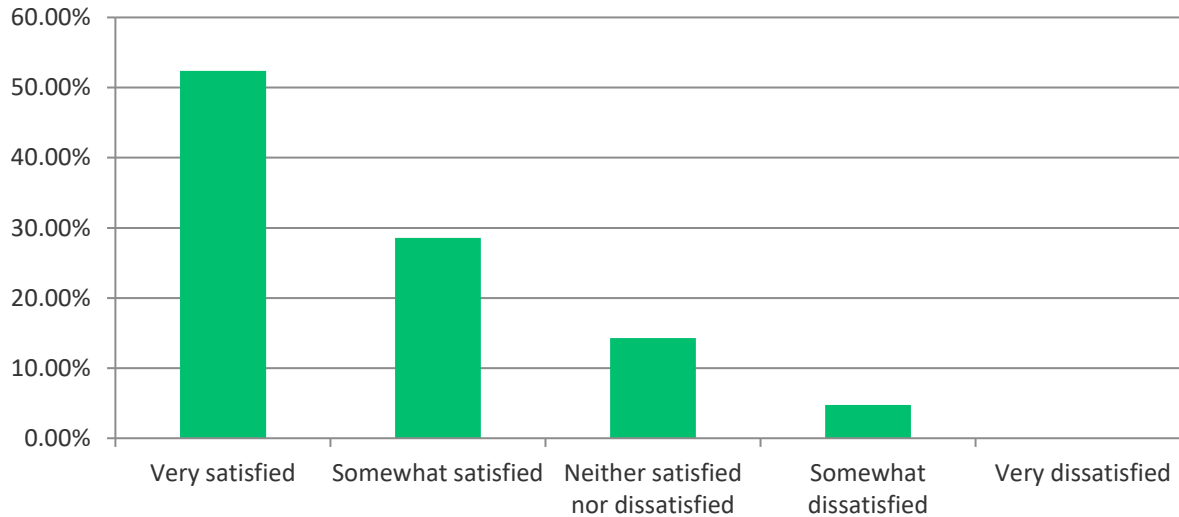
We even have solutions which allow businesses to monitor and provide coaching to improve productivity.

Key takeaways
- Business are becoming extremely flexible with their employees' working arrangements, allowing those who don't need to be in the office full-time to work 2 to 3 days from home.

- Business are recognizing that offering workplace flexibility is becoming as important as offering a competitive salary in order to attract and retain their employees.

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

Did you know?
Aligned Technologies helps businesses with enabling technology solutions that increase productivity and reduce costs.
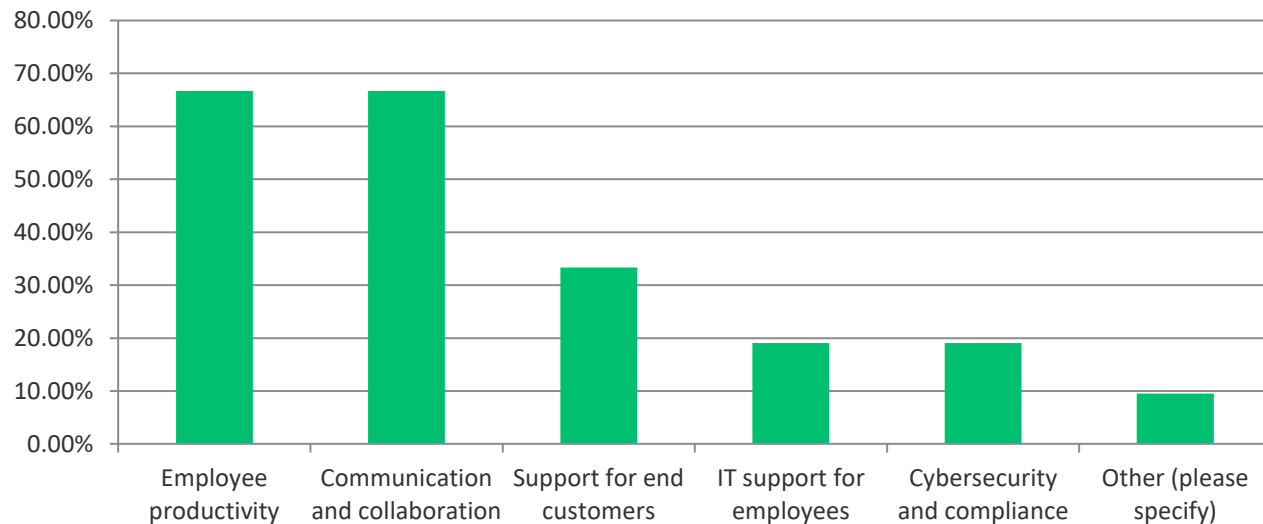
Our cloud solutions provide mobility and security for employees to work from anywhere in the world.

