

A man with a beard and blue shirt is sitting at a desk, looking at a laptop screen. He is also holding a smartphone in his left hand. The background is a blurred office setting with a window and a plant.

The AnyDesk Remote Work Report 2022

US Survey Results



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01 Executive Summary

Remote and hybrid models of work are becoming increasingly common, with 200 million employees expected to be working fully remotely by 2024. This rapid transformation calls for a reevaluation on the part of companies to ensure that they are providing the optimal remote working experience for both employees and management.

AnyDesk collected answers from over 800 respondents about the nature of their remote and hybrid working experiences, from issues of accessibility and visibility, relationships and satisfaction as well as security and compliance.

The responses from this survey emphasize the need for a reliable remote infrastructure

that can support the demands of the growing remote workforce, specifically with IT support, compliance and regulation systems, and security concerns that are emphasized in this study. Insights also reveal that companies must strive to create the best digital employee experience to garner the most trust, satisfaction and productivity from their workers.

The full report includes other valuable data and insights that companies can take into consideration when transforming their practices to meet the demands of the changing remote workforce.



02 Background

The Coronavirus pandemic completely reshaped and redefined many elements of our lives, including how we work. Remote work became the logical solution for continuing work amidst lockdowns and stay-at-home mandates. At the height of the pandemic, 71% of the American workforce worked from home¹. As the pandemic becomes endemic, remote work isn't going anywhere – instead, it's becoming a recognized and accepted standard in business. Many organizations are enjoying the reduction in overhead costs, employee flexibility, and other benefits of remote work. They're now locking in those benefits and choosing to remain out-of-office [at least part-time], with an estimated 200 million workers working completely remotely by 2024, and 300+ million working in a hybrid home-office model².

¹ "Remote tech work isn't going anywhere in 2022.", Protocol, 5. January 2022. Accessed 27 Apr. 2022.

² "Cloud Meetings and Team Collaboration Services: Growth Opportunities", nojitter, 24. January 2022. Accessed 27 Apr. 2022.



As one in four professional positions in the US are predicted to be fully remote by the end of this year¹, employers must also consider the challenges of this brand-new paradigm, from network unreliability to compliance and security issues. Unfortunately, many organizations are ill-equipped to address the cybersecurity vulnerabilities that can accompany remote work and must consider re-evaluating their approach and exploring more sustainable strategies. The research

encapsulated within this report provides a comprehensive evaluation of the state of remote work by combining research based on open-source data and remote worker insights gained from a 800+ person survey. Moreover, the report delves into the strategies available to companies to address issues such as security, compliance, and ease of use for their own benefit, while benefiting employees as well, including increased feelings of trust and productivity.

¹ "Remote tech work isn't going anywhere in 2022.", Protocol, 5. January 2022. Accessed 27 Apr. 2022.

03 Methodology

The AnyDesk Remote Work Report 2022 is a comprehensive study of the challenges faced by enterprises as remote and hybrid work continues beyond the pandemic.

The report also outlines solutions for a sustainable offering that benefits enterprises and employees alike. The insights herein were compiled based on a wide array of open-source statistics and previous studies that provide valuable context vis-a-vis our status quo understanding. Subsequently, our open-source research is paired with a 800+ respondent survey conducted via Google Surveys, including a weighted sample of diverse respondents who work remote or hybrid across the United States. The questions posed to respondents range from identifying personal challenges to identifying company policies and what would improve them.

