



2024 Endpoint Ecosystem Study

HYBRID WORKERS - LEFT TO THEIR OWN DEVICES



INTRODUCTION

The Endpoint Ecosystem

The dynamics of hybrid work have not changed, but the attitudes and actions of hybrid workers have changed dramatically.

Mobile Mentor's 2024 Endpoint Ecosystem study reveals the views of 2,400 knowledge workers in the US, UK, and Australia on company security, employee experience and productivity.

The employees surveyed work in four highly-regulated industries: finance, healthcare, government and education. The study dives into the perceptions, attitudes, and actions of hybrid workers who rely on their devices for every aspect of their work life.

Key takeaways from the 2024 study

- 1. People feel more productive and do their best work in an office**
- 2. Security is getting in the way and people are finding workarounds**
- 3. Priorities have changed and people care most about personal well-being**

“Hybrid workers are 100% reliant on their devices as their only interface to their company, colleagues and culture.”

Denis O'Shea
Founder and CEO | Mobile Mentor

Peek In The Window

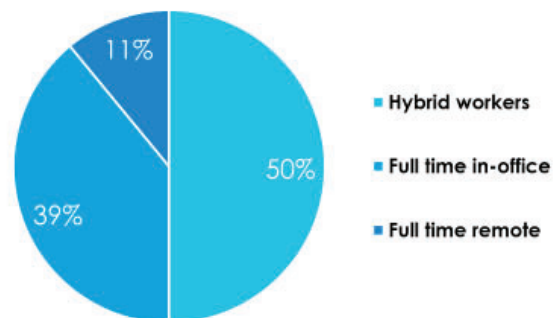
Imagine you are standing outside the window of a remote employee's home office. What do you see on the desk? Probably 3 or 4 devices, some owned by the company, some personal devices, lots of cables, perhaps a notebook and a monitor. That is the endpoint ecosystem for that employee, and they are highly reliant on this set-up for work and social connections with their colleagues.

So, if that employee has outdated hardware, lots of passwords, needs a VPN connection to access company files, struggles to get tech support in a timely manner, they may feel they need to be in an office to be productive.

On the other hand, if that employee is equipped with modern hardware, uses biometrics rather than passwords, doesn't need a VPN, can easily access tech support, that is an empowering experience.

The Landscape of Modern Work

The percentage of people working remotely has not changed in 2 years and hybrid is now the most popular form of work for knowledge workers. The workforce is probably more mobile than ever before.



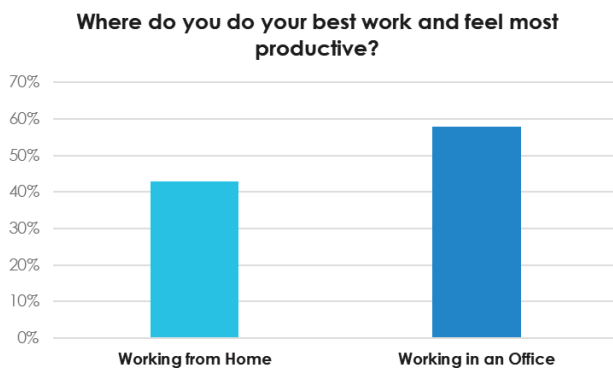
However, being a remote employee feels very different now compared to 2022.

SECTION 1

People Feel More Productive in an Office

People say they want to work from home but surprisingly, the office is considered the most productive environment across **ALL Generations**.

This is surprising until we unpack the reasons why.

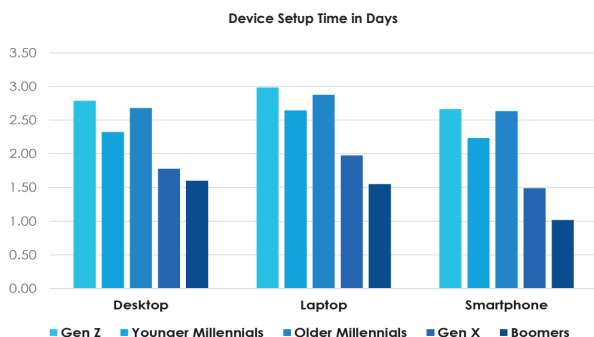


Painful Onboarding

Employee onboarding and support has deteriorated since 2022. Only **56%** of employees believe that their onboarding process is designed for remote workers.

