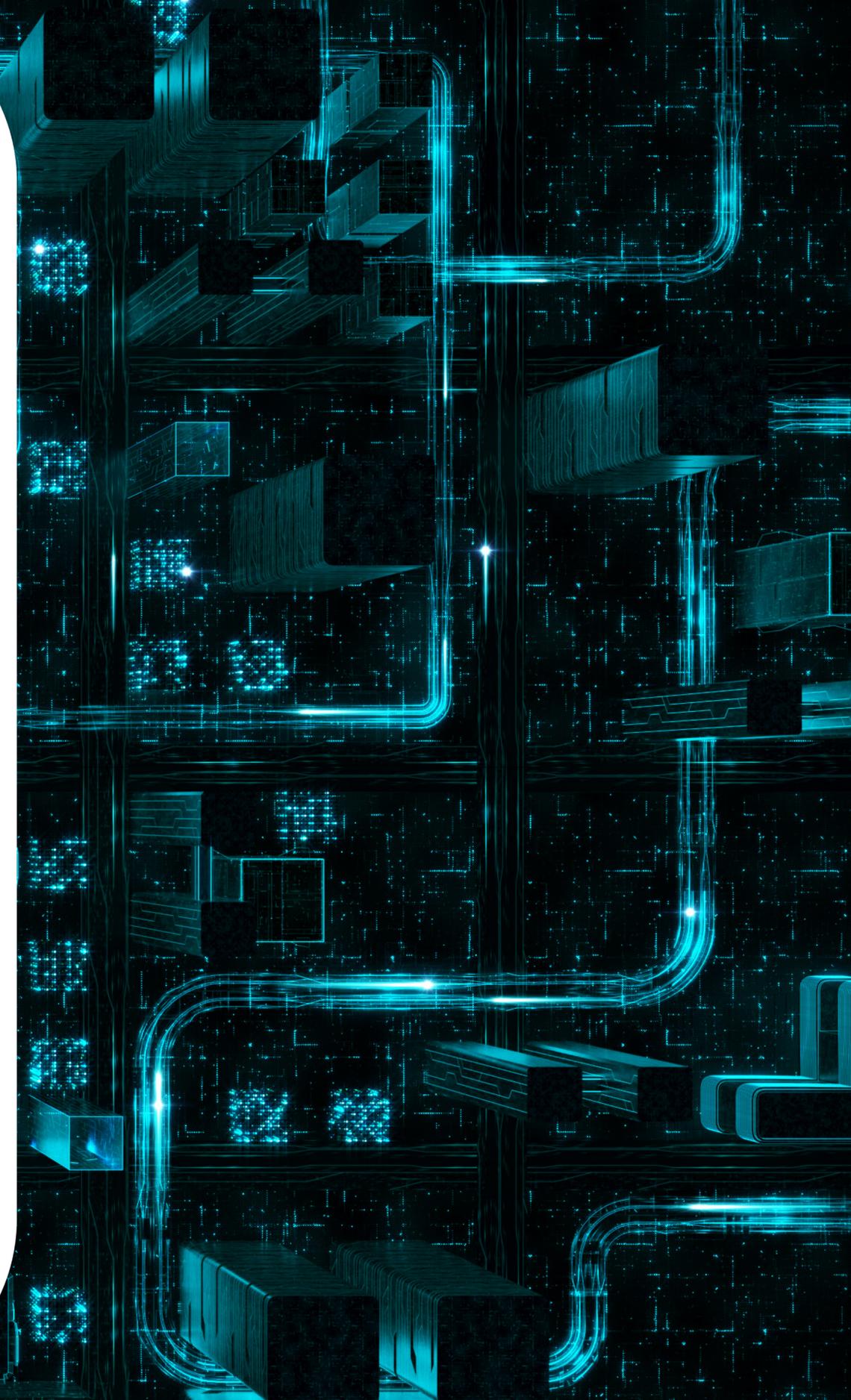




# HOW DID THE COVID-19 PANDEMIC AFFECT BUSINESSES AND THEIR TRANSITION TO A REMOTE WORKFORCE?

We polled IT decision makers from large companies.  
Here are the key takeaways.



