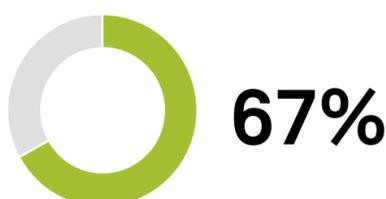# Improving the Work-From-Home Experience

Work-from-home is the 'new' normal.

Two out of three respondents expect that their organizations will keep WFH policies in place long-term or permanently.

67%

This is a significant increase from the **38%** that expressed this expectation in March.

COVID-19 proved the criticality of UCaaS for business continuity.

Even prior to the COVID-19 pandemic, 88% of IT decision-makers and end users considered UCaaS a business system that is 'critical' or 'important' for getting work done.

Critical, 35%

88%

Important, 53%
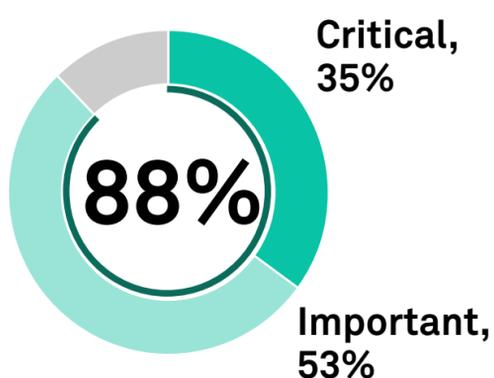
The pandemic further reinforced this point, placing a spotlight on the criticality of UCaaS for business continuity; this became evident in the early days of the shutdown, as businesses rushed to comply with WFH mandates.

UCaaS tools are important for business continuity and enable work to take place from virtually anywhere.

The transition came with a steep learning curve for some.

Initially, remote work was very difficult for some employees. Now, employees have adjusted to it as it's become clear they'll be working remotely for the longer term.
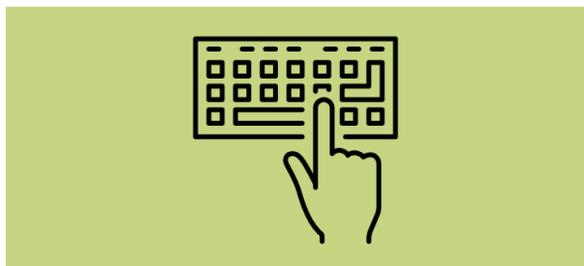
UCaaS was a key factor in organizations' readiness to comply with the WFH mandate.

Organizations that had already deployed UCaaS reported a mostly smooth transition.

"[UCaaS] truly has been the centerpiece. I cannot emphasize enough ... without it, our productivity would greatly suffer, especially with everybody being at an individual location."

Organizations that were deploying or planning to deploy UCaaS accelerated their efforts.

"The pandemic forced us to accelerate the transition from traditional PBX [Private Branch Exchange], quicker than initially planned from 18 months to a year. "

Unified suites vs. 'best of breed'

Participants expressed a strong preference for the practical aspects of unified solutions – including security and productivity.

"We may have less security concerns than with disparate solutions as opposed to having all the company information in one place."
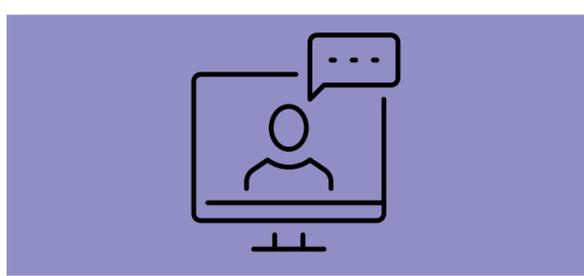
Some respondents showed hesitation in a single platform's ability to be 'great' at everything.

"Ideally, it would be one just from a management perspective and a training perspective, but... that means you have one provider who's not really good at a bunch of things..."

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