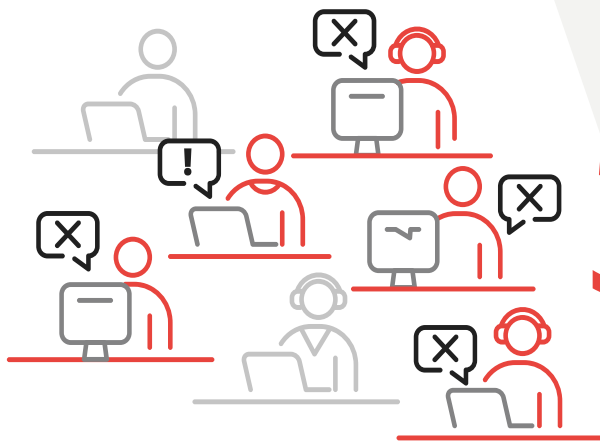
Our survey insights are gleaned from a general breakdown of answers and filtered responses that reveal discrepancies in opinion based on age and gender. By sorting respondents and reporting challenges on the age and gender level, we aim to identify the unique challenges and opportunities present in accommodating specific groups that have, until now, been simply an unidentified segment of “remote and hybrid workers.” Employing this methodology, we believe, enables not only a more comprehensive and individualized approach to identifying challenges but also permits an effective outlining of the strategies and actions necessary to overcome them.



04 Insights

A snapshot of the growing remote workforce

The data derived from the survey is consistent with the reports that remote work has staying power, with **72%** of remote and hybrid workers reporting from home at least three times a week. Almost a third of 45-54 year olds are working remotely or hybrid, with men 1.2 times more likely to be working remotely for four days or more a week. The overwhelming majority suggests that despite offices now being able to transition back to a hybrid or office model, they are hesitant to do so, most probably because of the obvious benefits for employees.



59% would **consider quitting**

When faced with the real prospect of returning to the office full-time, most employees, especially women, would consider quitting.

The attachment to remote and hybrid work by those who have experienced it cannot be understated. We found an even more dramatic response than a widely quoted 2021 study which found 40% of workers would consider quitting their jobs³ if they were forced back to the office full-time.

Our study, the first since in-office work became a true possibility for many remote workers, found that 59% would consider quitting if their employer were to stop offering hybrid or remote work options.

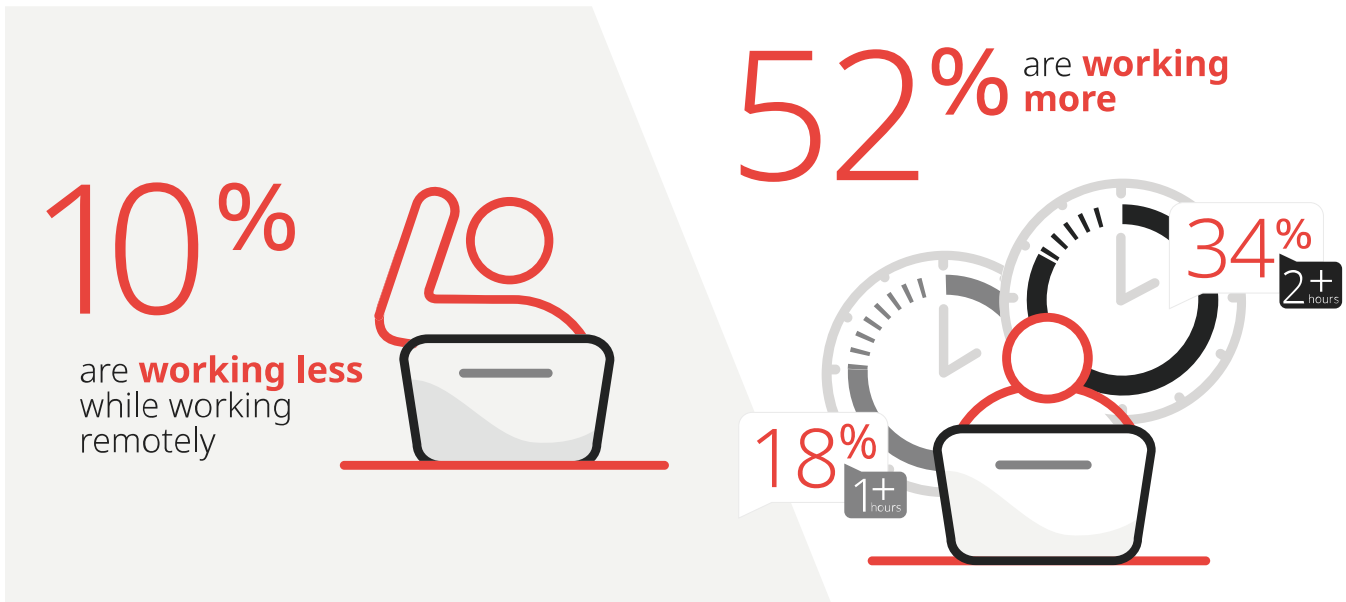
That percentage surged even further for women, with 68% of those 'very likely' to quit identifying as female.

