

A woman with curly hair, wearing a dark top and a grey jacket, is smiling while looking at her smartphone. She is outdoors, and the background is blurred, suggesting a city street. The lighting is warm, with a bright sun flare in the upper left corner.

**ivanti**

# 2022 Everywhere Workplace Report

Prioritizing the  
Employee Experience

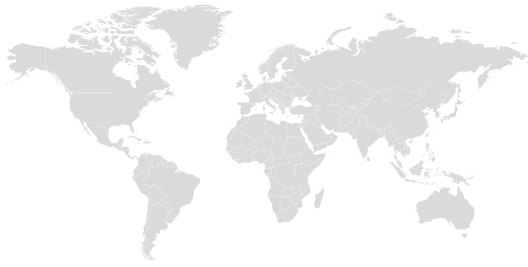
# Contents

<b>01</b>	<b>Inside the Everywhere Workplace</b>	
	The future of work	6
	Work in 2022 and beyond	9
	Positive implications of the evolving workforce	10
	A double-edged sword	12
	The gender divide	13
	The great resignation	16
	Enabling the future today	20
	The future is flexible	21
<b>02</b>	<b>IT predictions for the Everywhere Workplace</b>	
	Employee experience will become an executive-level priority	23
	Organizations must gain more control of IT investments	25
	Cybersecurity evolution will include a widespread shift to MAP (manage, automate, prioritize) security programs.	27
<b>03</b>	<b>Ivanti and the Everywhere Workplace</b>	
	Advantages of choosing Ivanti	30
	Personas	33
	About Ivanti	34
	About the Future of Work Experts	34

This document is provided strictly as a guide. No guarantees can be provided or expected. This document contains the confidential information and/or proprietary property of Ivanti, Inc. and its affiliates (referred to collectively as "Ivanti") and may not be disclosed or copied without prior written consent of Ivanti.

Ivanti retains the right to make changes to this document or related product specifications and descriptions, at any time, without notice. Ivanti makes no warranty for the use of this document and assumes no responsibility for any errors that can appear in the document, nor does it make a commitment to update the information contained herein. For the most current product information, please visit [ivanti.com](https://www.ivanti.com)





## Welcome to the Everywhere Workplace Report

Ivanti canvassed the opinions of thousands of professionals across several countries to address the questions that are on everyone's mind: *What's it really like in the Everywhere Workplace? Who's benefiting from it, and what are the drawbacks? Are there divides along gender lines? Generational lines?* There has been much speculation over the past two years, but now we have answers in the form of real data — straight from the people experiencing it. This report features some of the most compelling data from our survey and gives actionable insights to leaders hoping to accelerate progress and enhance the employee experience in the Everywhere Workplace.

**ivanti**





Meghan M. Biro  
Founder of TalentCulture



## Seismic shifts in the workplace landscape are not new.

The 20th century was a period of substantial innovation, seeing the mass integration of women and people of color into the workplace, the birthplace of the 9-5, and the rise of desktop computing. The 21st century is no less dynamic and the current “work anywhere” trend ushered in by the COVID-19 pandemic has led to the dismantling and reimagining of many of the characteristics of last century’s workplace.

I’ve spent the bulk of my career predicting the future of work, and it’s clear that remote and hybrid work is here to stay. Here’s the simple reason why: it’s working. Employers are seeing lower overhead and more productive talent, and their people are closer to achieving better flexibility in their work lives. There’s no reason to go back to what the last century built as the norm, and that gives us all an opportunity to examine what tools and practices will best serve and protect the interests of employers and teams in the years ahead.

As the traditional office transitions into a place without borders, business leaders need to be proactive about keeping their talent loyal to their mission, values, and goals while adequately supporting their workforce with the tools they need to stay productive, engaged, and successful.

But that’s not all. Employers also have a new burden to contend with in this new working environment: elevating the protection of their assets against bad actors. They must also fine-tune the security and efficiency of the disparate systems they use to reach their business goals. They must empower their IT teams—the ones that hold the brunt of this duty—with the right resources to retain them.

Digging deeper, Ivanti’s research shows that the remote and hybrid work experience for IT

professionals varies across gender lines. More men than women report losing personal connections with co-workers in this digital-first culture. Women, however, have benefitted the most overall from the flexibility that remote work brings. This shift in employee experience cannot be ignored. Employers must respond by adopting technology that facilitates collaboration and lessens the disparities in experience across gender lines, and that begins with prioritizing employee input in every tech implementation.

Ivanti solutions are built with the diversity of the modern employee in mind. Ivanti understands that there’s no one-size-fits-all solution, so they’ve deployed a suite of products that do everything from protecting against phishing attacks to automating cybersecurity protocols for all manner of devices and applications. Their mission is to improve the connected experiences of the newly distributed talent that keeps a business running.

Employers should use the in-depth research in Ivanti’s report as a guide for meeting the needs of this new workplace paradigm and start with implementing technology that works – not only now, but in the Everywhere Workplace of the future. ■



01

Inside the  
Everywhere  
Workplace

**ivanti**



## The future of work

The pandemic catalyzed a monumental shift in where and how people work. Amid all the uncertainty of emerging variants, returning to the old normal seems improbable. Success of the remote workforce experiment across so many industries also contributes to the unlikelihood of returning to offices full time. We went from 5% work-from-home to more than 50% in just a few months, and there is still a lack of unanimity on the best path forward, leaving organizations scrambling. The decision of where to work is shifting from the employer to the employee. According to Gartner®, hybrid workplaces are here to stay, and remote workers will make up 32% of all employees worldwide by 2024<sup>1</sup>. Businesses face myriad challenges shifting to this hybrid landscape.

Meghan M. Biro states: “Employers now have a unique opportunity to think outside the box about how to keep their companies viable and protected since the old ways will no longer work. That means employers must rise to the challenge of innovating in real time.”

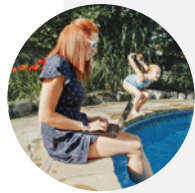




**15%**  
Would like to work from anywhere



**13%**  
Want to work in the office



**42%**  
Prefer a hybrid work model



**30%**  
Want to work from home



## Where workers prefer to work

Ivanti canvassed 4,510 office workers and 1,609 IT professionals in the US, UK, France, Germany, Netherlands, Belgium, Spain, Sweden and Australia to understand their attitudes toward remote work, points of disagreements among different demographics, and the specific benefits and concerns they have taken from the remote working experience thus far.

We found that 87% don't want to work from the office full time.

In this new work environment, cybersecurity fundamentals have become even more important due to constant attacks via ransomware, malware and a host of other threat vectors. Bad actors are taking advantage of the remote workforce's blind spots, and as attacks become more sophisticated, stakes are high for businesses and users. In the future of work, businesses will need to manage, automate and prioritize their cybersecurity efforts to effectively navigate the risks. The threat landscape is ever-changing, and companies need to see their cybersecurity strategy as a journey rather than a destination.

