

# Hybrid Work Report 2022: The Strategic Role of Digital Workspaces



There's no doubt that the global pandemic accelerated adoption of hybrid work models, and as we close out 2022, hybrid is well established within workplace culture. However, 'hybrid work' means different things for every industry and organization; even teams within an organization can have vastly different requirements, which makes it very difficult to implement well.

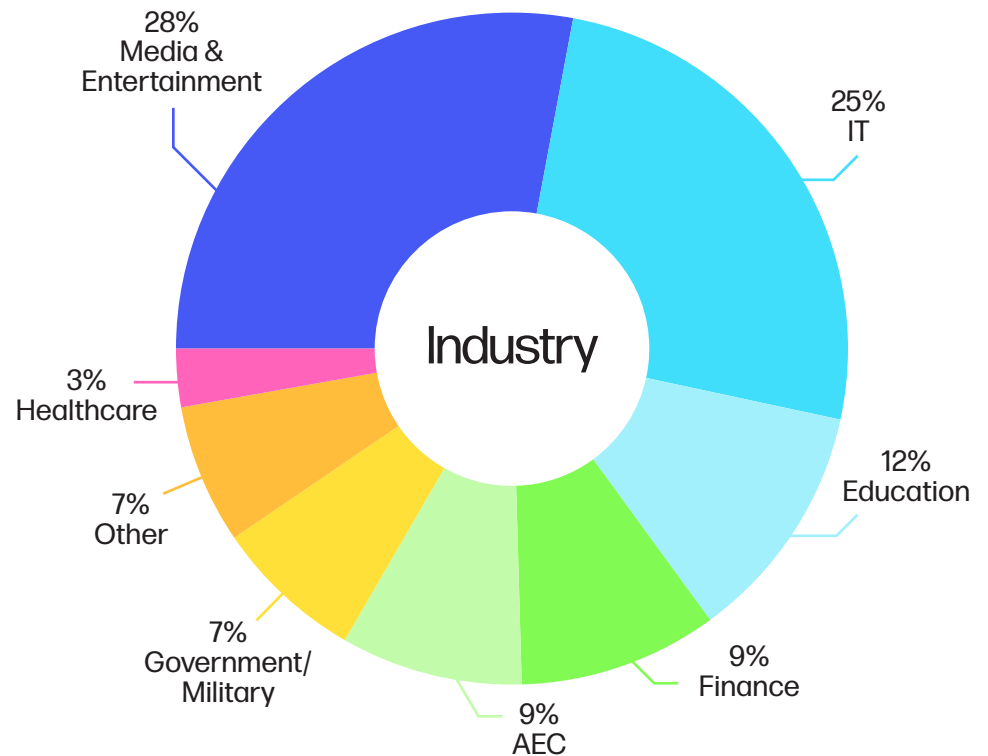
Regardless of what hybrid means to you—a split of in-office/at home/ the coffee shop/on the road, or wherever you work best—the focus has shifted from 'where' the work happens to improving employee experience.

The hybrid evolution has also meant that IT teams have been busier than ever, trying to cater to a variety of employee needs in the office, remotely, and a combination of both. But IT is also finding itself in a more strategic position to influence company policy and culture.

To understand the state of hybrid work in 2022 and beyond, Teradici surveyed more than 270 IT leaders across a range of industries, including Media & Entertainment (28%), IT (25%), Education (12%), Finance (9%), AEC (9%), Government/Military (7%), and Healthcare (3%).

We also compared the results with our 2021 [Remote Work Survey](#), developed just as businesses began to embrace virtual desktop technologies. One of the biggest takeaways is that while businesses adapted quickly, the shift to hybrid is pervasive and widespread, but companies are still faced with similar challenges. As a result, digital workspace implementation is in progress and will continue to be the cornerstone of hybrid work.

This report highlights how businesses are embracing hybrid work, the challenges they've faced in the process, and which areas still need to be addressed to improve the hybrid experience for both IT teams and employees. We aim to pinpoint what's working well, what companies have learned and what they're prioritizing today compared to the beginning of the pandemic.