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).

Work From Home
What are your top priorities with work from home?
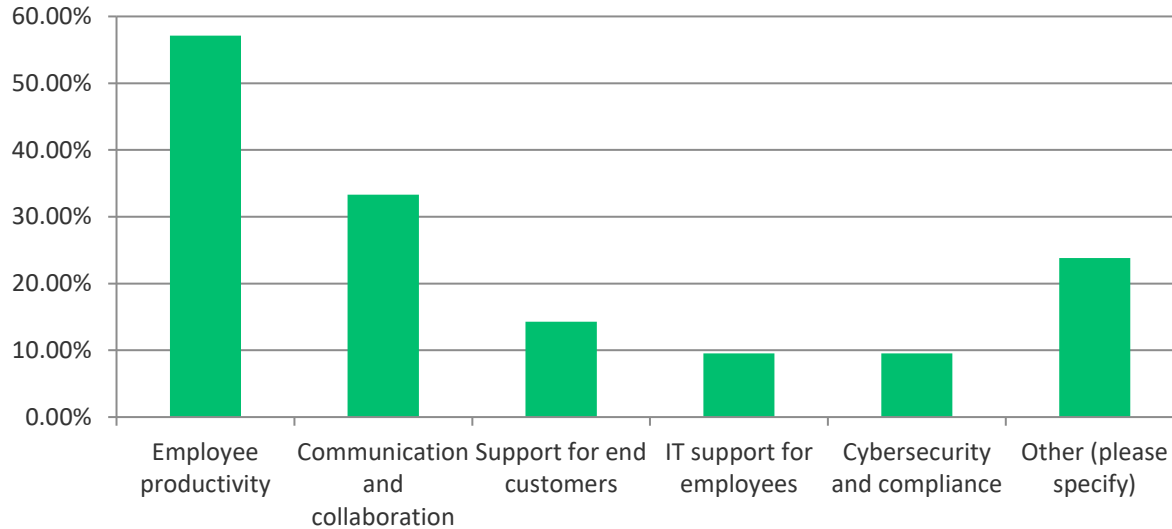

Did you know?
Aligned Technologies helps businesses identify which UCaaS and CCaaS providers' solutions best fit their needs.

We partner with all the top UCaaS providers including Zoom, RingCentral, GoTo, 8x8, Avaya and Dialpad.

We partner with all the top CCaaS providers including NICE CX, Five9, Genesys and Talkdesk

Key takeaways
- Enabling "Employee productivity" and "Communication and collaboration" 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, GoTo, 8x8 etc…

- "Support for end customers" is becoming increasingly important and explains the increased take up of Contact Center-as-a-Service (CCaaS) solutions such as NICE CX, Five9, Genesys and Talkdesk. These solutions allow any business with a customer service or support center to enable remote working, find and retain customer service representatives more easily and less expensively.

Work From Home
What are your top challenges with enabling work from home?