Additionally, hardware, software and cloud assets are no longer confined to an organization's office space and network. Software and cloud resources can easily be accessed through web browsers on personal devices, making it difficult for organizations to protect their assets. Asset visibility is foundational for businesses to properly secure their IT investments and optimize for best performance and cost.

Organizations are also finding more innovative solutions that are unique to the remote work experience. Employees agree that easing the "Zoom burden" should be a priority for their employers. In fact, more than half (51%) of respondents would like to or are already meeting using virtual reality (VR). By meeting in the metaverse, employees have the opportunity to share virtual worlds and experiences across different software and hardware platforms. The metaverse is largely theoretical at this point, but we can see how this new technology could shape our shared reality through consumer products such as Peloton and its virtual exercise classes.

Like any digital transformation, the shift to the Everywhere Workplace necessitates creating better human experiences.

Most tech is built for the enterprise and is often chosen as a bolt-on to existing products without considering how it will affect employees. This can leave them unsatisfied with IT, limit productivity, and cause undue stress. A tech solution that provides secure, contextualized and productive employee experiences is critical for the future of work.





## Work in 2022 and beyond

Attitudes towards remote working, lockdowns and COVID-19 restrictions vary widely between different businesses and countries.

Many CEOs have insisted on a permanent return to “normal” office-centric culture, when possible, whereas others have given staff the freedom to choose where and how they work. Social media giant Twitter indefinitely offered its employees the flexibility of working from home. Reddit followed suit, deciding to permanently move to a hybrid workplace model. Microsoft now offers a partial work-from-home policy, allowing employees to work remotely at least half of their working week. At Ivanti, when offices open up again, employees will have the choice of working wherever they feel they do their best work – at home, hybrid or in the office.

Employees are an organization’s top asset, and employees each have their own working preferences and expectations of their management teams. Their preferences need to be considered when decisions are taken on the future of work.

Given that the most preferred work model is the hybrid arrangement, there is a need for innovative tech solutions capable of managing the new complex ecosystem and a range of options. Policy-wise, flexible working caters for each scenario. But an organization’s policies need to be matched by their technological solutions.

**“The decision to work remote, in-person, or hybrid can’t be driven by past practices, real estate leases, or managers’ preferences. Your optimal future strategy should shape your environment, not the other way around. And no matter which option you choose, how and when work gets done will change. This creates enormous opportunity but also disruption.**

**New iterations of company culture, staffing, performance management, and even compensation are just emerging. Technology can and should help guide and manage these organizational pivots but both management and employees will need to become comfortable flying the plane while they’re still building it!”**



**Ira Wolfe**

President and Chief Googlization Officer  
at Success Performance Solutions

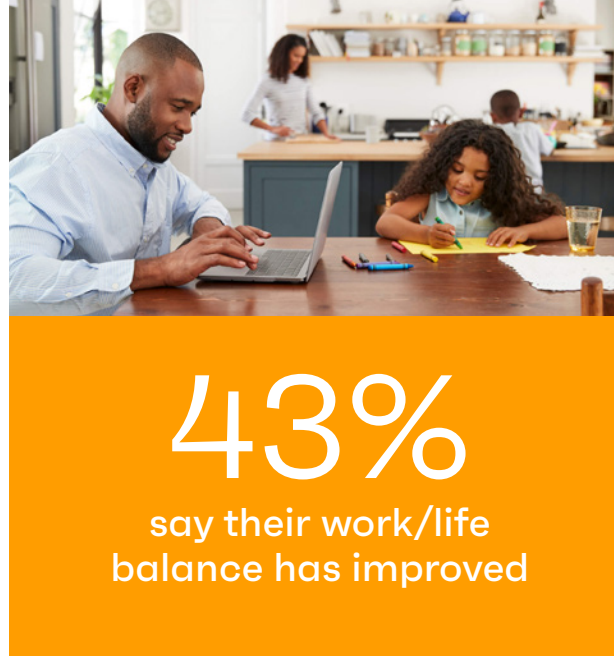
## Positive implications of the evolving workforce

The remote work model has brought many positive changes for businesses. Maintaining the status quo and facilitating work during periods of lockdown have been business priorities, but businesses have enjoyed some unexpected benefits in doing so, including productivity increases and reductions in overhead costs. Additionally, businesses have expanded access to talent based outside office regions, including a more diverse workforce.

Employees have enjoyed aspects of remote work, too. As found in Ivanti's survey, 40% of respondents listed saving money as a benefit; 48% of respondents also believe that they spent less time commuting. With fewer people commuting, organizations are more likely to reach their green energy targets.

Forty-three percent of respondents say their work/life balance has improved, and another 43% thank remote work for a flexible work schedule. Some 51% of participants say they have not been negatively affected by remote work.

A 2020 SurveyMonkey study found that employees who worked remotely reported feeling happier than their colleagues who remained working in the office. There are lots of reasons for this, from the psychological benefits of taking full control of their schedules to simply having a dog by their side as they



**43%**  
say their work/life  
balance has improved

work. A majority of Ivanti's respondents (71%) would prefer to work from anywhere, anytime, over getting a promotion.

Adjusting to the new remote and hybrid scenario would not have been possible without innovative tech solutions that ensure maximum employee productivity, allow employees to interact and collaborate, and enhance security posture and IT efficiency. With integration of these technological tools in the remote work ecosystem, businesses are getting contextual and real-time actionable asset insights to help IT teams gain control over their IT investments and help employees become more productive.

The enablement of flexible work has forced businesses and governments to consider the fundamental structure of working days. The UK has

launched a trial of the four-day working week to ascertain whether employees can be more productive with more downtime on weekends. Similar trials have also taken place in the US, Spain, Canada, New Zealand, and Australia.

What started out as a necessity has opened up countless possibilities and opportunities for both employees and employers.

**“Emerging technologies in recent times have produced disruptive changes all over the world, fostering innovation in industries, challenging business models, as well as the way we communicate and work. With technological changes transitioning from a progressive rate to an exponential rate of development, there is considerable consensus that the sudden reality of the pandemic has become a driver and an accelerator of the incipient digital transformation.”**



**Harold Sinnott**  
Workplace Futurist and  
Digital Consultant







## A double-edged sword

While remote work has improved many employees' sentiments and increased productivity, 49% of Everywhere Workplace survey respondents say they have been negatively affected in some way by remote work. Among the top concerns with remote work were lack of interaction with colleagues (51%), not being able to collaborate or communicate effectively (28%), and noise and distractions (27%).

Ten percent of respondents also believe that remote work negatively affected their mental health, 9% complain of having lost personal connection with coworkers and another 9% claim that they have been passed over for a promotion.

The toll the pandemic has taken on employees' mental health has been significant and it has been highest

among women in IT. As new technology is introduced in the office, the workforce is increasingly demanding immediate response to IT requests and issues. These issues don't just exist from 9-5 either, as users often expect 24/7 support from the IT department. According to a [recent study of IT professionals by Ivanti](#), 72% of respondents reported losing team members with a high workload cited as the top reason.