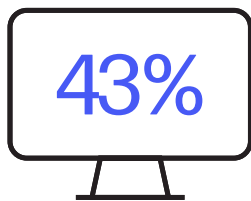




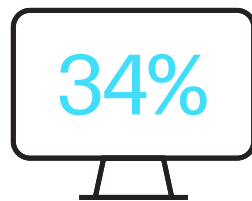
# More businesses are investing in digital workspaces technology

As we mentioned, the evolution of hybrid work is evident in the early adoption of digital workspaces. Three quarters of respondents said their staff were using remote desktops. 43% reported that more than half their staff were actively using remote desktops, and another 34% reported fewer than half of staff were using remote desktops. 13% of respondents were either looking into implementation, or already trialing it. Only 9% reported no interest in the technology, due to factors including jobs where employees need to be physically present in the workplace and global company policies.

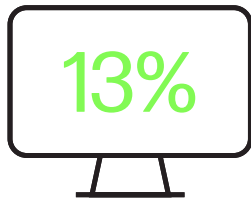
## Does your organization utilize remote desktops?



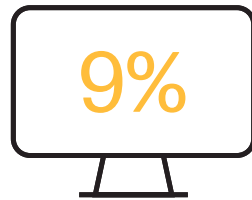
Yes, over 50% of staff



Yes, less than 50% of staff



Trialing or looking into it

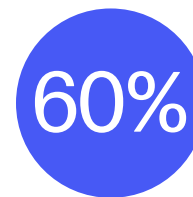


No, not interested

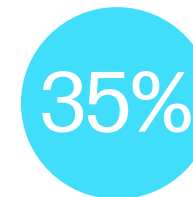
## What is a digital workspace?

A digital workspace is a secured, work-from-anywhere, integrated technology framework that can deliver, manage and control centralized company assets, including applications, data and desktops. Digital workspaces allow employees to access their work in real-time, from anywhere they have a network connection and using any device. It encompasses virtual desktop infrastructure (VDI), data centers, edge, workstations, and applications, whether on-premises or in the cloud, endpoints, collaboration technologies, management and administrative tools, as well as secure access policies and tools.

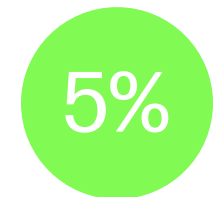
Hybrid work was seen as a strategic need by 60% of respondents, with another 35% saying it was a benefit for the company's workforce. Only 5% believed that hybrid work wasn't important to their company.



Hybrid work is strategic



Hybrid work is nice-to-have



Hybrid work is not important

When it comes to hybrid work, the experience is everything. It appears that businesses have understood the benefits of remote desktops and digital workspaces for improved employee experience. Companies are willing to invest in better technology and hardware because it's been shown to boost productivity and flexibility, as stated by 56% of respondents. 53% also saw higher levels of employee satisfaction and retention, alongside business continuity. 38% found benefits in operational efficiencies and cost (39%), while 30% pointed to benefits in hiring and recruitment. We've seen similar results with regards to the [rise in BYOD](#) policies—bring your own device—which help reduce company costs while also improving productivity.

