

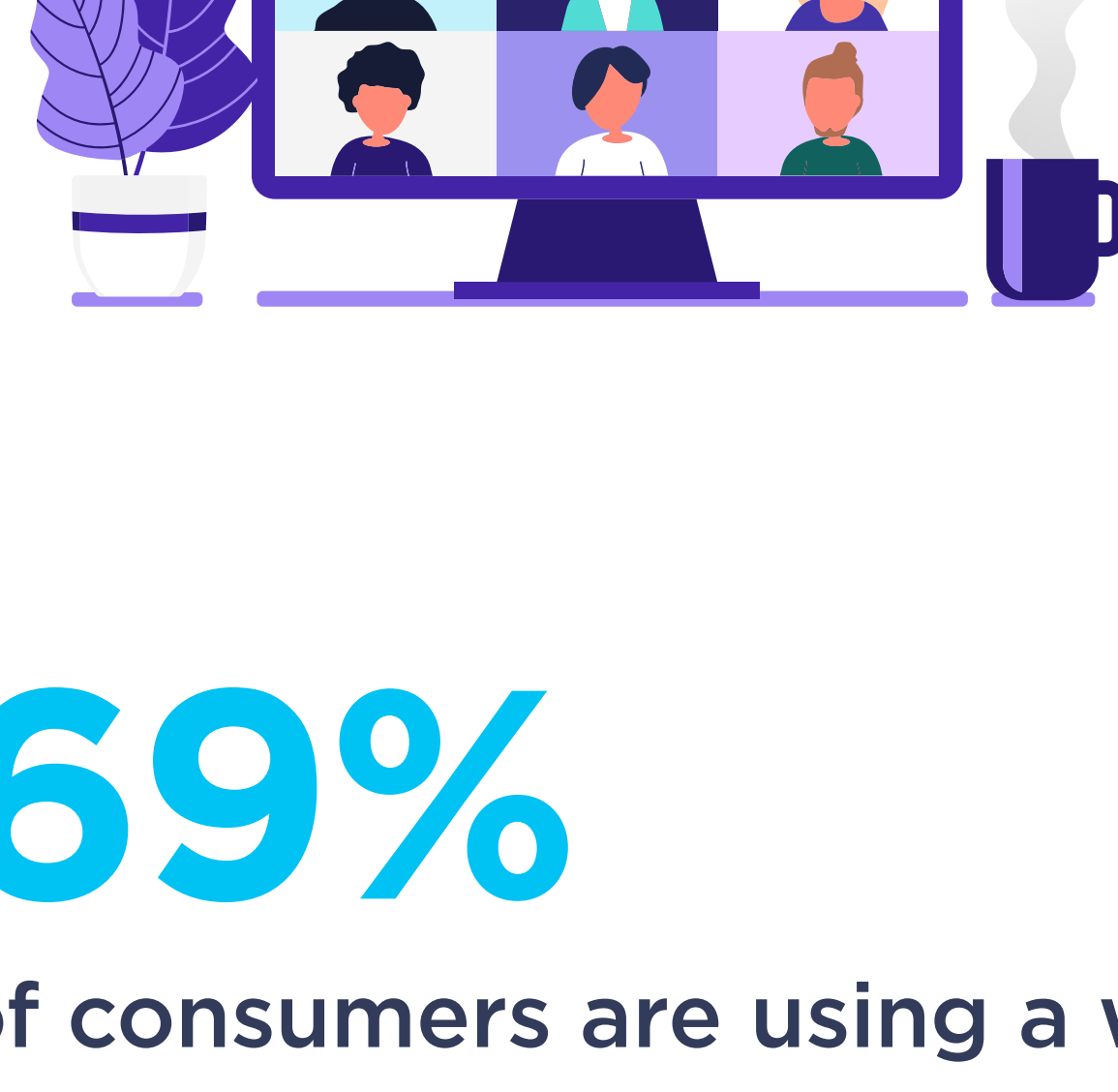
IMPACT OF COVID-19

on Digital Transformation

A recent industry survey of 300 IT professionals and 300 consumers found a shift in digital service operations roles.