Even before the pandemic, statistics published by [BIMA in their Tech Inclusivity & Diversity Report 2019](#) suggest that the mental health of IT professionals is in a poor state. The report found that people working in tech are five times more depressed than the UK average.

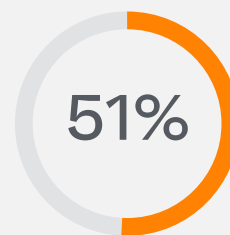
With the transition to remote work, IT workers now have to solve technical and security issues for

employees in diverse situations across an explosion of endpoint devices, where direct access is limited. The burden of highly repetitive tasks can be eased with automation, so IT is freed up to focus on more important tasks. Automation will be critical in the Everywhere Workplace, and it must go beyond keeping systems healthy. Effective automation augments a company's most important assets: its people.

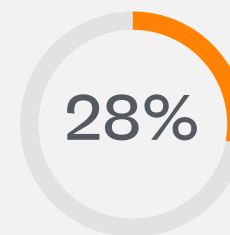
Meghan M. Biro states: "What hybrid and remote work hasn't changed is employees' needs to be able to do their jobs efficiently and easily. Automation can help—it is almost always the best way to scale business processes and improve employee experience, and companies need to find the right tools to do it, fast."

# 49%

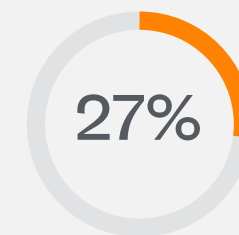
of survey respondents say they have been negatively affected in some way by remote work.



Said they lack interaction with colleagues



Couldn't collaborate or communicate effectively



Face noise and distractions

## The gender divide

There have long been differences in opinion between those who identify as male and those who identify as female in terms of their working preferences, what they consider to be the main benefits of remote work, and their biggest concerns.

When Everywhere Workplace study respondents were asked about the main benefits of remote working, the option that the highest percentage of men in IT selected was time saving due to less commuting (43%), flexible work schedule (42%), and better work/life balance (41%).

Among women IT professionals, flexible work schedule (42%) tops the list, tied with better work/life balance (42%), followed by time savings due to less commuting (39%). Among female office workers outside of IT, time savings due to less commuting jumps to 51%.

Of the 10% of individuals who reported negative effects on their mental health due to remote work, 56% of the respondents were female compared to 44% of men. And, of those who reported losing personal connections with coworkers, 52% were women compared to 47% of men.

Even before the pandemic, more women than men have traditionally requested flexible work. The ability to work from home is highly valuable for working parents, but remote learning, decisions about health



and other day-to-day responsibilities of parenting during the pandemic have fallen disproportionately to women. Sociologist Arlie Hochschild has coined this the “second shift,” where women end their workday only to begin unpaid household labor.

Indeed, women have been three times more likely than men to be their children’s main caregiver during the pandemic. This is reflected in women’s concerns about remote work. Out of those who selected lack of childcare as a concern, 58% are women compared to

42% of men. When looking at the office worker data from the survey the divide widens, with 67% of women making up those who selected lack of childcare. Women office workers were also more likely to be worried about the need to homeschool children.





# 300%

## Main caregiver

Women have been three times more likely than men to be their children's main caregiver during the pandemic.





Men's concerns were more directly career oriented. Ten percent of men surveyed reported that they haven't been able to spend as much time with their senior leaders while 9% reported being passed over for a promotion. In comparison only 6% of women felt that they had been passed over for a promotion.

"Women have always faced a lack of upward mobility, unequal pay, and suppression of our talent in the workplace—and it's interesting to see that some men now claim they're experiencing the same. Businesses must address these concerns across the board by managing the expectations of all genders as it relates to how individual performance—not relationship building—informs upward mobility," says Meghan M. Biro.

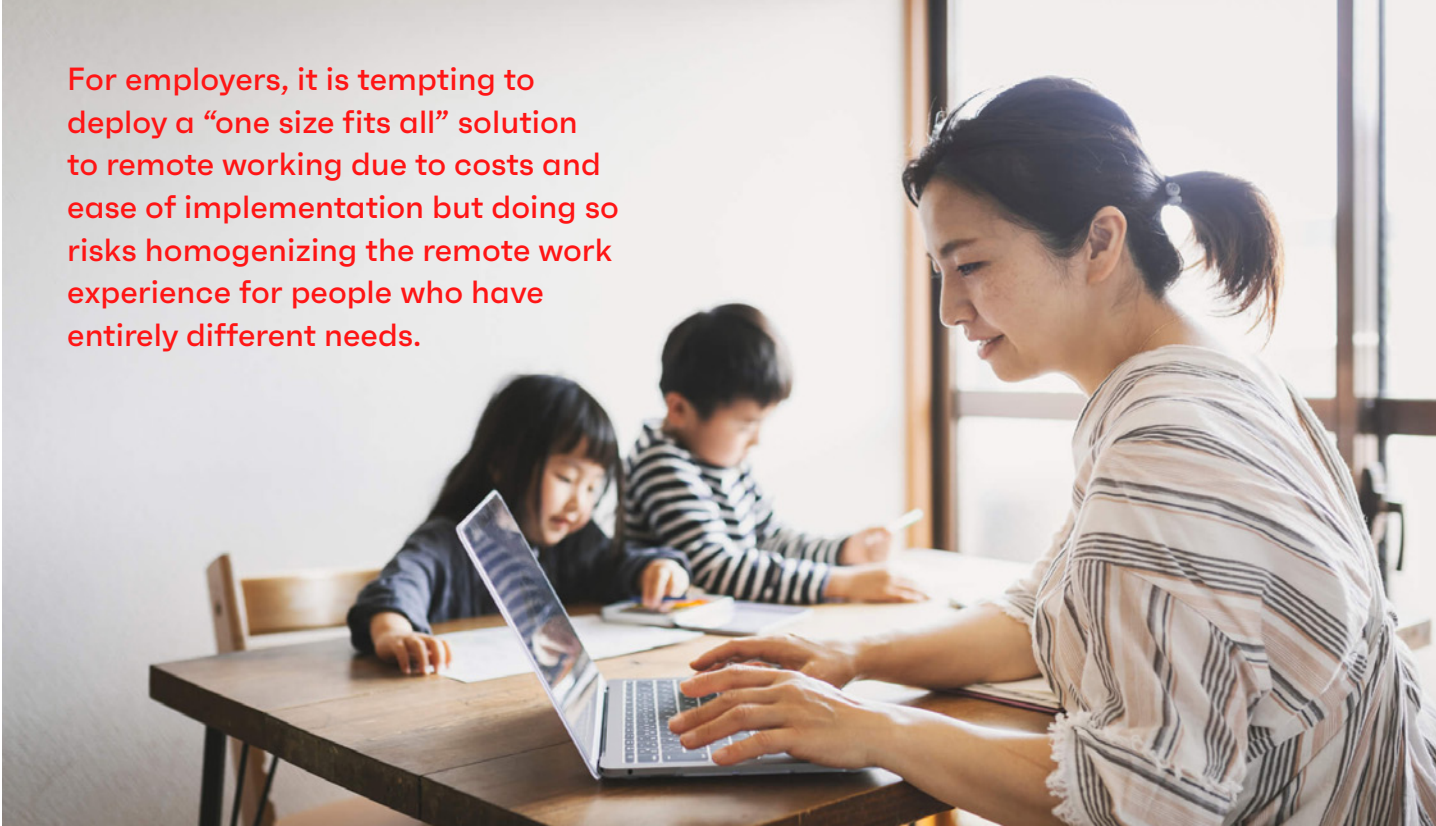
In general, women in IT have had the hardest time adjusting to remote work. In fact, 70% of women respondents reported experiencing negative effects due to remote work, versus only 30% of male respondents in the same group reporting negative effects.