It takes 2-3 days to provision each new device and requires the employee to request technical support 2-3 times.

The experience is not uniform and the data shows that **Gen Z and the Baby Boomer generation need the most onboarding support**.



Technical Support has Got Worse

Response times and resolution times for technical support have got worse since 2022.

- 30% of workers are waiting at least a day for a meaningful response from technical support
- 38% of workers are waiting at least a day for a resolution to technical support

Self-service Tools Aren't Widely Used

Despite technology advances in recent years, and AI advances in recent months, self-service options have not yet been widely adopted.

- Millennials are the most self-sufficient generation. Boomers the least.
- Healthcare is the least self-sufficient industry. Finance is the most.

Guidance for Hybrid Work

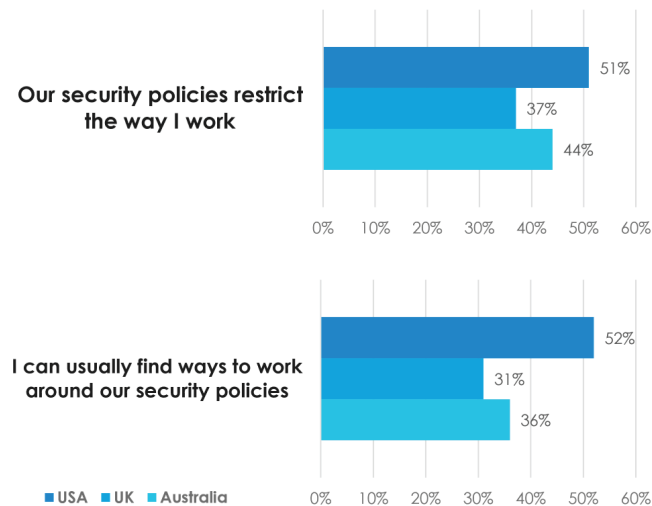
- Streamline the onboarding process by adopting zero-touch provisioning with Windows, Apple and Android devices.
- Offer more self-service options and consider augmenting the IT support team with a specialist partner for endpoint support.
- With demographics evolving, invest in onboarding and support for the Gen-Z and Boomer generations.

SECTION 2

Security is Getting in the Way

47% of employees say security restricts the way they work (up from 41% in 2022) and this correlates strongly with finding ways to work around security policies.

The more restricted people feel, the more likely they are to work around security controls and take risks and engage in Shadow IT.



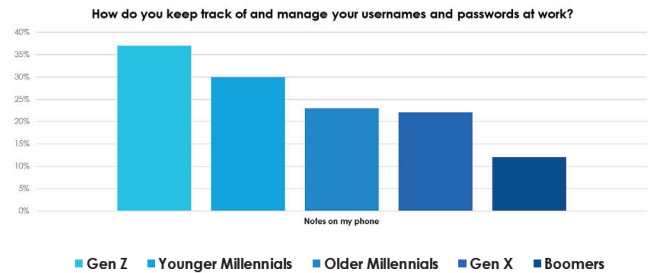
Shockingly, 53% feel they would be more efficient with non-work tools like Gmail and Dropbox.

Password Hygiene is a Major Issue

Employees still have too many passwords, and the more passwords we have to manage, the more sloppy and lazy we become. **More than half the surveyed population have poor password hygiene.**

40% of people write their work passwords in a personal journal or store them on their phone.

This varies enormously across the generations and **37% of Gen Z workers store passwords in notes on their phones.** The trend is alarming because this is up from 26% just 2 years ago.



Meanwhile Gen Z **reduced** their use of online password tools (e.g. LastPass) from 35% in 2022 ago to just 27% in 2024.

BYOD is an Old Problem in New Light

There is massive overlap between our work and personal lives, and our work and personal devices, and our work and personal data!

BYOD used to be about personal smartphones, now it is about laptops.

Only 39% of companies have a secure BYOD program, but **60% of employees use their personal laptop for work** more than 1 hour.