As women are statistically more likely to be primary childcarers over their male counterparts⁴, the flexibility of the remote or hybrid model mitigates some of the burdens of juggling both family and career life.

A report from FlexJobs⁵ suggests that employees also appreciate the time and stress saved from no commute, location independence, and money saved while working from home.

³ "40% of Workers May Quit If Made to Return to Office Full Time: Survey." 2 Jun. 2021, Accessed 27 Apr. 2022.

⁴ "Caregiver Statistics: Demographics." Accessed 27 Apr. 2022. ⁵ "The Benefits of Working From Home | FlexJobs." Accessed 27 Apr. 2022.



Remote workers do work more, but they're also more trusted by their employers

Only **10%** of survey respondents reported working less while working remotely than in-office, while **34%** worked significantly more (2+ hours) and **18%** somewhat more (1+ hour) than when working in a traditional office setting. This is particularly true for older age groups, 45-54 and 55-64, with women significantly more likely to work 2+

hours more. Women aged 25-34 are over 2.5 times more likely to work these extra hours.

An astonishing **94%** of respondents feel their employers trust them the same or more when they work remotely, with women three times less likely to experience lower levels of trust.



94%

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**trust them the same
or more** when working remotely

This illustrates that **remote and hybrid work can strengthen working relationships**. Strong working relationships are vital to a positive digital employee experience, according to a recent article by Harvard Business Review, citing that reliable technology has the power to make or break these relationships⁶. The digital employee experience is increasingly becoming a priority for companies that employ remote workers, as it has been shown to provide a stronger foundation of trust and overall job satisfaction while worker productivity stays the same. Men place a greater importance

on community atmosphere than women, with twice as many men reporting that a feeling of community would improve their remote work experience. This is particularly prevalent in younger age groups: 18-24 and 25-35. This suggests that younger workers value a social environment and expect this to be implemented into digital remote working experiences as well as in-office. These findings suggest that **remote work is here to stay**, and companies must consider how to continuously improve the experience for both the benefit of employees and employers as the nature of work continues to change.

⁶ "In a Hybrid World, Your Tech Defines Employee Experience." 18 Feb. 2022, Accessed 27 Apr. 2022.

The VPN dilemma

Half of the survey respondents who worked remotely/hybrid reported using Virtual Private Networks (VPNs) to access their companies' networks, with only **19%** using a remote desktop solution. Although VPNs were once the industry standard, they are not as secure as often thought: A recent Security Magazine survey revealed that inadequate security was the main pain point for firms using VPNs to access their company networks⁷. These security vulnerabilities are, at the same time, the root of how VPNs function: A VPN is only as secure as its provider's data usage and storage policies. As a result, the security of VPNs is heavily dependent on the behavior of the people using it.

Remote desktop software makes a great alternative to VPNs, as data is not leaving

the company network while offering high-level security and encryption.

Almost **50%** of respondents feel a more stable and faster internet connection would improve their remote working experience. VPNs are notorious for slowing down connection speed.

These reports suggest there is an untapped potential for employers to enjoy the benefits of remote desktop solutions, including near-zero latency times and fully customizable permission settings to improve the remote/hybrid experience for their employees while ensuring their networks are secure from threat actors.

⁷ "Survey reveals inadequate security is the number one VPN pain point." 3 Feb. 2021, Accessed 27 Apr. 2022.