### Benefits companies have gained from enabling hybrid work during the pandemic



57% Increased productivity/flexibility



54% Employee satisfaction/retention



53% Business continuity

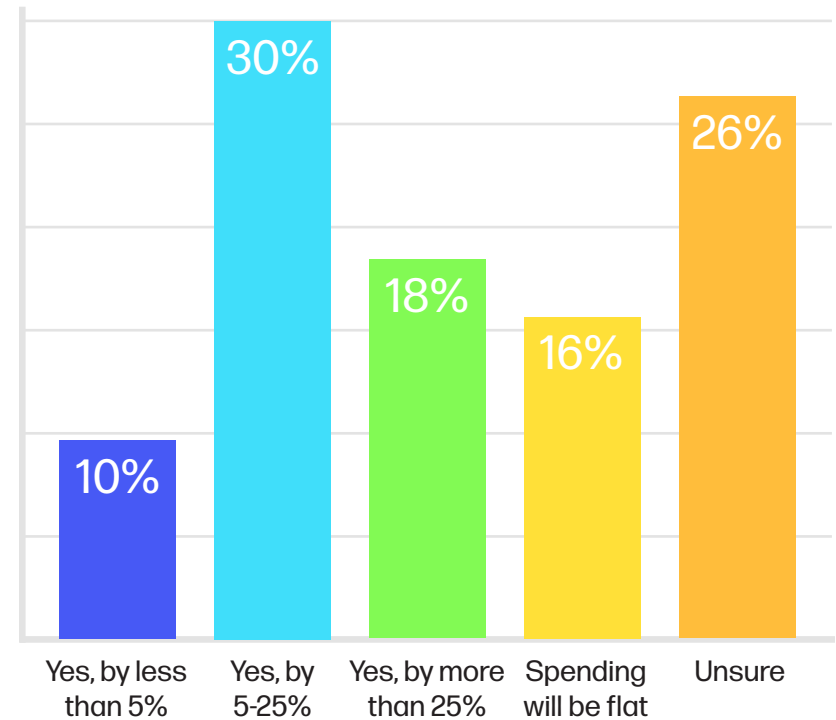


39% Operational efficiencies/cost



30% Hiring/recruiting

### Do you expect to increase spending on remote desktops?

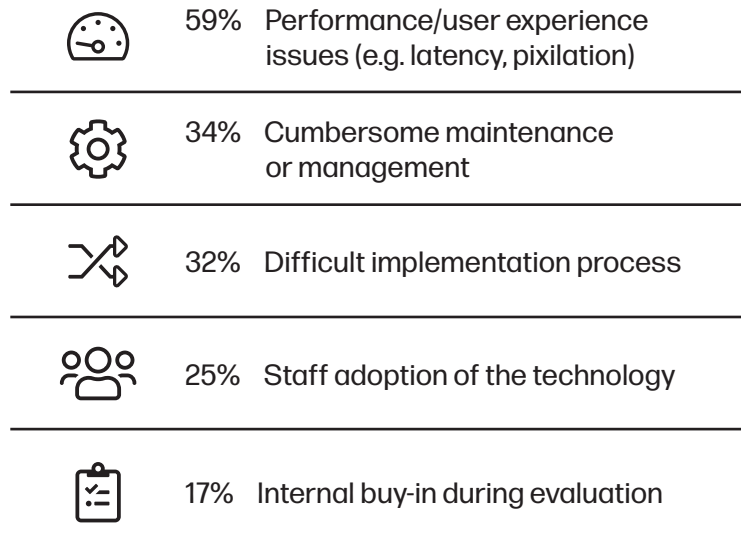


The significant hybrid work benefits also signal an increase in budgets for remote work technology and digital workspaces. 30% of respondents see spending on remote desktops increasing by 5-25%, with 18% estimating that budgets will exceed 25%. While 15% reported that spending would remain flat, only 9% of respondents said spending would be less than 5%. Though 27% were unsure of how much would be spent on remote desktops, we can see a clear picture regarding the growing adoption of hybrid work technology.

# Challenges to implementation and employee experience

Despite the many benefits respondents emphasized, businesses are facing particular challenges involving user experience, technology, and security.

