

# The New Workplace

A balancing act for IT and telecoms businesses



Okta talked to hundreds of office workers in the IT and telecoms sector to explore how working dynamics have evolved during the pandemic, people's aspirations for the future, and how secure they feel in their new workplace – wherever that may be for them.

## As markets expand, attracting top talent is critical

Demand for IT services grew in 2020 as companies sped up their digital transformation programmes to support remote working and service delivery during the pandemic. Cloud computing and 5G services will be at the heart of organisations' recovery strategy, opening up new opportunities for vendors in this sector.

The technology industry has led the way in the adoption of flexible working and the pandemic simply accelerated the trend. The freedom to work from anywhere, with any device and any technology, will be a prerequisite to attract the innovative talent needed for future growth.

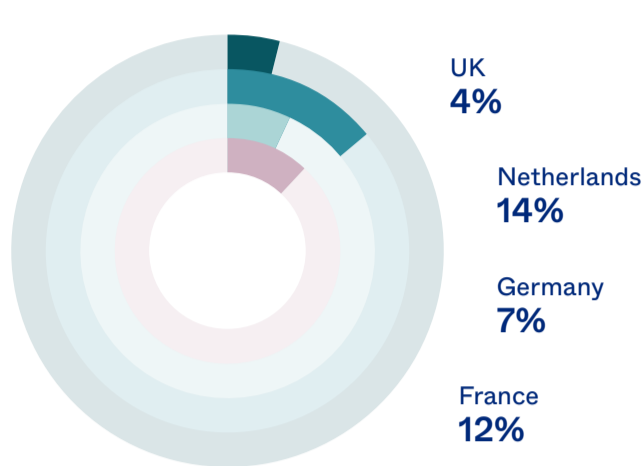
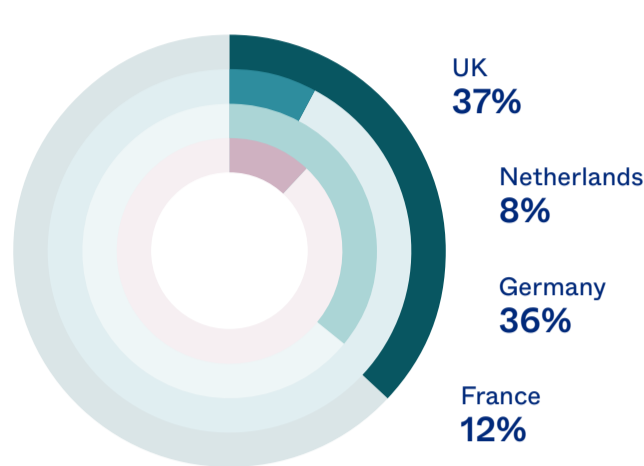
**78%** of UK IT and telecoms workers expect their employer to offer at least some flexible working when restrictions ease



## In an ideal world, where do people want to work?

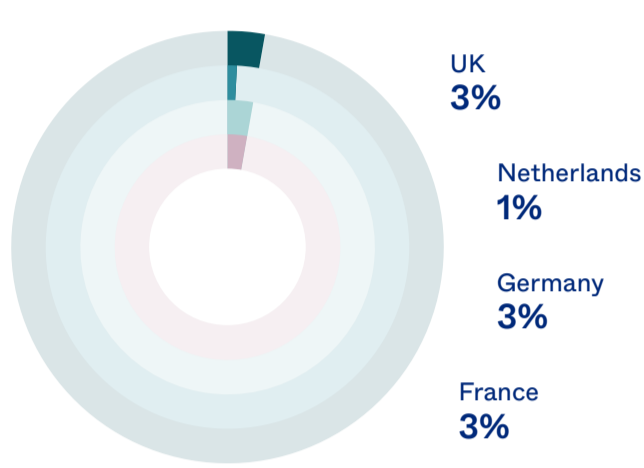
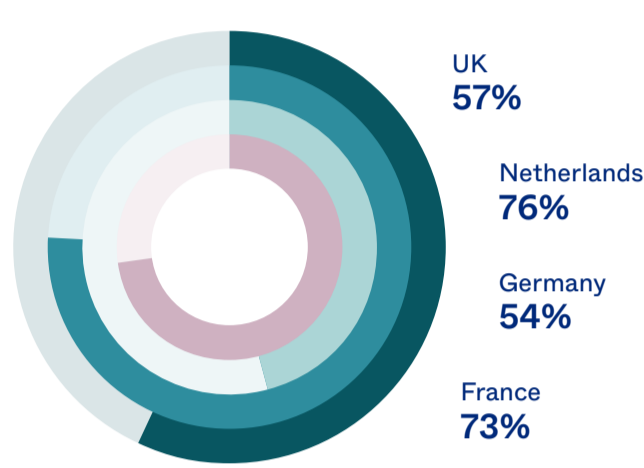
Would prefer to be fully remote