Deloitte recently found that only 38% of women in technology feel that their organization's commitment to supporting them during the pandemic has been sufficient. In the context of the tech industry's talent deficit, and its ongoing problem with diversity, data from the Everywhere Workplace survey is yet another indicator that employers need to do more

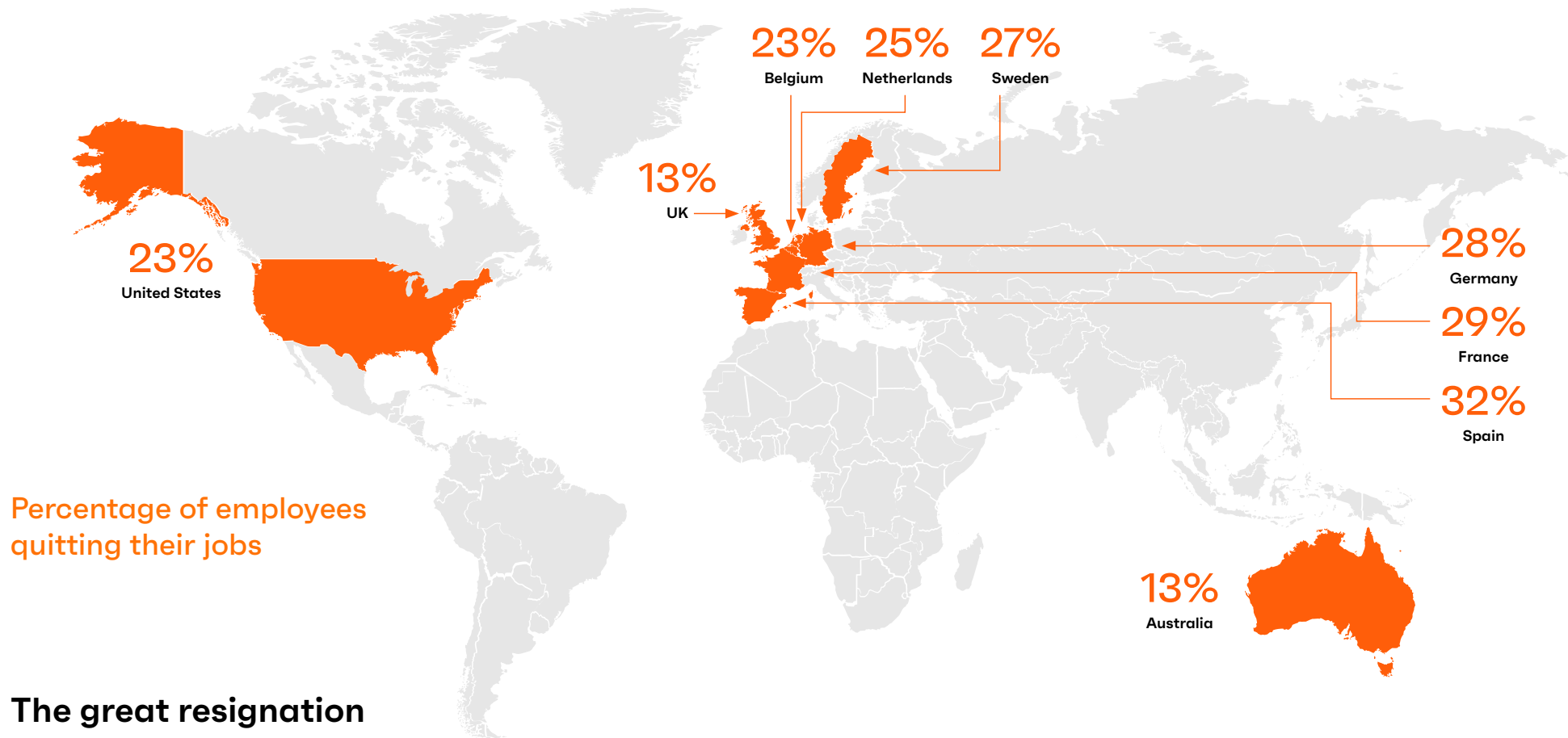
to encourage uptake and retention of IT jobs from a wider talent pool. There were more than 10 million job vacancies in the US according to data from the US Department of Labor from June 2021, and among Ivanti's respondents, only 33% of IT staff were women.

Flexible work is central to allowing people with caregiving responsibilities the flexibility and control over their schedules that they need to provide that

care. Organizations need to create structures that don't create a two-tiered system of employees: those in the office, and those who primarily work from home. Not doing so risks widening divides.

A photograph showing a woman in a striped shirt sitting at a wooden desk, working on a laptop. In the background, two children are sitting at the same desk, looking at papers and a laptop. The scene is set in a bright, modern office or home workspace.

**For employers, it is tempting to deploy a “one size fits all” solution to remote working due to costs and ease of implementation but doing so risks homogenizing the remote work experience for people who have entirely different needs.**



## Percentage of employees quitting their jobs

### The great resignation

Americans quit jobs at a record pace during the second half of the year in 2021, and more plan to change jobs in 2022. The Everywhere Workplace survey reveals that just under a quarter (24%) of respondents have left their job in the past year and 27% are considering leaving.

As a result of this mass exodus, many employers have been left scrambling to retain and attract top talent. Retention bonuses and new benefits designed

to assist employees' personal and professional development are increasing in popularity. There are significant signs that the option of flexible working is an influential factor for employees when they're making a decision on the future of their career. For example, 24% of respondents would quit their job if their employer enforced a full-time return to the office policy. Respondents aged 25-34 were most likely to quit a job to take time off (45%). In fact, 36% of

25-34-year-olds are anticipating a job change in the next six months.

Meghan M. Biro denotes retention as an enduring problem that will only grow more challenging in the new Everywhere Workplace. "Employees have more options than ever before—and they're good options, too. They can go anywhere and work for anyone, so that means that companies have to shift

their retention tactics toward implementing the best technology that makes everyone's jobs easier, and more fun."