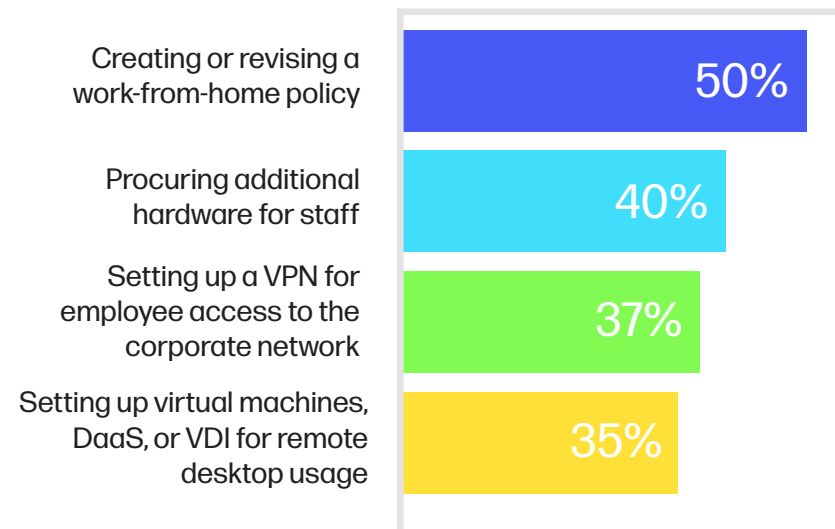
## Challenges experienced with implementing or managing remote desktops



The biggest challenge to the successful implementation of hybrid work models has been around employee experience. 59% of all respondents highlighted how employees experienced issues with pixelation and latency, which made it detrimental to use remote desktops. 34% found the maintenance and management of remote desktops cumbersome, and 32% also said the implementation process for remoting technology was too difficult.

Besides technology, staff attitudes within companies were also a barrier to adopting hybrid work solutions. 25% of respondents reported that staff adoption of technology had been a hurdle, and 17% pointed to a lack of internal buy-in during the evaluation stage.

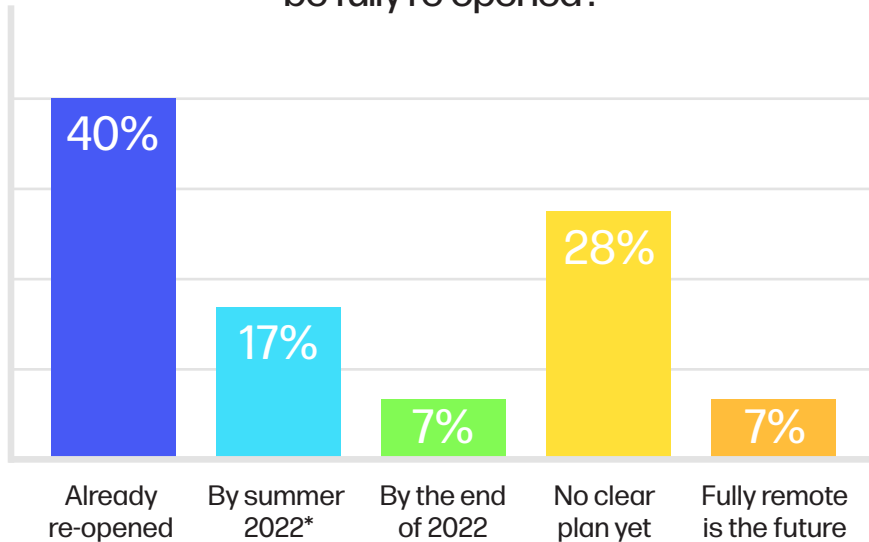
## Most important computing issues to address to enable hybrid work



With the swift adoption of hybrid models and technology, administrative computing issues needed to be addressed. Interestingly, sentiment around priorities and challenges have not changed significantly—only about 5%—since we conducted our 2021 [Remote Work Survey](#). For half the respondents, creating or revising the existing work-from-home policy remains the biggest computing issue. 40% said procuring additional hardware for staff was a priority. 37% pinpointed setting up VPNs as a barrier, with 34% highlighting the process of installing virtual machines, DaaS, or VDI for remote desktop usage as a bigger computing issue for them.

# Hybrid work environments are a work in progress

Will your company's corporate offices be fully re-opened?