Would prefer to be fully in the office



Would prefer a mix of office and remote working

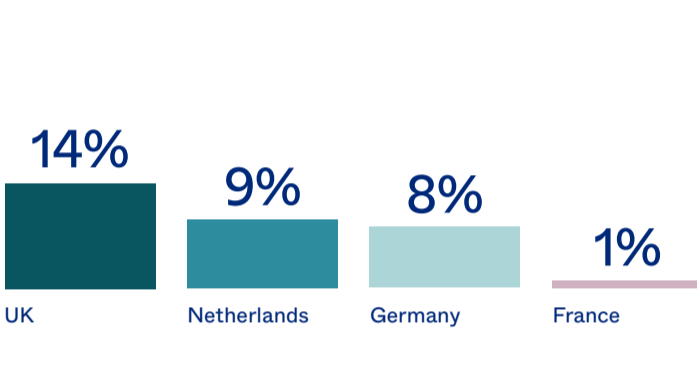
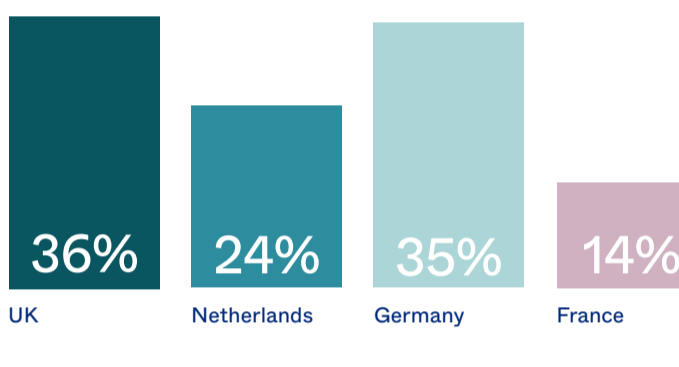
Unable to do my job away from the office



## For some, working anywhere means moving anywhere...

Would move within the country they currently live

Would move abroad



...and working anytime they choose

**75%** of UK IT and telecoms workers would like to work asynchronous hours



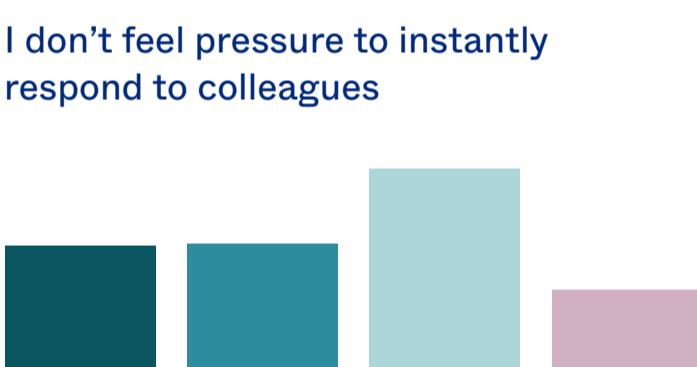
I could fit work around my personal life

I could spend more time with my family



I'm more productive outside traditional hours

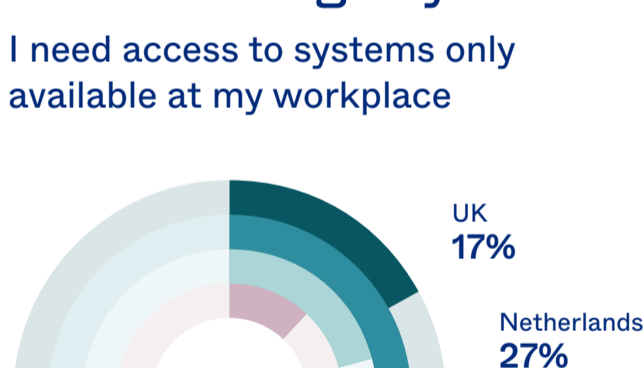
I don't feel pressure to instantly respond to colleagues