Did you know?
Aligned Technologies 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.
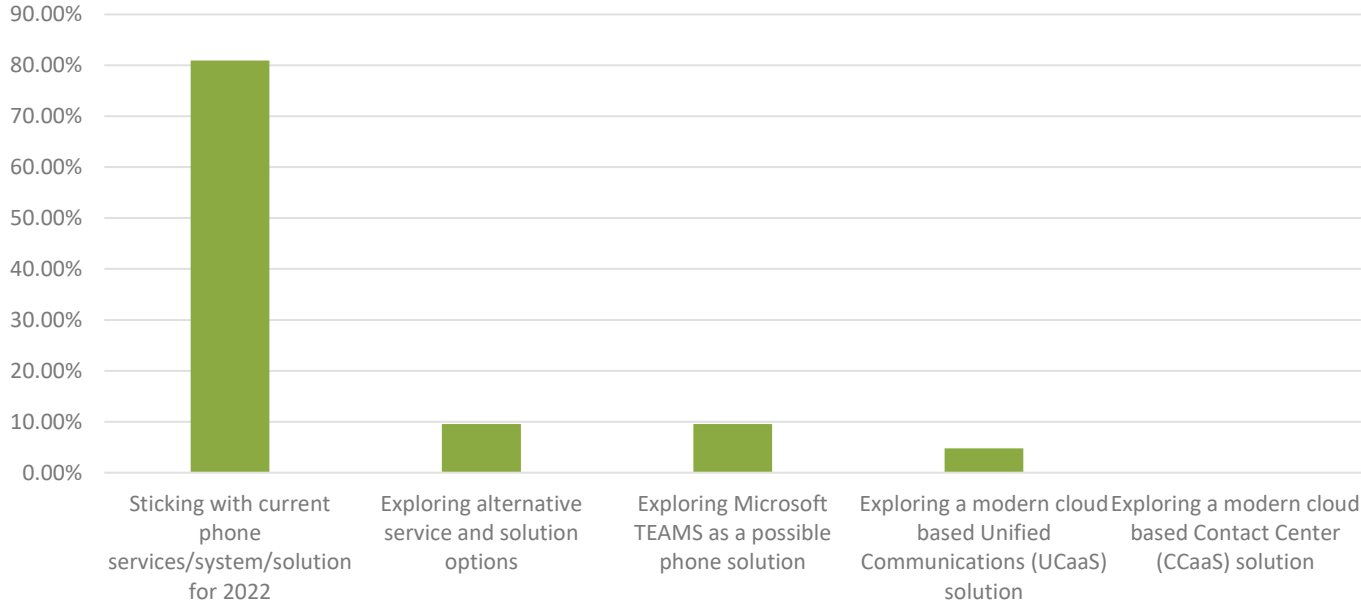
Key takeaways
- Despite "Employee productivity" being one of the top priorities reported by employers, at 57% it remains the largest challenge to manage. Most businesses are totally unaware of the affordable solutions available to remotely monitor activity, encourage best practices and improve productivity.

- Most businesses are managing reactively rather than proactively managing the activities which actually drive the best results.
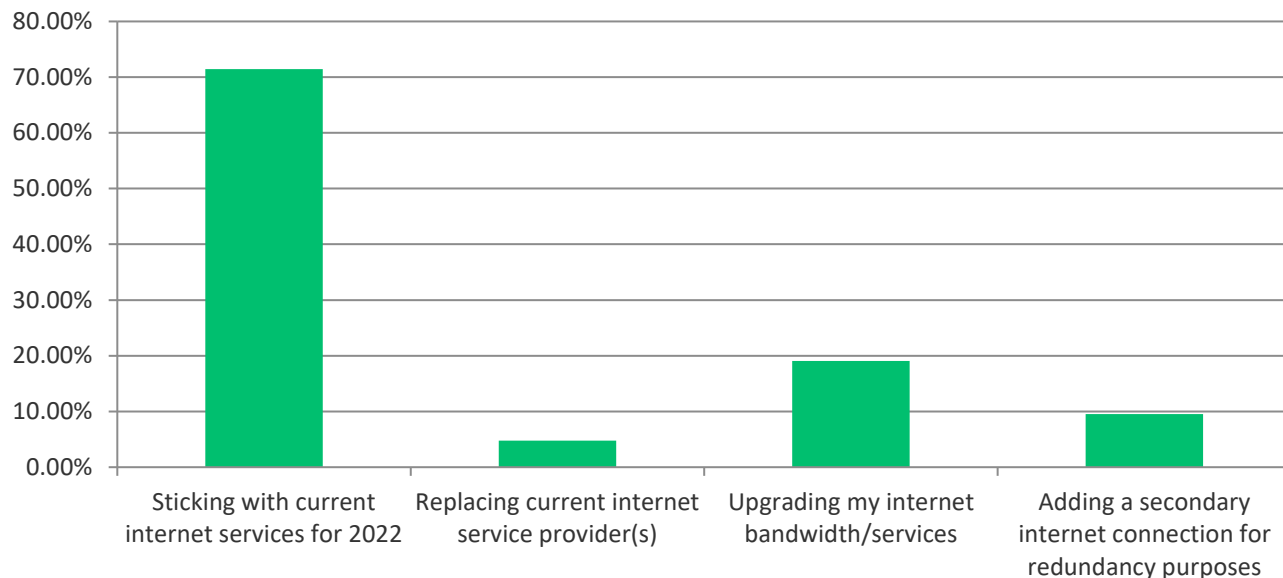
Phone Solutions