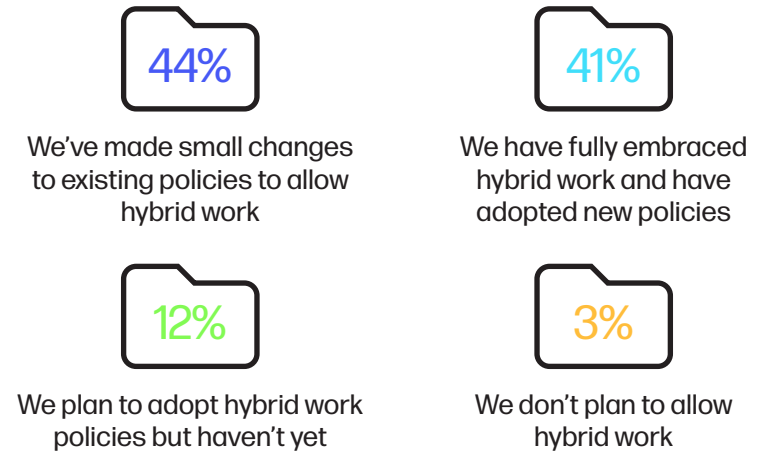


\*Based on data acquired between February and May 2022.

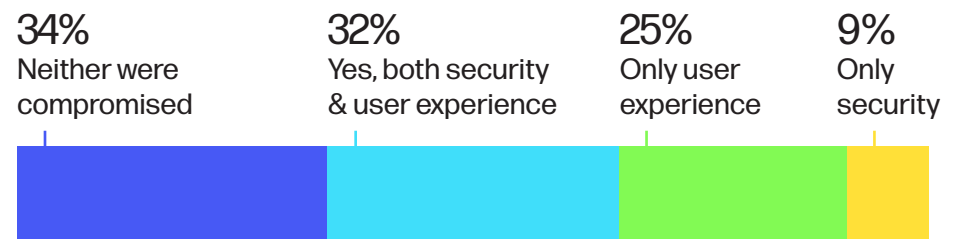
With 40% of respondents reporting that their offices have already reopened, hybrid work models are in progress and improving for many businesses. Though 28% reported not having a clear reopening plan, when this survey was conducted, 17% said their offices would reopen by the summer of 2022. 7% expect to be back in the office by the end of this year. A final 7% have gone fully remote.

According to 85% of respondents, existing company policies have changed to reflect the new hybrid working environments, either a little (44%) or completely (41%). 12% have yet to adopt hybrid work policies, and 3% aren't going to allow hybrid work at all.

How have your company's policies changed to incorporate hybrid work?










Since hybrid work is already in full swing, we asked respondents whether they felt the process had led to them compromising on data security or user experience. 34% said neither had been compromised, while 32% said that both had been adversely affected. 25% felt that employee experience took a backseat to security, but only 9% said the opposite. Once again, we found the numbers were only marginally different from when we conducted our Remote Work Survey, with changes of just 2-3%.



# Tech and HR requirements go hand in hand

In our 2021 Remote Work Report, we had found that user experience was one of the biggest reasons companies didn't want employees working remotely on a permanent basis. For this report, we asked follow-up questions on technological and company culture challenges that arose from hybrid work models. The respondents pointed more to user experience being impacted than security, though to a much lesser extent than in our earlier survey. 29% said that remote desktop performance is the biggest technological challenge, followed by 19% that ranked collaboration as the largest issue.

## Technology challenges with hybrid work

	29%	Latency, connectivity, or performance
	19%	Collaboration
	14%	Security
	13%	Remote desktops/workstations
	12%	Deploying the right devices to the right people in a timely fashion
	10%	Hardware support
	4%	Proactive device management

This was consistent on the company culture side, where 30% struggled with team building in a hybrid environment, and 24% found supporting and training employees a challenge. It isn't a surprise that among the major reasons why some companies are still hesitant to adopt hybrid models is the potential negative impact on company culture (23%) and decline in collaboration (20%), which was just ahead of the potential decrease in productivity (19%), and data security risks (17%).