## What's stopping IT and telecoms workers from working anywhere?

I need access to systems only available at my workplace

My employer is against the concept



IT security is not strong enough

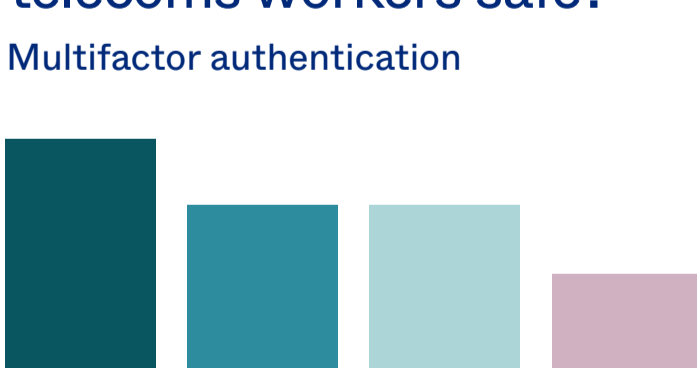


**1 in 5** European companies say security restrictions on accessing essential resources are the main obstacle for productivity

## What's keeping remote IT and telecoms workers safe?

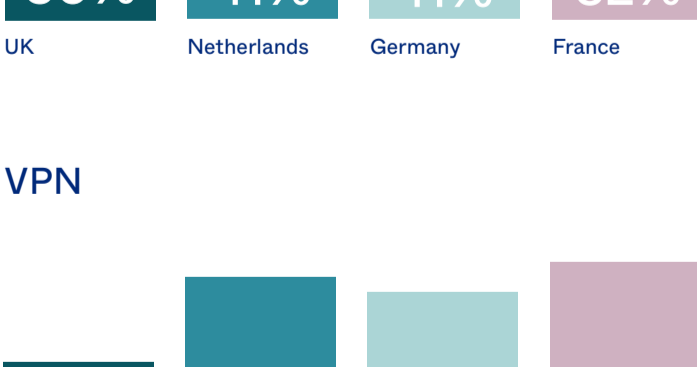
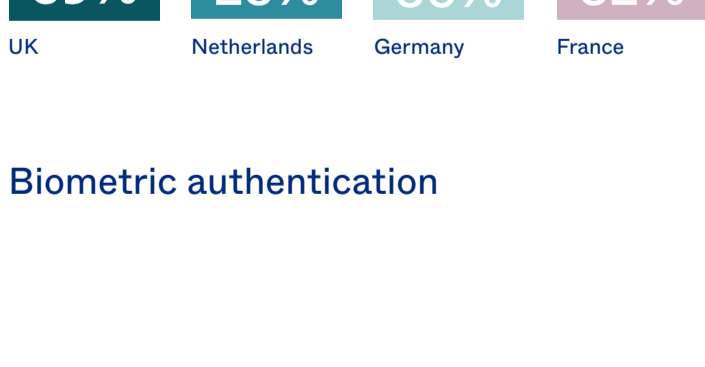
Only passwords

Multifactor authentication

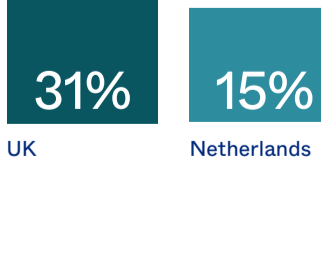


Biometric authentication

VPN



## Camunda improves the employee experience with Okta



Open source software provider Camunda wanted to automate all processes related to provisioning and deprovisioning. It chose Okta as its identity partner, using Universal Directory, Single Sign-On, Multi-Factor Authentication and Lifecycle Management to quickly set up automatic provisioning and simplify security for its 200 employees. The business has cut manual provisioning tasks by 70%, an invaluable efficiency gain in the era of COVID.

[Read the full story](#)

## Secure trust at work with Okta

Establish trust at work, wherever your people are, with Okta's workforce identity solutions. Safeguard remote access to your apps and automate onboarding and offboarding to deliver swift access for the right employees at the right time.

[Download the full research report](#)