Did you know?
Aligned Technologies 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
- Over 20% of businesses surveyed are looking to make changes to their phone solution in 2022

- 10% of businesses are exploring how they can leverage their Office365 investment, by expanding their TEAMS capabilities to replace their phone system.

- 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.
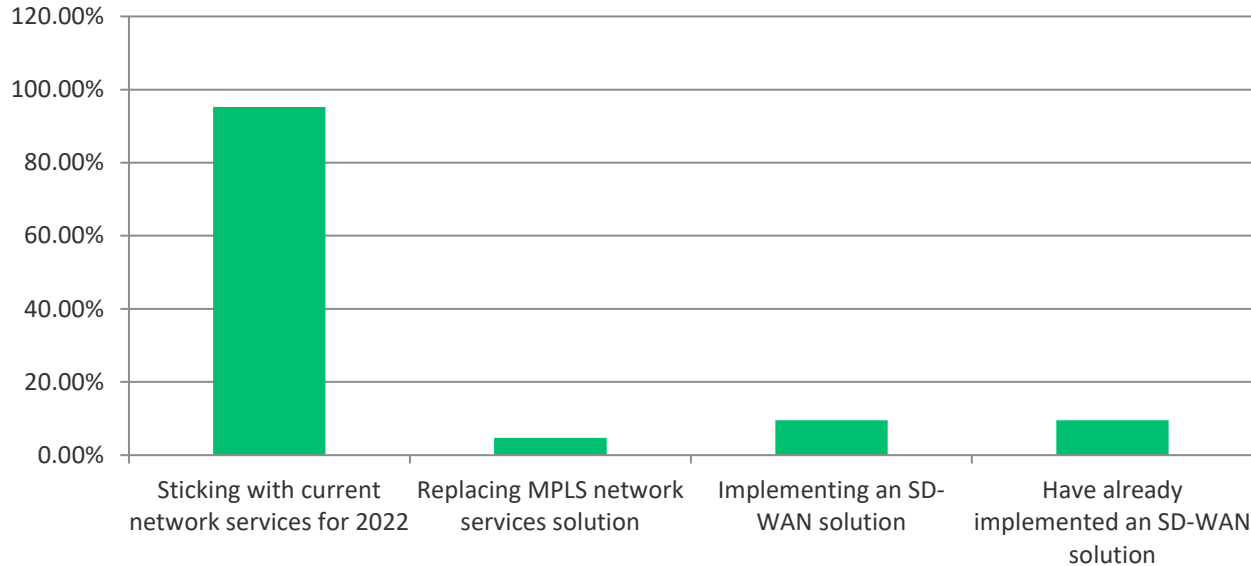
Internet Solutions

Did you know?
Aligned Technologies 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 more employees returning to the office twice as many businesses in 2022 are looking to upgrade their bandwidth than in 2021.