## Biggest HR and company culture challenges with hybrid work

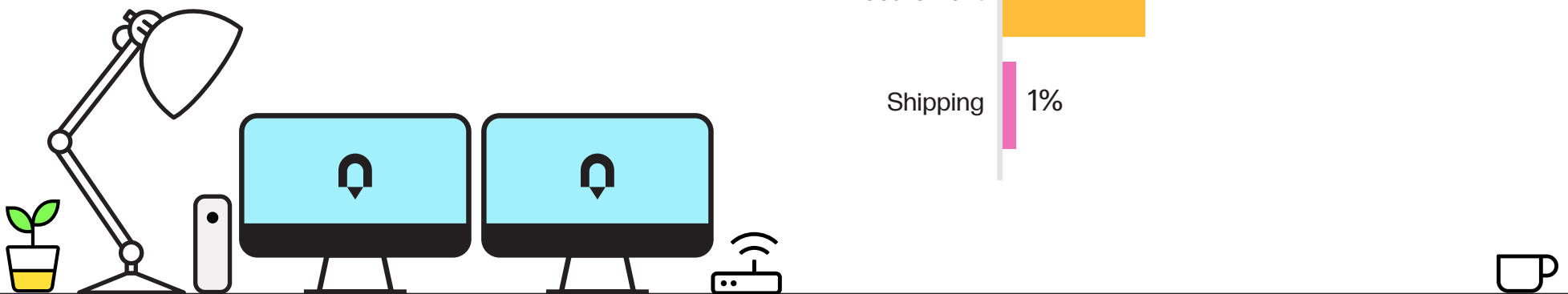
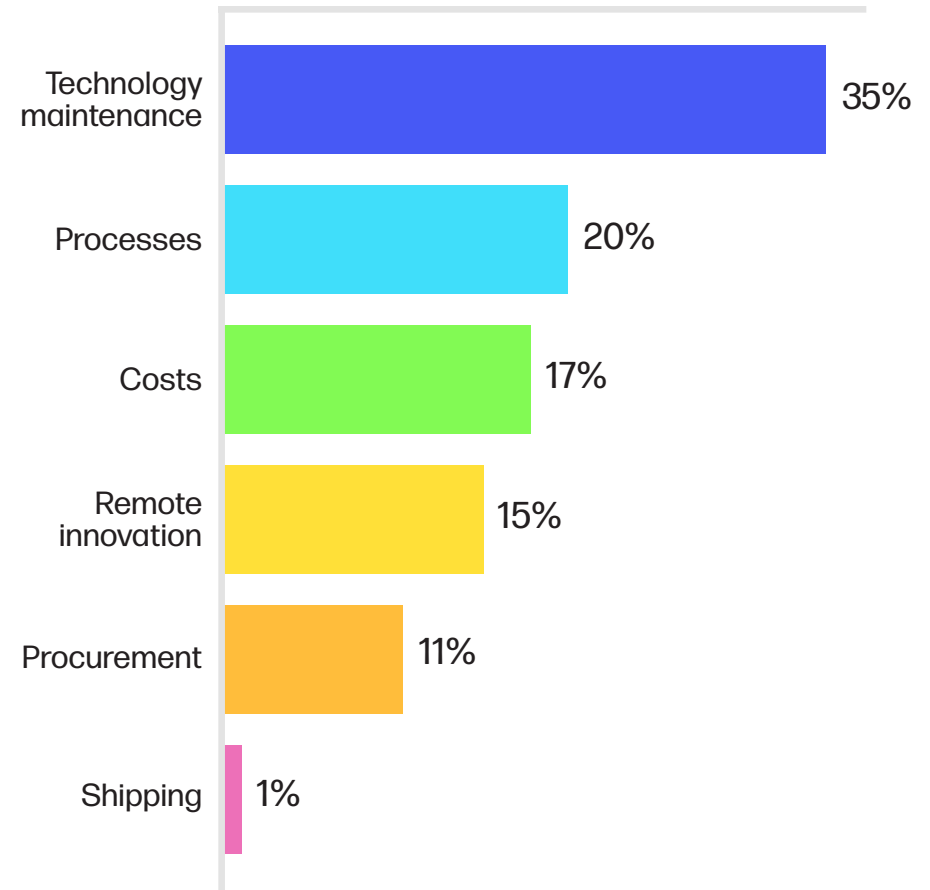


From a technological standpoint, security and remote desktops and workstations themselves were tied at third place as a challenge (13% each), behind the aforementioned performance and collaboration, followed by deploying the right devices to the right people in a timely fashion (11%), hardware support (10%), and finally, proactive device management (4%).