Remote working brings challenges with IT support and compliance concerns

While IT issues were not generally reported as a primary problem, over 35% of respondents reported experiencing IT issues at least somewhat often, with over 44% of ages 18-24 and 65+ reporting IT issues. These findings suggest that companies with employees of all ages who work remotely could find a remote desktop software an attractive solution, as it allows IT staff to remotely access a business computer, solving many standard IT problems and reducing support costs.

Twenty-nine percent (29%) of respondents reported a lack of clear compliance and security guidelines within their companies.

Half of all workers aged between 18 and 24 reported that they do not know if

their company's security and compliance guidelines are clear and almost 20% of workers aged 33-44 feel that their company does not have clear security guidelines. With 200 million employees expected to work remotely by 2024, this means, **millions of workers are expected to be without any explicit guidance regarding compliance protocol.**

When data is not kept within the company network this compliance training becomes more vital. In almost every IT organization, enforcing a proper data compliance policy is a challenge as it's vastly dependent on employee behavior.



05 Moving forward

Recommendations

The following recommendations ensure the digital employee experience will continue to be comfortable and satisfying while enabling companies to maximize the advantages of remote work, verify sensitive data is secure and regulations are being followed.

As half of all remote workers reported still using VPNs to access company networks, there is a clear risk of compromising security and productivity.

Transitioning to a remote desktop solution can improve many of these pain points:



Internet speed

52% of workers reporting using VPN, it is not surprising that internet connectivity is the biggest issue remote workers face. VPNs are notorious for slowing down connection speed. Remote desktop solutions provide employees with a strong connection, near-zero latency times, and quick access that allows flexibility and mobility from the technical side. This will ensure working remotely continues to support a positive digital employee experience.