- Likewise, twice as many of businesses in 2022 reported looking to add a redundant internet connection for their offices or places of business. Businesses recognize with more employees back in the office they cannot afford to have an internet outage.
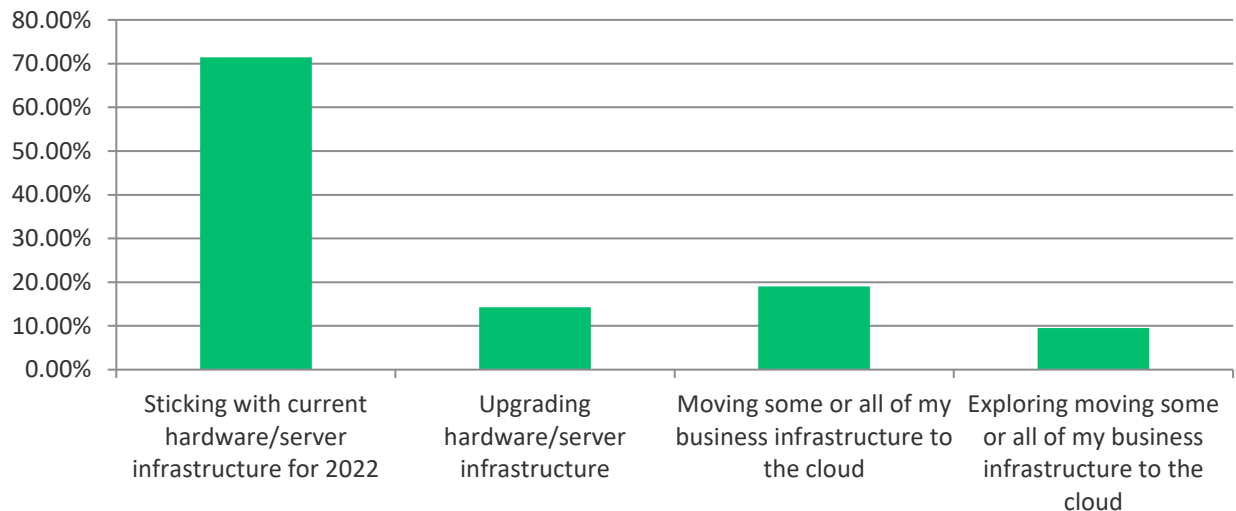
Network Solutions

Did you know?
Aligned Technologies 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 still working from home, less than 20% of businesses surveyed reported intending to upgrade their inter-office networks for 2022.

- While the survey didn't report much interest in SD-WAN almost every client we speak to is having us look at SD-WAN due to its' many advantages over their existing traditional network services. SD-WAN frequently allows you to generate significant savings while also allowing you to control your user Quality of Experience for all your critical cloud applications.

Cloud Infrastructure Solutions
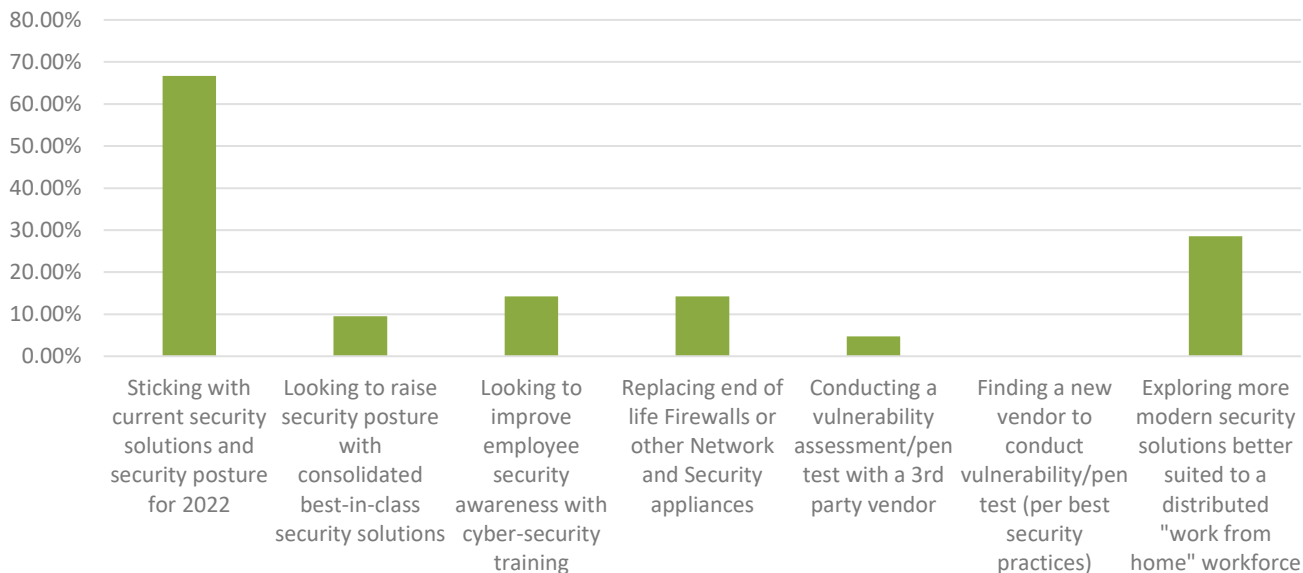

Did you know?
Aligned Technologies has relationships with all the leading Cloud Infrastructure Solution providers.

