

The Changing Dynamics of Mobility in the Workplace

A Survey of more than 1,000
IT and Business Professionals

A Soonr Study



ARROW
VOICE & DATA

Executive Summary

Today's worker is more mobile than ever. As a result, practices for file sharing and document collaboration have changed dramatically over the past year. This study examines how mobility is used in today's workplace including the devices that are used to access business files, how files are accessed and from where.

When looking at business user behavior, key findings of this study include:

- Workers are leveraging any device they have to access business file content
- Working from home is nearly as common as working from a main office
- Email and file sharing systems are the top ways workers are accessing business files when away from the office
- Users expect business files to be available to them at anytime, from anywhere

The average business user is not concerned about protecting the security of their business' information. This presents increasing challenges for businesses that want to protect critical company information from data loss or leakage.

The study also found that:

- Collaboration with co-workers, partners and customers is an important operation for more than three quarters of respondents
- Challenges standing in the way of optimal file sharing and collaboration, however, are diverse, demonstrating that current solutions are not working for most business users

Despite the increasing use of mobility and remote business file access by the business user, organisations are not responding as rapidly with strategies to protect business data. Furthermore, the majority of business IT organisations are not providing users with the enabling mobile and remote business file sharing technologies they need to get their jobs done effectively. Key findings in this area include:

- The majority of organisations don't currently have a Bring Your Own Device (BYOD) policy in place
- Organisations have largely not implemented an approved file sharing or management system to enable their employees' collaboration processes

Ultimately, this Soonr study reveals a dramatic need for file sharing solutions that safeguard business data while supporting the increasing worker demand for remote and mobile access and business file collaboration.

Business Users Demand Anytime Access to their Business Files

Workers are accessing business files from all of their devices, in many forms, and from many places

The Soonr study shows that users access business files from all types of devices, with laptops at the top of the list (73%), followed by smartphones (69%), desktops (51%) and tablets (48%). This clearly shows that today's worker is leveraging any device they have access to as a way to connect with their business files.

Business file access when away from the office is also a top need. When asked where workers work, working from a home office (66%) was nearly equal to working from a main office (69%). Users also reported that working on the road was a frequent activity (40%) as was even working in the local coffee shop (19%).

When asked how they access business files when away from the office, the majority of respondents pointed to email (69%), followed by public file sharing services (52%), hard drives/flash drives (43%) and remote viewer technology (22%). This again demonstrates that users are leveraging every technology they have access to as a method to connect with work files.

As workers continue to embrace mobility, the idea that business files should be accessible at any time, and from anywhere, is of high importance to business users. More than four in five respondents said "anytime access" is important or very important to them, with the majority (57%) listing it as very important and another fraction still listing it as somewhat important (13%).

82%

find "anytime access" to business files important or very important



The Reasons for Business File Sharing and Access are Many

Respondents may agree that sharing files is important, but the collaboration challenges are as diverse as the users that access them

Three in four respondents indicated that sharing files easily with co-workers, partners and customers is important (27%) or very important (48%) to them. However, even while they agree that access and sharing of business files is a top concern, they don't all share the same reasons for that importance.

When asked what their biggest collaboration challenges are, business users shared a number of concerns including keeping everyone up to date (26%), sharing large files (20%), working on the go (14%), accessing files anytime (13%), and organising files (13%). Less than one in 10 (9%) identified securing corporate data as a big collaboration challenge, indicating that the average business user is not concerned about protecting the security of their business' information. This is a clear indicator that corporate data may very well be at risk.



78%

didn't have (or
didn't know if they had)
an approved file
sharing system

Businesses Lack Readiness for Workplace Mobility

Businesses have not kept pace with worker mobility and lack corporate-managed tools and policies to protect organisational information

Exploring how businesses have responded to support the rise in workplace mobility, the Soonr study shows that organisations are significantly lacking in the policies and technologies necessary to protect their corporate data from the risk of data loss, leakage or compromise. Just 38% of companies reported having a “bring your own device” (BYOD) policy. Half (50%) reported that their company didn’t have a BYOD policy and another 12% were not sure if one was in place.

Even as users are increasingly accessing their business files from outside the corporate firewall, more than three in four respondents reported that their company either didn’t have an approved file sharing or management system (43%) or they weren’t sure (35%) if their company had one. Only 22% of users reported that their company had implemented an approved file sharing solution for their use.

Ultimately, users want their business files when they need them from anywhere, on any device, at anytime, presenting a new range of corporate security and data leakage risk challenges to today’s IT organisations.



75%

find sharing files easily with co-workers, partners and customers important or very important

Soonr Workplace, Online File Sharing and Collaboration with Enterprise-Grade Security

Meeting the increasing demand for secure file sharing and collaboration, Soonr Workplace delivers the security and data protection businesses require, along with the IT controls and ease of use its project teams needed. Unlike other public file sharing solutions, Soonr Workplace was designed from the ground up to secure business content with a full range of security measures, including SSAE 16 (SAS 70), HIPAA Compliance and data encryption in transit and at rest. And, when the data is at rest, its geo-redundant data centres ensure that saved data is consistently protected. Soonr Workplace gives business users control over their shared projects, folders and files and it ensures document consistency by automatically syncing content across multiple devices.



69%

access business files via smartphones

66%

frequently work from home

52%

use public file sharing services

50%

do not have a BYOD policy

Summary

Survey Approach

The Soonr Mobility in the Workplace Study was conducted online in July 2013 and received more than 1,000 responses. Just over 85% of the responding participants had less than 99 members on their work team, with the majority having between five and 19 team members (34%). Respondents represented a range of business roles including business owners, executive management, marketing, sales, IT and other business categories.

About Soonr

Embraced by users and endorsed by IT, more than 150,000 businesses trust Soonr for their secure file sharing and collaboration needs. Soonr Workplace empowers mobile teams and organisations to do business faster from any device anywhere. We deliver our services through a worldwide network of cloud service providers, VARs, solution providers, and system integrators. Founded in 2005 and headquartered in Silicon Valley, we are privately-held and backed by major investors.

About Arrow Voice & Data

Arrow Voice & Data is one of Australia's largest privately owned communications and IT solution companies with over 20 years experience in delivering business grade voice, data, mobile and cloud solutions to businesses Australia wide.

Arrow are committed to providing best-of-breed communications / IT products and services through our many partnerships with some of the largest and most innovative industry players.

Arrow offer a unique Turn Key solution which means customers enjoy all their services with one bill, one point of contact and all maintenance + support included.