In an interview with Time Magazine, LinkedIn CEO Ryan Roslansky highlighted that Gen Z's job transitions have increased by 80% year over year. Millennials are transitioning jobs at the second-highest rate, up by 50%, with Gen X following at 31%. Boomers are trailing behind, up by just 5%.

As well as a better work/life balance and increased productivity, remote work removes the geographical barriers that would have otherwise prevented some employees from accepting an offer for a new role. For many businesses, distance is no longer a problem, opening up a huge number of opportunities for both employers and employees.

Staff across the globe have taken advantage of this freedom to work from anywhere during the pandemic, and some aren't willing to relinquish that freedom. Forty-seven percent of those surveyed have relocated during the pandemic. In Spain, an astounding 81% of office workers said they have relocated temporarily or permanently. But when asked how they would proceed if their boss asked them to come back to the office full time, 27% say they will go to the office closest to where they relocated to, and 24% will look for another job.

The choice to relocate is most popular among those aged 25-34 (33%) and 35-44 (36%). These age groups were also the most likely to consider quitting a job because they were being forced back to the office.

Thanks to the great resignation, younger people don't feel tied to one place anymore. If employers want to hang on to younger staff members, allowing them to work from anywhere needs to be a key consideration in their benefits packages. In fact, the study found that 35-44-year-olds were the most likely to consider themselves a "digital nomad," closely followed by 25-34-year-olds.

**The increase of digital nomads – the phenomenon of travelling around the world and working as you go – emerged in the late 2000s but has increased over recent years. The number of digital nomads from the US has more than tripled over the past few years – from 4.8 million in 2018 to 15.5 million in 2021.**