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

Key takeaways

- 30% of businesses surveyed are planning to upgrade their hardware/server infrastructure or move more to the cloud in 2022.

- The race to cloud infrastructure is well underway.

- 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, and we can help you identify which will best fit your needs and budget.

Security Solutions

80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%

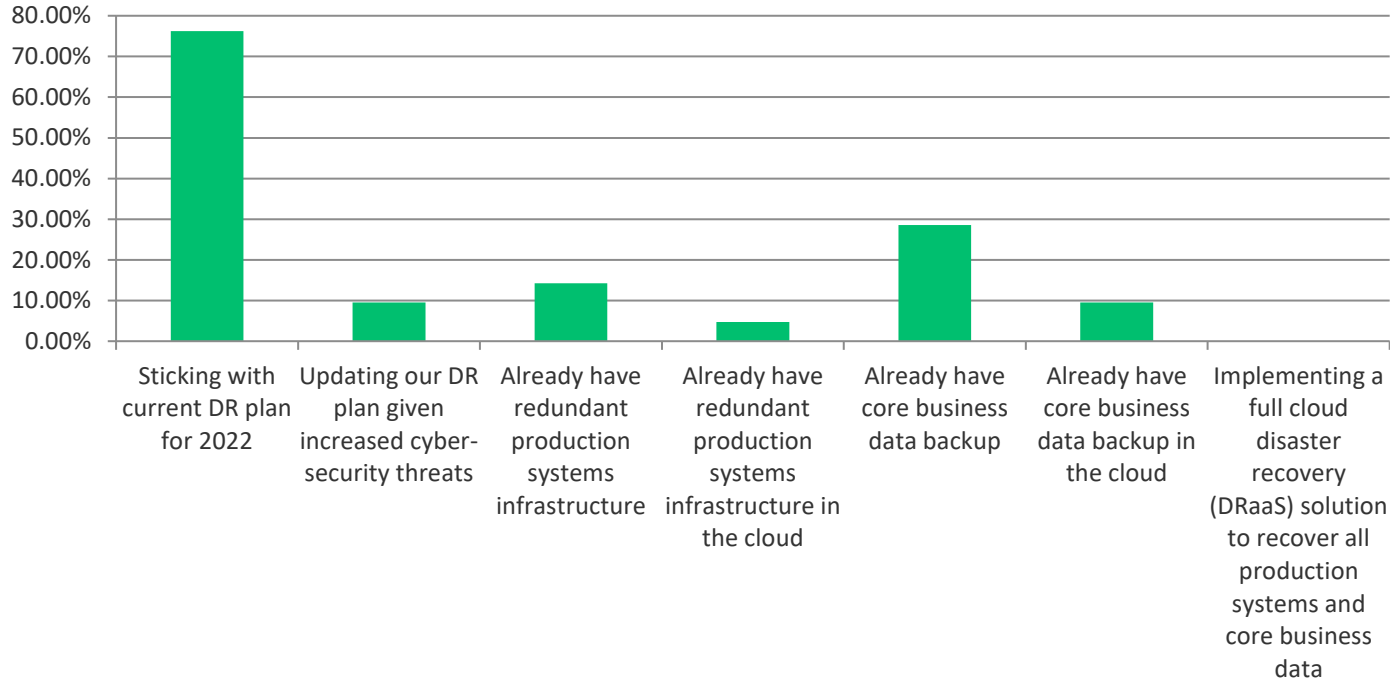| Sticking with current security solutions and security posture for 2022 | Looking to raise security posture with consolidated best-in-class security solutions | Looking to improve employee security awareness with cyber-security training | Replacing end of life Firewalls or other Network and Security appliances | Conducting a vulnerability assessment/pen test with a 3rd party vendor | Finding a new vendor to conduct vulnerability/pen test (per best security practices) | Exploring more modern security solutions better suited to a distributed "work from home" workforce |

Did you know?
Aligned Technologies 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 2022 budgets remain tight with businesses feeling inflationary pressures.