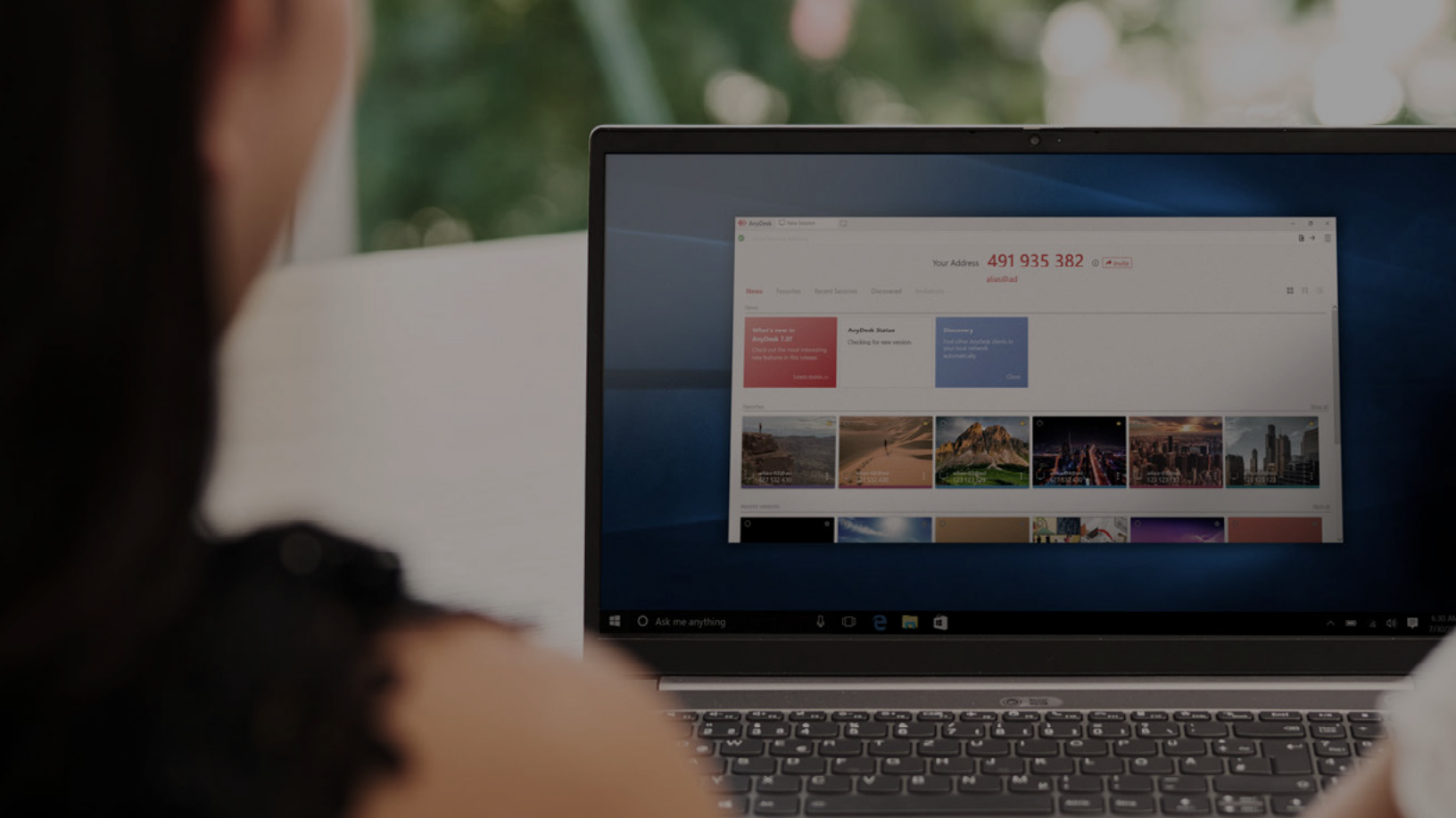
Security Concerns

The high-level encryption and fully customizable access control that remote desktop solutions provide mitigate the security risks associated with VPNs, ensuring no malware or phishing attacks occur on the company network.



Compliance Regulation

A remote desktop solution will address digital employee compliance issues by ensuring that data is stored within the company network.



06 Conclusions

It's becoming apparent that approaches **to remote and hybrid work must evolve with the demands and security considerations of the post-pandemic ecosystem.** More and more employees enter the remote/hybrid workforce everyday, and many teams are transitioning to working completely remotely. Companies must make investments to build a reliable remote working infrastructure that can support these changes while striving to create the best digital employee experience.

Many factors are important for a motivating and productive work environment, including the right technology. Especially in remote work, but also with geographically distributed teams, IT issues become an important factor in attracting and retaining talent and maintaining employee satisfaction. For remote employees, technology is not just a part of the workplace: it is the workplace. Collaboration and communication between employees is essential to the digital employee experience, and employers should facilitate and support these interactions in the best way possible by using reliable technology and IT support.

This study shows that employees not only want to work in a remote or hybrid environment, they also feel more trusted and perform better. However, there are still issues and pain points to address if employees are expected

to perform with optimal speed and meet company security and compliance.

According to a study done by Willis Towers Watson, 44% of employees were actively looking for a new job at the end of 2021⁸.

With 59% of our survey reporting they would consider quitting if their employer were to stop offering hybrid or remote work options, it is crucial for employers to acknowledge these current pain points of remote work and ensure a satisfying, positive, and collaborative digital employee experience as this workforce develops and grows.

⁸ "Majority of US employees are open to leaving their employers, WTWCO" 17 Mar. 2022. Accessed 27 Apr. 2022.

About AnyDesk

AnyDesk is one of the world's leading providers of remote desktop software. This study provides insights to better understand and evolve towards the changing culture of the remote workforce. The findings support the growing belief that remote work is here to stay, and software solutions like AnyDesk are more vital than ever. The ScaleUp's innovative solution has already been installed more than 500 million times – in 2021 alone, the number of downloads has doubled. This makes AnyDesk one of the 50 fastest growing companies in Europe. In more than 190 countries, over 100,000 customers rely on AnyDesk, including internationally renowned companies such as Bosch, McDonald's and Google. The software from the Germany-based company enables users to remotely access from one device to another securely, with all common operating systems and from cell phones to mainframes. The key factor in AnyDesk's success story is its high, memory-efficient image quality, which enables users to work fluidly with bandwidths as low as around 100 kbps.



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