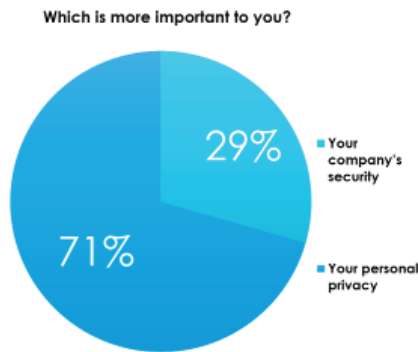
Clearly there is massive risk when people use their personal devices for work without security. Conversely, people use their work devices for personal use (e.g. gaming, social media and entertainment). The lines are blurred.

SECTION 2

Security is Getting in the Way

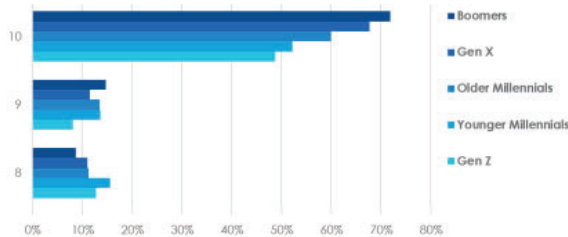
Privacy, Not Security

Despite all the focus on security awareness, employees care a lot more about their personal privacy than their company's security. **71% of workers value personal privacy more than company security.**



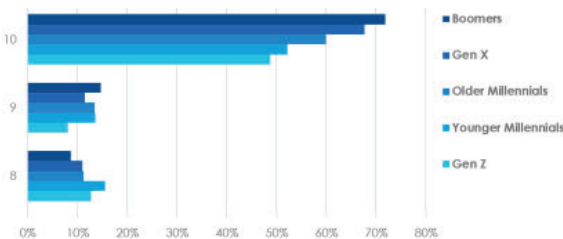
Generationally, older workers care most about their personal data and younger generations care least. The same attitudes apply to security of their company data.

How important is it to you that your company data is protected?



In fact, young workers don't even care that much about their personal data

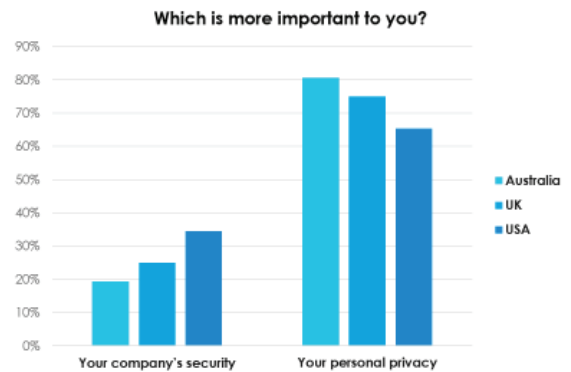
How important is it to you that your personal data is protected?



“The best way to predict the future is to observe the actions of Gen Z. They are flooding the workforce and getting promoted so their actions will become the norm in the coming years.”

Denis O'Shea
Founder and CEO | Mobile Mentor

Australians Care Most About Privacy



Guidance - Make Security Invisible

We need to make security invisible - ensuring it is designed into the fabric of our work, not layered on afterwards as an additional barrier. This is especially important for the hybrid workforce who are completely reliant on their devices as their only interface to their company, their colleagues and their culture.

So what can we do?

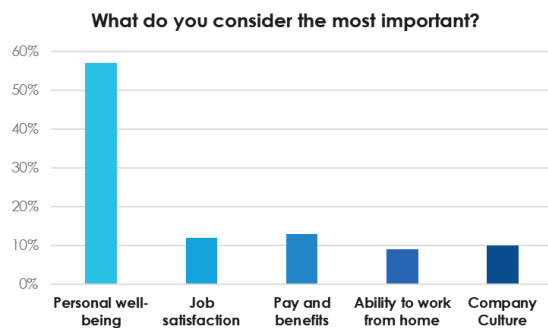
- Go passwordless and eliminate the need to manage passwords
- Create a policy and controls for use of personal devices for work
- Reframe security with a privacy lens to get employee's attention

SECTION 3

Employee Priorities Have Changed

Hybrid work is making personal well-being more important, and company culture less important.