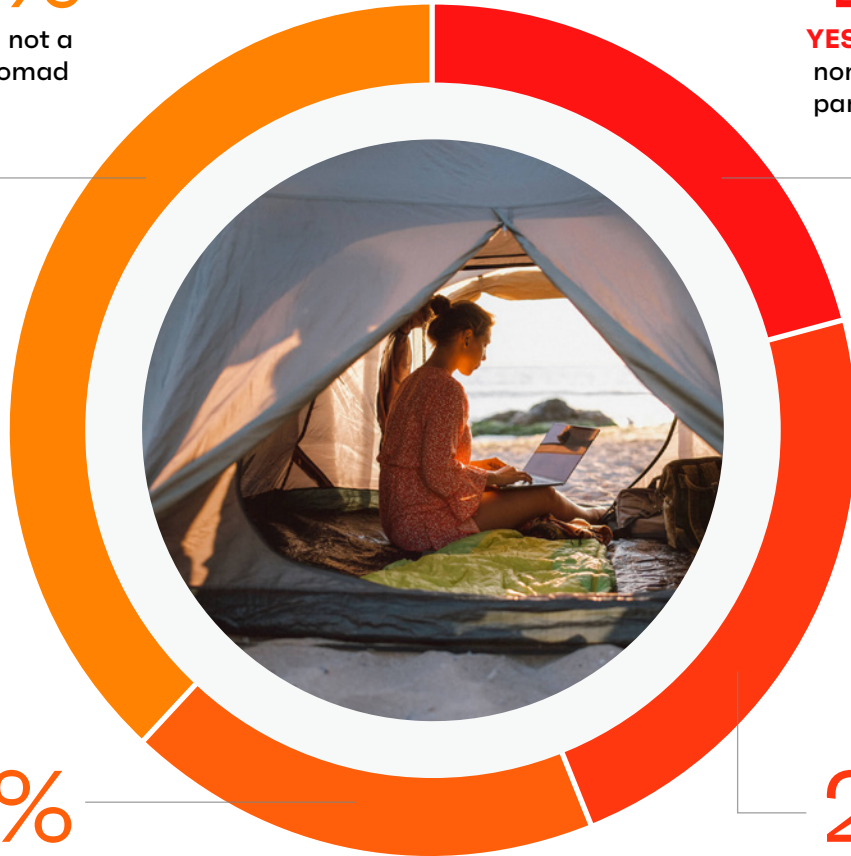
# Digital Nomads

38%

NO, I am not a digital nomad

21%

YES, I was a digital nomad before the pandemic started



18%

NO, but I am considering becoming a digital nomad

23%

YES, I became a digital nomad during the pandemic

2018

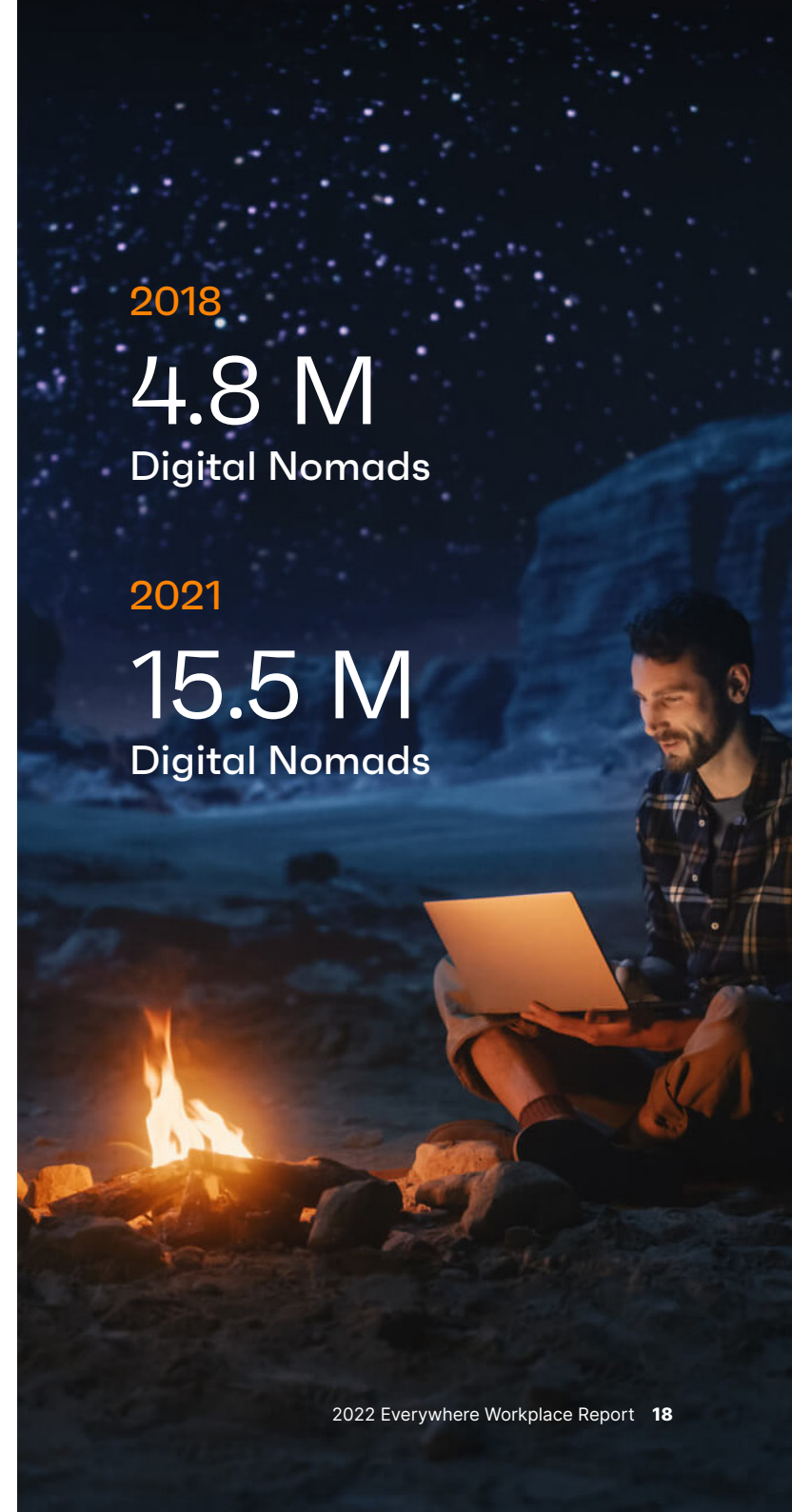
4.8 M

Digital Nomads

2021

15.5 M

Digital Nomads



For IT departments, employees working from anywhere and high staff turnover pose several issues. Cloud applications and mobile devices have become essential to the everyday tasks that have kept productivity high during the pandemic crisis and are accessible everywhere. Previous research by Ivanti found that one in four consumers are putting their employers at risk by using their work email or password to log into consumer websites and apps. If a bad actor penetrates a device through a personal channel, not much is in their way to stop them from breaching a business application.

Managing all devices and applications without a Unified Endpoint Management (UEM) platform will prove extremely challenging. As part of a multi-layered zero trust framework, UEM platforms can significantly reduce security and compliance risks, and ensure a simpler and more seamless remote onboarding and deprovisioning process for employees working remotely.

IT asset management (ITAM) software with hyperautomation capabilities can also help ensure that endpoints, edge devices and data are discovered, managed, secured and serviced. Businesses will then have a 360-degree view of what assets employees are using to access business data.





## Enabling the future today

Tech is the most important enabler of remote work, but it hasn't been without issues. Survey respondents were hopeful that IT would prioritize new hardware in 2022 (26%) along with modernizing the service desk to improve IT service levels (26%). Among IT professionals, the desire for modernizing the service desk rises to 32%. While the remote working environment has mitigated random walkup IT requests from users, it has also challenged organizations that don't have streamlined request/fulfillment processes and wide access to knowledge and other resources for self-service.

Hundreds of thousands of employees will be returning to the offices globally as COVID restrictions are lifted. According to the Office of National Statistics in the UK nearly half a million new positions have been created and filled since February 2020, meaning that IT Departments will be inundated with thousands of new devices coming onto their networks for the first time.

Many employees will have onboarded remotely, others will have allowed family members to use their devices, and more will have undoubtedly accessed vulnerable public networks. As a result, the risk of overprivileged devices accessing corporate resources will be huge in the coming weeks. If phones and laptops are brought into the office without a thorough security check, any malware on them could erupt into the entire network.



It may also be the first time that many organizations have had the chance to properly manage and audit devices of those who have left employment during the past year.

Additionally, with best-in-class contextual automation and cybersecurity technologies, enterprises can proactively and predictably detect issues, and then self-heal and self-secure devices. A zero trust security framework clearly offers the most efficient and cost-effective way to secure the Everywhere Workplace. At its simplest, zero trust security enables organizations to continually verify each asset and transaction before permitting any access to the network.

Verification includes, but is not limited to, strong authentication of users, posture checks for devices, and micro-segmentation of networks. Zero trust also

takes the whole context of the user's environment into consideration, not just unconnected pieces of data, before granting access.

Critical in the Everywhere Workplace: integrating solutions that proactively monitor, self-heal and empower the end user to self-solve or put the power in the hands of the analyst to automate resolutions. Moreover, it is also crucial to set up a solid training and enablement plan to ensure that the tools are being utilized at their best to maximize ROI.

Meghan M. Biro: "What companies must remember is that all tech isn't good tech. Deciding on what products and tools to implement can't be a decision made quickly—or in a vacuum. They must rely on tools that have a track record of success, especially when considering which cybersecurity measures to take."



## The future is flexible

The results of the Everywhere Workplace survey overwhelmingly suggest that to retain their staff, employers need to accommodate a range of situations in the benefits packages and technology solutions they deploy.

Business leaders have enjoyed many benefits of remote work over recent years. But in order to empower their employees to work to the best of their abilities, the C-suite needs to live up to their end of the deal and provide employees with the right tools and perks to thrive in the Everywhere Workplace.

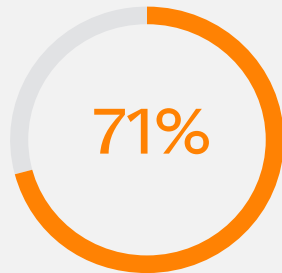
When employees work from anywhere, IT faces the harsh reality of increased complexity, as they now must solve technical and security issues for employees in very diverse situations. The new standard to keep office workers and IT staff happy: a new set of integrated tools that manage endpoints, encourage collaboration among peers and rapidly resolve an increased volume of more complex issues.

In return, employers will see higher motivation, increased engagement and performance, and enjoy a higher retention rate of staff. “Creating an Everywhere Workplace where employees can thrive is one of the biggest challenges business leaders and IT teams face today,” said Jeff Abbot, CEO, Ivanti.

**“As much of the world scrambles for top talent, it is becoming increasingly clear that the Everywhere Workplace will continue to evolve to meet the technological expectations of employees. Creating a great place to work isn’t about a ping pong table or fully stocked breakroom anymore; employees need the right tools to be their most productive and secure no matter where they work.”**



**Jeff Abbot**  
CEO, Ivanti



Would prefer to work from anywhere, anytime, over getting a promotion



Find a hybrid work policy most appealing



Say they have not been negatively affected by remote work



Of 25–34-year-olds are anticipating a job change in the next six months

# 02

## IT Predictions for the Everywhere Workplace

Ivanti expects that organizations will continue to need tools to make the Everywhere Workplace possible. Here are our predictions for the rest of 2022.

**Prediction  
#1****Employee experience  
will become an  
executive-level priority**

Digital experience and access to the right technology matters to employees, particularly as Gen Z has begun to enter the workforce. We expect that AI investments will optimize IT teams so they can focus on the human touch for isolated users.

We will see a rise in AI investments to optimize front-line analysts so they have the time to spend on humanizing the service experience (whether internal or external) both personally and through improved digital experiences. One way to enable more personalized engagement with reduced budgets is sophisticated AI solutions that react to changing conditions with tailored solutions.