- 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.

- Nearly 30% of businesses surveyed reported exploring more modern security solutions better suited to securing a distributed "work from home" workforce.

Disaster Recovery Solutions
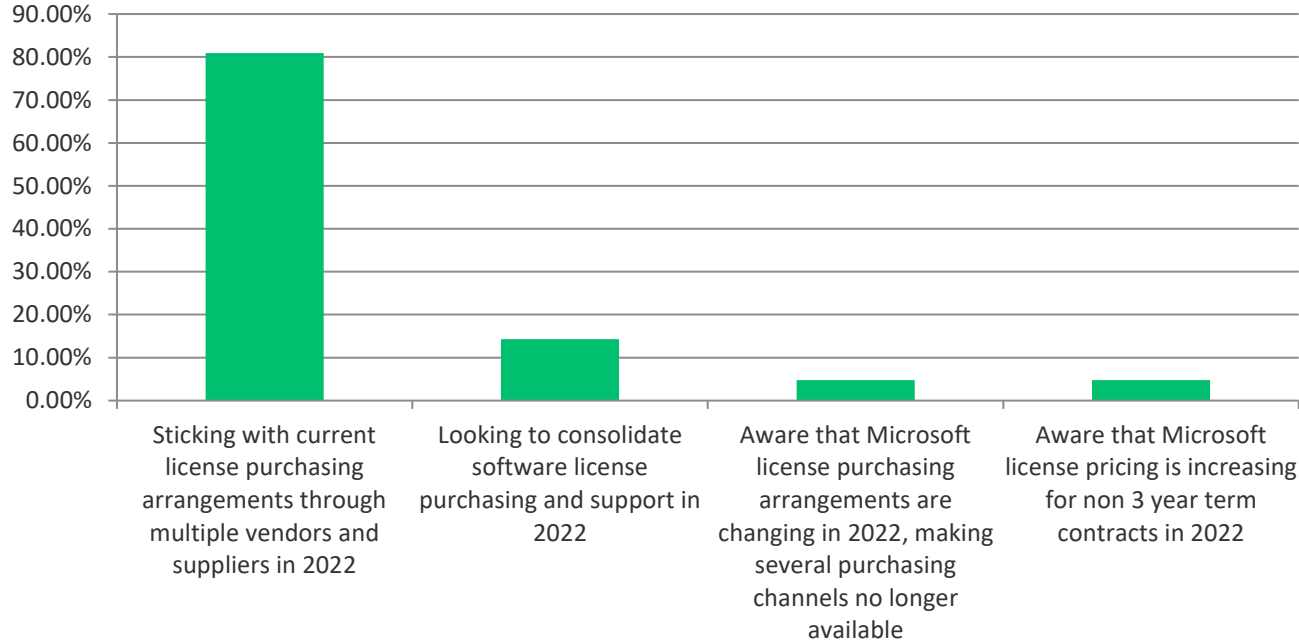

Did you know?
Aligned Technologies has relationships with all the leading DR Solution providers.

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 increasing ransomware and cyber threats (which have increased 800% since the start of the Ukraine conflict) too many businesses are still not assigning enough budget to DR solutions, particularly given the affordability and benefits of a full-blown modern cloud-based DRaaS (DR-as-a-Service) solution.

- Data recovery is being prioritized over Operational recovery.

Applications and Software Licensing and Support

Did you know?
Aligned Technologies has relationships with a broad range of the leading Cloud Application and Software providers, including Microsoft and Google.

Our team of engineers can help you quickly validate the best vendors or distributors to source your licenses through in order to get the best license pricing, implementation credits and ongoing support.

Key takeaways
- Only 5% of businesses reported understanding that Microsoft license pricing was increasing significantly in 2022 for non 3 year term contracts.

- Most businesses surveyed were totally unaware that Microsoft has eliminated the very channels that they or their IT MSPs previously purchased their Microsoft and Office365 licenses through.

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Make Better Technology Decisions

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