

Hybrid Work Remains a Work in Progress

Organizations Shift Their Focus to Work Planning and Execution

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Nearly three years since the COVID-19 outbreak, hybrid work is emerging as the “new normal” in the post-pandemic workplace. This is a major shift, and organizations should expect that it will require reevaluating their technology stack and their approach to work planning and execution.

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Executive Overview

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Executive summary

Introduction

According to 451 Research's Voice of the Enterprise (VotE): Workforce Productivity & Collaboration (WPC), Technology Ecosystems 2022, hybrid work continues to gain traction. Nearly half of survey respondents expect that a majority of desk workers in their organization will be working remotely full time or have a hybrid schedule a year from now. This is driving near- and long-term investments in organizations' technology stack and the tools they provide to their employees. And although office occupancy will remain significantly lower than before the COVID-19 outbreak, the shift to hybrid work is driving organizations to invest in transitioning the physical office into a collaborative workspace.

These factors signal that hybrid work is not a variation of remote work. Rather, it is emerging as a distinct phase and will require that organizations reevaluate their approach to work planning and execution, shifting their focus to the challenges involved in managing and enabling a distributed workforce.

About this report

Reports such as this showcase insights derived from a variety of market-level research inputs, including financial data, M&A information, and other market data sources both proprietary to S&P Global and publicly available. This input is combined with ongoing observation of markets and regular interaction with vendors and other key market players.

This report specifically includes data from the following sources. See the Methodology section at the end of the report for more details.

- **451 Research's Voice of the Enterprise: Workforce Productivity & Collaboration, Technology Ecosystems 2022** — This web-based survey was fielded Sep. 16-28, 2022 among approximately 500 enterprise IT decision-makers.
- **451 Research's Voice of the Enterprise: Workforce Productivity & Collaboration, Work Execution Goals & Challenges 2022** — This web-based survey was fielded Apr. 19-30, 2022 among approximately 650 mid-level and senior professional decision-makers primarily in North America.

Key findings

- **Hybrid work is still ramping up.** While experience with remote work paved the way, the transition to hybrid work remains a work in progress, with organizations still in the process of understanding the challenges involved in managing a distributed workforce.
- **The focus is shifting to work planning and execution.** As organizations advance in their transition to hybrid work, they will encounter new challenges such as employee focus and alignment and team building.
- **Digitally delayed organizations face a steep learning curve.** The experience of digitally driven organizations can help digitally delayed organizations shorten the learning curve and accelerate their transition to hybrid work.

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About S&P Global Market Intelligence

S&P Global Market Intelligence's Technology, Media and Telecommunications (TMT) Research provides essential insight into the pace and extent of digital transformation across the global TMT landscape. Through the 451 Research and Kagan products, TMT Research offers differentiated insight and data on adoption, innovation and disruption across the telecom, media and technology markets, backed by a global team of industry experts, and delivered via a range of syndicated research, advisory and go-to-market services, and live events.

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