Digital services are the electronic delivery of information including data and content across multiple platforms and devices like web or mobile.

DIGITAL SERVICE DEMAND & BURDEN SPIKES DURING COVID-19



90%

of consumers are taking advantage of new digital services or applications to do their job as a result of the current stay at home period

(i.e., video conferencing, workflow automation, collaboration tools)

69%

of consumers are using a website or mobile application to complete tasks such as banking, ordering takeout and grocery shopping

several times a day at a minimum



88%

of IT pros have experienced a rise in use of their digital services

offerings as a result of current work from home mandates

THE DIGITAL SERVICES CONUNDRUM

75%

of IT pros report they have a sufficient set of tools and processes to support digital service offerings effectively during this work from home period. However....

54%

of consumers still experience an increase in application performance errors (e.g., a service outage, a website error, a slowdown in service, etc.)

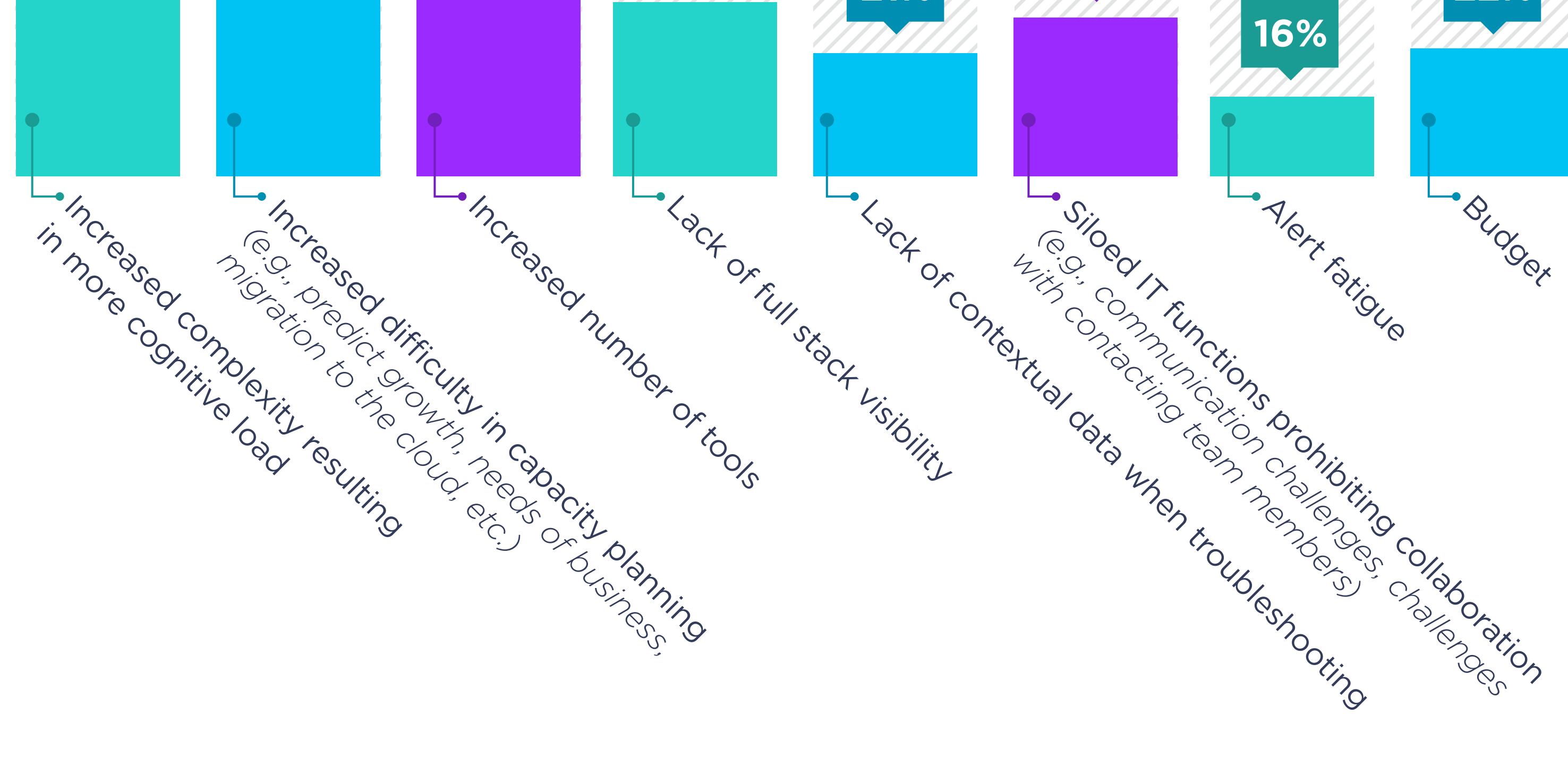
SURGE IN DIGITAL SERVICES = CULTURAL AND OPERATIONAL CHALLENGES FOR IT



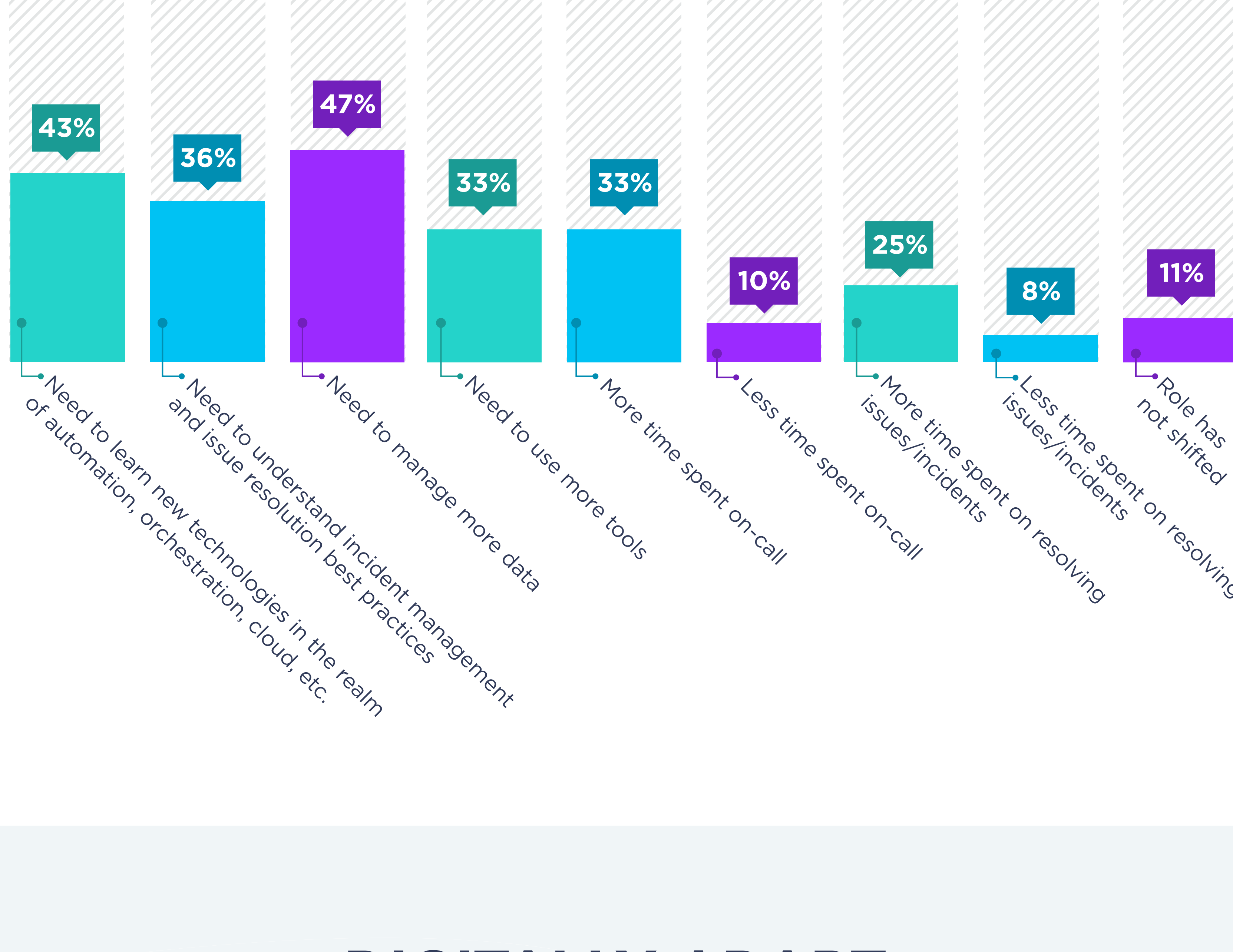
88%

of IT pros are seeing an impact to their work-life balance

The most **critical operations challenges** IT organizations are currently facing