Because of the intersection between ITSM and AI, some ITSM vendors will attempt to bolt on some AI technologies to check a box, and others may find that

they can't and have to start over from the ground up to make it work. Existing extensible platforms that readily integrate and apply leading-edge artificial intelligence and deep learning capabilities are going to be the first to provide the value of these technologies to customers.

We are seeing a need for wider adoption and integration of collaboration tools that work for a remote environment in the channel of choice for the user. This has also challenged organizations that don't have streamlined request/fulfillment processes and wide access to knowledge and other resources for self-service. Service catalogs, knowledge bases and other self-service tools are gaining greater attention now that the issues have proliferated. The quality and usability of these tools matters a great deal.







According to Gartner®, hybrid workplaces are here to stay, and remote workers will make up 32% of all employees worldwide by 2024.



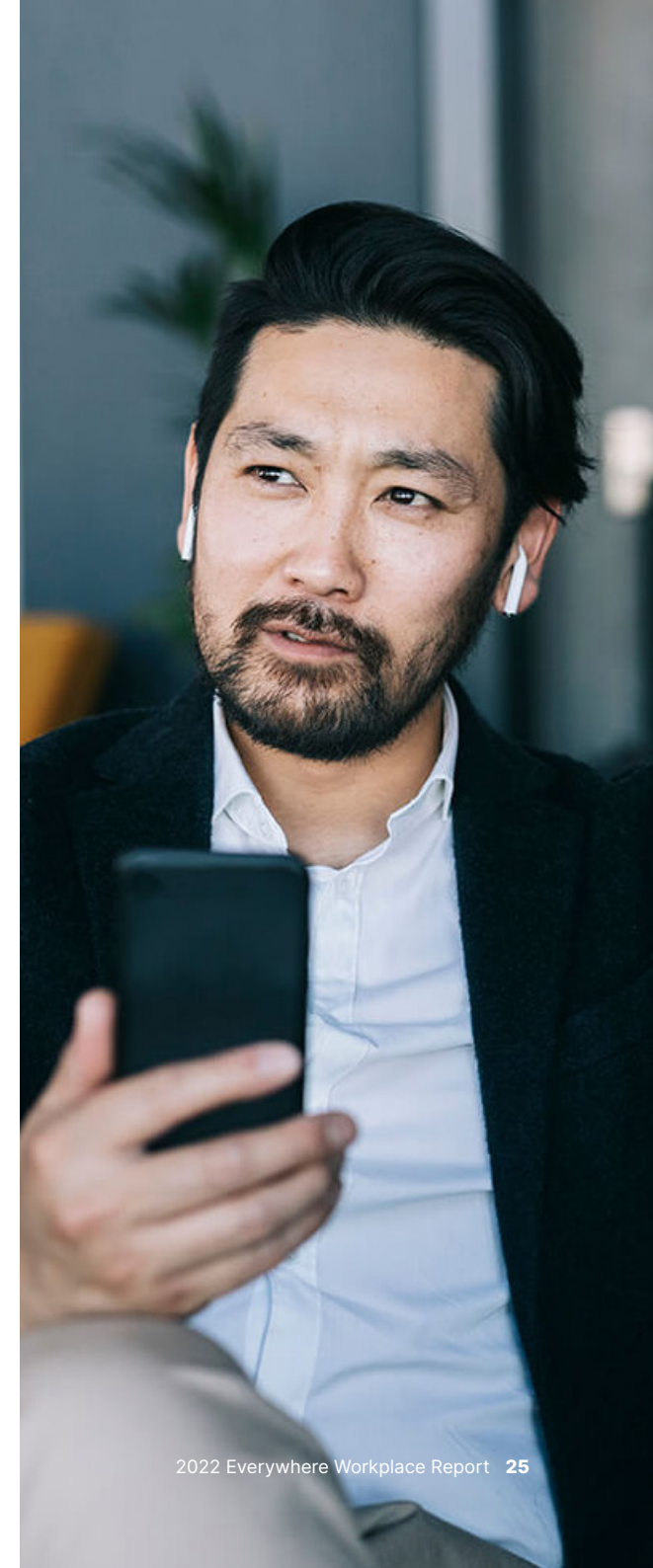
**Prediction  
#2****Organizations must gain more control of IT investments**

In the Everywhere Workplace, hardware, software and cloud assets are no longer just confined to access from an organization's network alone. Software and cloud assets can easily be accessed through web browsers on personal devices, integrate via marketplaces and interact with Internet of Things (IoT) devices and bots. To complicate matters, the infrastructure that supports software has evolved to meet these demands. Organizations are increasingly adopting and relying on new hybrid infrastructure to develop and deliver applications.

Clearly, finding an ITAM/SAM tool to support the modern demands of asset management is challenging. This is typically attributable to a tool's inability to discover and inventory software due to the diverse complex infrastructure that comprises an organization's IT estate, with various publishers, operating systems and virtualization technologies. The biggest issue organizations face today are:

- **Bring your own license (BYOL) policies:** Organizations struggle to inventory and discover cloud environments.
- **License management in containers:** While vendors are adding capabilities to discover software within containers, many have yet to add capabilities that are suitable for businesses.

We expect that by 2026, only 20% of organizations will use a single tool to support software asset management across all their environments. By 2024, 40% of cloud-native organizations will utilize a SaaS management platform to manage their SaaS subscriptions and licenses.







40%

By 2024, 40% of cloud-native organizations will utilize a SaaS management platform to manage their SaaS subscriptions and licenses.



**Prediction  
#3****Cybersecurity evolution will include a widespread shift to MAP (manage, automate, prioritize) security programs**

Cybersecurity threats are reaching catastrophic new heights with a 30,000% increase in COVID-19 themed attacks, such as phishing, malicious websites and malware targeted at remote workers since January 2020. Additionally, we've seen an 85% increase in phishing attempts (Google blocked 18 million using COVID-themed lures in a single week) with 50% of exploits occurring within 14-28 days of patch availability.

Mobile threats are rising. According to the Verizon Mobile Security Index 2021, 60% of respondents said that mobile devices are the company's biggest security risk. Mobile device users are 26 times more likely to click on a phishing link than they are to encounter malware.

For growing businesses and organizations facing the overhead and uncertainty of managing their cybersecurity, Ivanti offers solutions that help organizations improve their security posture with management, automation and prioritization of their cybersecurity journey spanning across users, devices, access and applications.





60%

Mobile threats are rising. According to the Verizon Mobile Security Index 2021, 60% of respondents said that mobile devices are the company's biggest security risk. Mobile device users are 26 times more likely to click on a phishing link than they are to encounter malware.