Management procedures have also been an HR challenge (15%), followed by productivity (13%), hiring and onboarding (11%), and finally, corporate policies (6%). It's interesting to see productivity listed here considering that improved productivity was noted as one of the biggest benefits of hybrid work.

These technology and HR challenges have an impact on business operations, with 35% saying technology maintenance was the biggest issue, followed by processes (20%). The costs of hybrid work came in third (17%), followed closely by remote innovation (15%), which could be a result of the lack of collaboration opportunities we saw earlier. Procurement was an operational challenge for 11% of respondents, and only 1% had issues with shipping.

## Biggest operational challenges with hybrid work



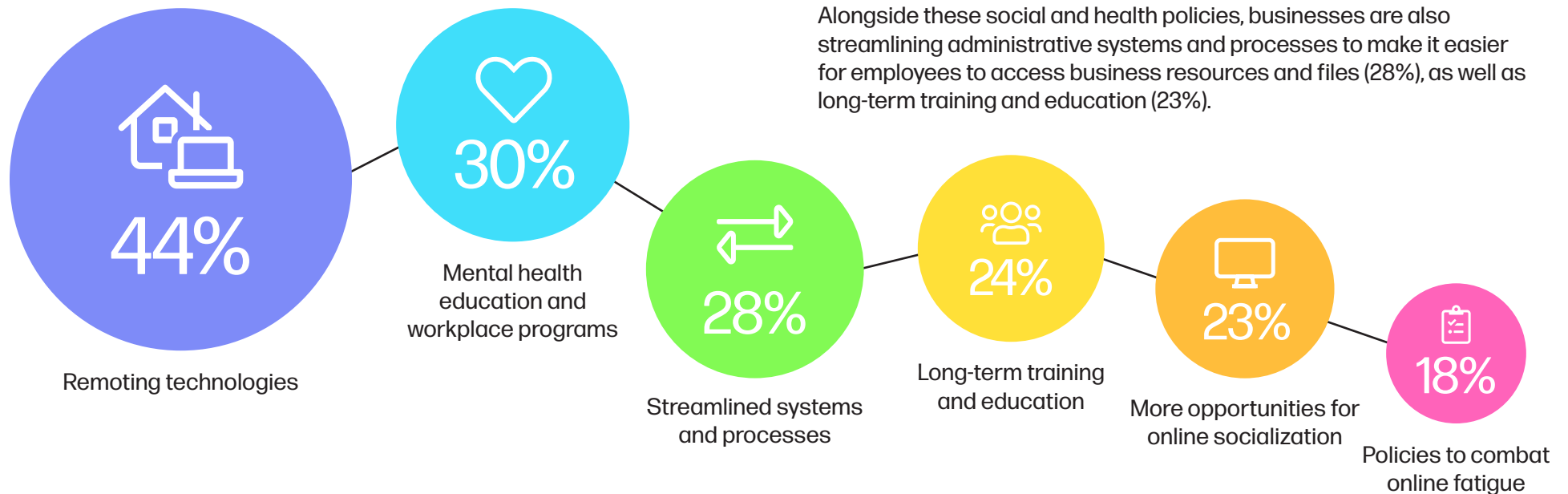


# Steps to improve hybrid employee experience

We've spent almost a year and half in hybrid work environments and businesses have learned valuable lessons to continue growing and delivering the best experiences for their employees and IT teams.

Considering the challenges to implementing hybrid work and those that have arisen following the adoption of hybrid models, we asked survey respondents what they saw their companies doing to improve employee experience.