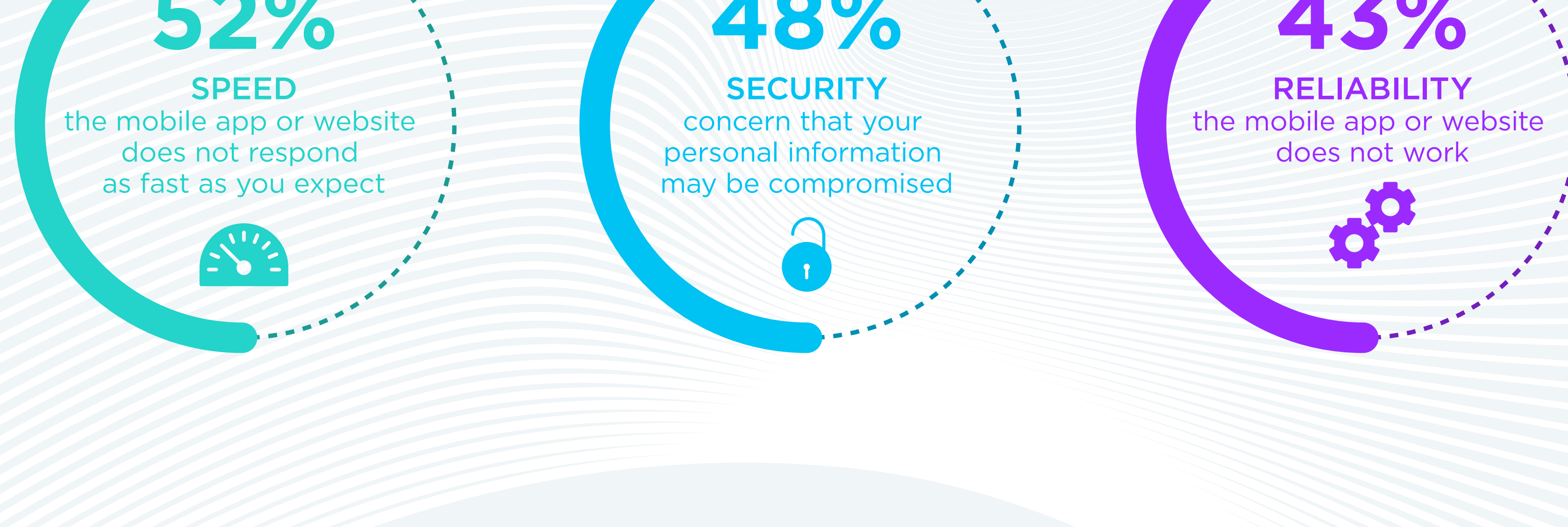


What **new responsibilities** are IT teams taking on?



DIGITALLY ADAPT OR FACE BUSINESS CONSEQUENCES

Top reasons why a customer would stop using a critical website or mobile app



SAFETY FIRST

79%

of IT pros say the current remote work environment has increased the importance of IT infrastructure security and privacy in their organizations



BUSINESSES CAN ADAPT & FLOURISH IN THE NEW DIGITAL REALITY

82% of consumers will continue to use websites or mobile applications to complete tasks such as banking, ordering takeout, grocery shopping, etc. in the same capacity after the current stay at home period resulting from COVID-19