# 03

## Ivanti and the Everywhere Workplace



## Advantages of Choosing Ivanti

Ivanti is the one of the only vendors bringing together security, unified endpoint management and service management solutions. Proactively resolve incidents before they happen, optimize the value of your IT assets, and deliver a secure and contextualized self-service employee experience with Ivanti's hyperautomation platform. Reduce planned and unplanned outages by up to 70%, resolve up to 80% of issues before they are reported, and improve your change success rate by as much as 95%, empowering you to support the Everywhere Workplace.

Great service management starts with IT but reaches all across your organization, giving users the benefit of more efficient, more personalized, more enjoyable connected experiences everywhere. Employees want better experiences across the Everywhere Workplace; location shouldn't matter when it comes to creating amazing employee experiences, and organizations need to ensure they deliver consistent and ambient experiences for the hybrid workforce of today and tomorrow.

# 70%

Reduce planned and unplanned outages by up to 70%

# 80%

Resolve up to 80% of issues before they are reported

# 95%

Improve your change success rate by as much as 95%





## Security/UEM:

Ivanti UEM provides visibility and helps enforce baseline policy configuration across all devices. For all endpoints we provide patch intelligence and patch management for continuous vulnerability management. Ivanti Mobile Threat Defense (MTD) provides capabilities to protect against device, network, app and phishing attacks. Customers can quickly act based on Vulnerability Risk Rating (VRR) that uniquely reflects impact and adversarial risk. New features in Ivanti Patch Intelligence powered by RiskSense provide enhanced vulnerability threat context that takes prioritized patch actions with visibility into the out-of-compliance machines in your environment to ensure a risk-based approach to vulnerability management.

Additionally, Ivanti provides passwordless MFA using FIDO2 and additional factors such as biometrics, push notifications and managed devices as ID and OTPs. Ivanti UEM provides management capabilities for iOS, Android, Windows, Linux, ChromeOS, wearables and IoT devices, with support for both modern and client management, available on-premises and via cloud SaaS.



**Ivanti Mobile Threat Defense (MTD) provides capabilities to protect against device, network, app and phishing attacks. Customers can quickly act based on Vulnerability Risk Rating (VRR) that uniquely reflects impact and adversarial risk.**





## ITSM/ITAM:

Ivanti customers are able to:

- Improve efficiency and accountability, while minimizing asset losses (City of Seattle).
- Improve their customer experience with a tool that other departments want to be a part of (Victoria University).
- Fix issues before employees noticed they had one (SouthStar Bank).

Businesses can now discover and inventory in real-time all IT assets connecting to their networks. Now you can have accurate and actionable insights into all your hardware and software assets, your cloud and edge environments, and overlying applications in minutes to improve uptime, return on assets, resolution times, security, and overall asset performance. Contextual and actionable asset insights enable more informed decision-making and allow for the proactive remediation of IT issues and security vulnerabilities.



**Now you can have accurate and actionable insights into all your hardware and software assets, your cloud and edge environments, and overlying applications in minutes to improve uptime, return on assets, resolution times, security, and overall asset performance.**





**Nomadic Norman**

**IT, digital marketing**

**Location:** Anywhere

**Devices:** Laptop, tablet, smart phone, VR headsets

**Applications:** Specialist applications, creative apps, IT help desk services

**Priorities and concerns:** Freedom to work from anywhere, freedom to travel, and seamlessly functioning and innovative tech



**Hybrid Harriet**

**Financial services, professional services, public sector**

**Location:** Home and office

**Devices:** Laptop and smartphone

**Applications:** Email, CRM applications and video collaboration tools

**Priorities and concerns:** Work/life balance, connecting with colleagues semi-regularly, and parenting duties



**Remote Rosie**

**Ecommerce, marketing, publishing**

**Location:** Home

**Devices:** Laptop and smartphone

**Applications:** Remote collaboration tools and cloud suites

**Priorities and concerns:** Wellbeing, parenting duties, work/life balance and career progression



**Desktop Daniel**

**Logistics and manufacturing**

**Location:** Office

**Devices:** Desktop computer

**Applications:** Productivity suites, ERP systems

**Priorities and concerns:** Career progression

## Personas

The Everywhere Workplace survey offers a wealth of insights into the motivations, preferences, plans and challenges of workers. While each response is individual, and it's critical that employers consider the needs of the individual, it's helpful to consider thematic elements to efficiently address the survey's findings. To that end, we've established four personas that encapsulate key themes from the survey.

## About Ivanti

Ivanti makes the Everywhere Workplace possible. In the Everywhere Workplace, employees use myriad devices to access IT applications and data over various networks to stay productive as they work from anywhere. The Ivanti Neurons automation platform connects the company's industry-leading unified endpoint management, zero-trust security, and enterprise service management solutions, providing a unified IT platform that enables devices to self-heal and self-secure and empowers users to self-service. Over 40,000 customers, including 96 of the Fortune 100, have chosen Ivanti to discover, manage, secure, and service their IT assets from cloud to edge, and deliver excellent end-user experiences for employees, wherever and however they work. For more information, visit [www.ivanti.com](http://www.ivanti.com) and follow [@Golvanti](https://twitter.com/Golvanti).

## About the Future of Work Experts



### **Meghan M. Biro**

#### **Founder of TalentCulture**

Meghan M. Biro is a globally recognized HR tech analyst, author, speaker and brand strategist. The founder of TalentCulture, she hosts #WorkTrends, a popular podcast and Twitter Chat. Her career spans across recruiting, talent management, digital media and brand strategy for hundreds of companies, from startups to global brands like Microsoft, IBM and Google. Meghan can be regularly found on Forbes, SHRM and a variety of other outlets. You can find her on Twitter, LinkedIn and Instagram @MeghanMBiro.



### **Harold Sinnott**

#### **Workplace Futurist and Digital Consultant**

Harold Sinnott is a technology influencer, speaker, author and digital consultant specializing in emerging technologies, digital transformation, and the future of work. He has extensive leadership experience across industries including telecommunications, healthcare and financial services.

He works for B2B tech brands to help them to achieve visibility and scale, leveraging the power of social media in a variety of market segments including: mobile, cloud, 5G, automation, RPA, IoT, AI, AR, VR, BigData and CyberSecurity.

Harold Sinnott, with globally leading rankings across several advanced technology disciplines, is consistently ranked among the top influencers for digital disruption and across frontier technology subjects.



### **Ira Wolfe**

#### **President and Chief Googlization Officer at Success Performance Solutions**

Ira S. Wolfe is the president of Poised for the Future Company, founder of Success Performance Solutions, a TEDx Speaker, Top 5 Global Thought Leader on Future of Work and HR (Thinkers360), AQ Level 2 Professional, and host of the popular Geeks Geezers Googlization podcast. He is the author of 5 books including Perfect Labor Storm and his most recent Recruiting in the Age of Googlization, now in its 2nd edition. Ira was selected as one of the Top 100 HR Influencers in 2021.

# 2022 Everywhere Workplace Report



[ivanti.com](https://www.ivanti.com)

1 800 982 2130

[sales@ivanti.com](mailto:sales@ivanti.com)