## What is your company investing in to build a strong employee experience for hybrid workers?



45% believe the deployment of remoting technology will help employees be productive from anywhere. For 55%, it was their business handling IT for hybrid work in-house, while 23% will be employing services partners to set up hybrid environments. 14% are still in the consideration stage for finding methods to improve employee experience.

Technology has an important part to play in enabling employees to work from anywhere. But companies are also taking a holistic approach to better employee experience by looking into the wellbeing of employees. According to our findings, organizations have been putting in place mental health education and workplace programs (29%), creating more opportunities for socialization (23%), and building policies to combat online fatigue (18%).

Alongside these social and health policies, businesses are also streamlining administrative systems and processes to make it easier for employees to access business resources and files (28%), as well as long-term training and education (23%).

# What will the future of hybrid work look like?

The way people work has changed, and that has impacted the way IT and HR teams function. Employees could be working 100% remote, 100% in the office space, or some combination of the two. We're already seeing businesses invest in technology that facilitates these varied working scenarios, and companies have come to accept that they still need to learn and grow.

But we're also seeing that businesses recognize that hybrid and remote work models can only be successful if employee experience is given as much importance as remote technology.

It's clear from our report's findings that companies favor technology with high security provisions and high performance, even for large graphics files. They are also placing systems that afford employees and managers opportunities to collaborate and boost company culture, no matter where people are located.

This is where IT teams have a strategic say in company policies. They are the ones receiving feedback from employees about performance or latency issues. IT is also the team to be called upon when management wants to improve collaboration opportunities in a hybrid environment.

As hybrid work models continue evolving, the IT perspective will become more critical. They aren't just solving technical problems; they are in a position to influence the direction of company policies and even company culture. By drawing on feedback from employees and management, IT can make recommendations for remote technology and strategize working models that will serve the company's and employees' needs in hybrid work environments.



# Consider HP Anyware for digital workspaces

HP Anyware\* is the enterprise software IT needs to keep people productive with secured access to their digital workspaces. It future proofs against ever-evolving infrastructure, network, and hybrid workforce demands with deployment flexibility for virtually any host environment or workload. Built on the same technology that won both Teradici and HP an Engineering Emmy® in 2020, HP Anyware creates a seamless experience for teams to interact with their digital workspaces from virtually anywhere.

HP Anyware offers flexible benefits for both IT teams and users, including support on LAN, WAN, LTE or 5G, and soon, zero trust architecture, as well as on any type of laptop, cloud, edge, thin client, zero client, tablet, or peripherals, so employees can be productive from anywhere.

If you have ever accessed a remote workstation or digital workspace, you have used a remote display protocol. But not all remoting solutions are created equal. Replacing slow and outdated VPN file transfers, HP Anyware leverages the PCoIP protocol to stream highly interactive desktop displays between virtually any host (cloud, data center, edge, workstation) and end-user device (PC, Mac®, laptop, tablet) without any data ever leaving the safety of your network.

Companies can make hybrid work an even more productive experience for employees and give IT teams peace of mind with HP Anyware, no matter what part of the world they're working from and what device they're using to complete their projects.

[Connect with a sales representative](#) to find out how digital workspaces and HP Anyware can work for you.

## Survey Methodology

Teradici surveyed 273 respondents online across a range of industries from February 24 to May 5, 2022.

## About HP Teradici

HP Teradici is the creator of the PCoIP remote display protocol, which delivers digital workspaces from the data center or public cloud to end users with the highest levels of security, responsiveness, and fidelity. HP Anyware (formerly Teradici CAS), which won an Engineering Emmy® from the Television Academy, powers the most secure remote solutions with unparalleled performance for even the most graphics-intensive applications. HP Teradici technology is trusted by leading media companies, design houses, financial firms and government agencies and is deployed to millions of users worldwide. For more information, visit: [www.teradici.com](http://www.teradici.com) or [www.hp.com/anyware](http://www.hp.com/anyware).