# 1. HAVING A REMOTE WORKPLACE STRATEGY AND A PANDEMIC PLAN PAYS OFF

When the COVID-19 pandemic hit, more than 53% of the examined companies had no pandemic business continuity measures in place. Rather than focusing exclusively on pandemics and epidemics, they had paid more attention to teleworking: more than 81% of them had come up with a remote working strategy and operations plan. Most companies said these plans made them somewhat prepared for the pandemic. All in all, a vast majority (71%) of the IT decision makers perceived the company's overall readiness to respond to crises and unexpected events as sufficient.

Did your organization have pandemic business continuity measures in place before the COVID-19 outbreak?



46.2%

**YES**



53.8%

**NO**

## 2. EFFECTIVE TELEWORKING IS CRUCIAL TO KEEP PROJECTS RUNNING DURING A CRISIS

As many as half of the companies surveyed transferred between 76% and 100% of their current workforce to a remote work environment. Most of those employees had not worked remotely before. This allowed the majority of the businesses to keep on working, without having to cancel important projects. Nevertheless, according to the survey, 16% of companies had to cancel between 26% and 50% of their projects, since they were unable to switch to teleworking, and almost 2% of the surveyed companies had to scratch 76% to 100% of their projects.

How many of your projects were cancelled because you were unable to move them to a remote working setup?



0-25% of projects



26-50% of projects



51-75% of projects



76-100% of projects

### 3. NOT ALL NEW MEASURES WILL REMAIN IN PLACE AFTER THE PANDEMIC IS OVER

Despite adopting effective new measures, only 53% of companies plan to keep the majority of these practices in place in the future. About two-thirds of businesses surveyed plan to keep between 26-75% of the newly-adopted measures. Generally, companies are expecting changes in their internal workflows and processes as well as automation and digital transformation, both from the short-term and long-term perspective.



Maintain your effective teleworking processes and policies with the help of ESET security solutions—because the digital workplace is the future.

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## 4. IT SECURITY BUDGETS OF SURVEYED COMPANIES WILL NOT CHANGE DRAMATICALLY

The largest proportion (39%) of companies stated that the crisis will have no significant impact on their IT security budgets. Furthermore, around 34% are expecting increases in this year's budget, in some cases by 25% or even 50%. However, some of the surveyed companies (approx. 27%) are expecting their IT security budgets to decline.

How will COVID-19 affect the size of your IT security budget this year, compared to the planned budget?



According to leading IT market research and advisory firm IDC, "security spending may increase or stay the same, in spite of decreases in overall IT spending."

Source: IDC, COVID-19 Impact on IT Spending Survey: Security Spending May Increase In Spite of Decreases in Overall IT Spending, Doc # US46701920, July 2020, Frank Dickson

## 5. THE HUMAN FACTOR IS THE BIGGEST CHALLENGE WHEN WORKING REMOTELY

The increase in cybersecurity risks caused by human factors were evaluated as the greatest challenge to arise when employees started working from home, followed by the increase of cybercrime, as some web threats increased by 25%. According to the ESET Q1 2020 Threat Report, the number of fraudulent websites blocked in Q1 2020 increased by 21% compared to Q4 2019. Also, on a slightly smaller scale, companies found the increased need for identity authentication accompanying telework concerning.

How the number of web threats rose along with COVID-19 lockdowns and the growth of remote work



ESET Threat Report Q1 2020

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Looking for more information on the shift to teleworking triggered by the COVID-19 pandemic and the future of the workplace? Download our handbook to find out how well ESET did in the crisis and what security challenges we faced.

[Download handbook](#)

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Method: Online poll, field work: May 28th – June 26th 2020; n = 106 ITDM in UK organizations. Consisting of 106 participants, the sample size is relatively modest. Therefore, we cannot consider the results as statistically representative of all businesses in the UK. We are introducing the data as poll results, considering that they are of an indicative nature rather than an exact representation. The majority (2/3) of the surveyed companies are enterprises consisting of more than 1,000 employees. More than half are large enterprises with more than 3,000 employees. Therefore, it is also logical that their transition to digital workplaces was easier, since large companies usually have more elaborate crisis management plans and processes in place.