Personal well-being dominates workers' priorities in 2024. Job Satisfaction along with Pay & Benefits are the next most important, followed by the ability to work from home and company culture.

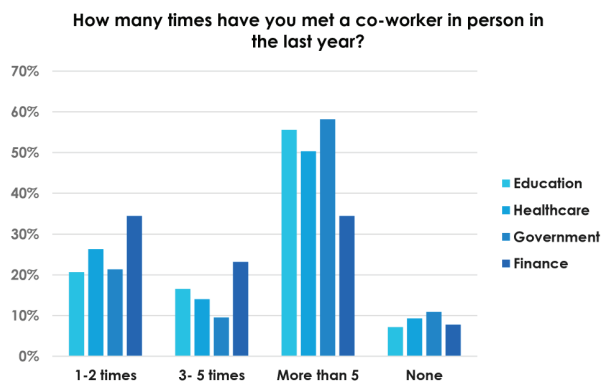


83% of people rank personal well-being over job satisfaction. This is up 10 points from 2022.

Isolation from Colleagues

Hybrid workers are increasingly becoming isolated from their coworkers.

- Only 50% of people meet in person with co-workers. 8% have met no one, and 28% have only met once or twice.
- Gen Z workers in the Finance industry in the US have the least in-person interactions with colleagues. This is the most isolated cohort in our study.



The Grass is Always Greener

Most people believe other companies are doing a better job with modern tools and technology. This is especially true for people in Finance, and in the USA.

Optimism for the Future

71% of workers believe their company is very or somewhat open to ideas on how to improve technology. Moreover, Americans (76%) are more likely to believe their company is open to ideas on how to improve technology than Australians (63%) and the UK (64%).

Tactical Guidance

Employers need to make some adjustments to ensure hybrid work is sustainable for employees in the physical, mental and social sense.

If not, people will look at opportunities in other company where they perceive their priorities will be better served.

- Foster well-being initiatives for all employees but especially remote workers who are the most isolated.
- Arrange team gatherings and events where people can connect and develop friendships at work.
- Lean-in to new technology, especially AI, using contests to encourage creative ways to use AI.

Conclusion

Making Hybrid Work, Work

This study highlights some of the challenges with hybrid work but these can be addressed with a modern framework built on 3 principles:

- Making security invisible with zero-trust framework, conditional access policies, passwordless sign-in, and silent software updates.
- Empowering employees by provisioning their devices in minutes, making support frictionless, and embracing the use of BYO devices, securely.
- Extracting maximum value from Microsoft platforms for security, productivity and collaboration, for all employees and contractors.

This is **Modern Endpoint Management** - designed specifically for hybrid workers.

Modern Endpoint Management

Modern Endpoint Management is a managed service for hybrid workers. It is the signature service provided by Mobile Mentor. Through this service, we empower people to achieve more with better security and productivity.

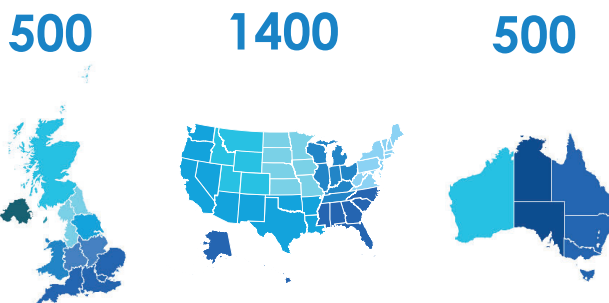
To learn more about the Endpoint Ecosystem, and to begin your journey to Modern Endpoint Management, sign up for our capability and capacity assessment here:

<https://www.mobile-mentor.com/capability-and-capacity>

Methodology

The Endpoint Ecosystem study surveyed 2,400 multigenerational participants across the United States, the United Kingdom, and Australia, who were actively employed in the finance, healthcare, government, or education sectors and relied on computers for their work. Respondents answered 41 questions related to their experiences with company security and technology use.

To learn more about our methodology, [click here](#).



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