

IT Modernization

5 ways the remote workplace has changed our view of IT modernization



The impact of the remote workplace

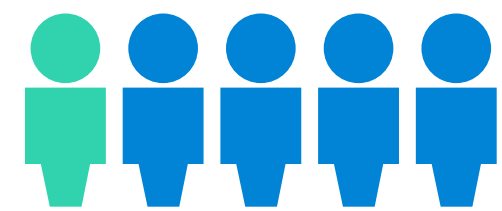
Without a doubt, the shift to a remote business model has redefined how today's enterprises get work done. For many IT executives, the office is no longer a single address, but rather the locations employees log in from each day. And, as we look ahead, it's become clear that many companies aren't planning on returning to business as usual — remote work is now the long-term plan.

While this shift has come with many benefits, IT professionals have encountered obstacles keeping their organizations online securely, reliably and productively. As this strategy goes long-term, expectations for IT infrastructures will continue to evolve (and quickly).

Amid this disruption, IT solution and service providers have the opportunity to take on a new strategic role in helping enterprises modernize their IT plans and serve customers in new ways. Let's explore a few top learnings from last year to help enable a better view of what's ahead.



No. 1 Security goes on the road



According to PwC, [fewer than one in five](#) executives say they want to

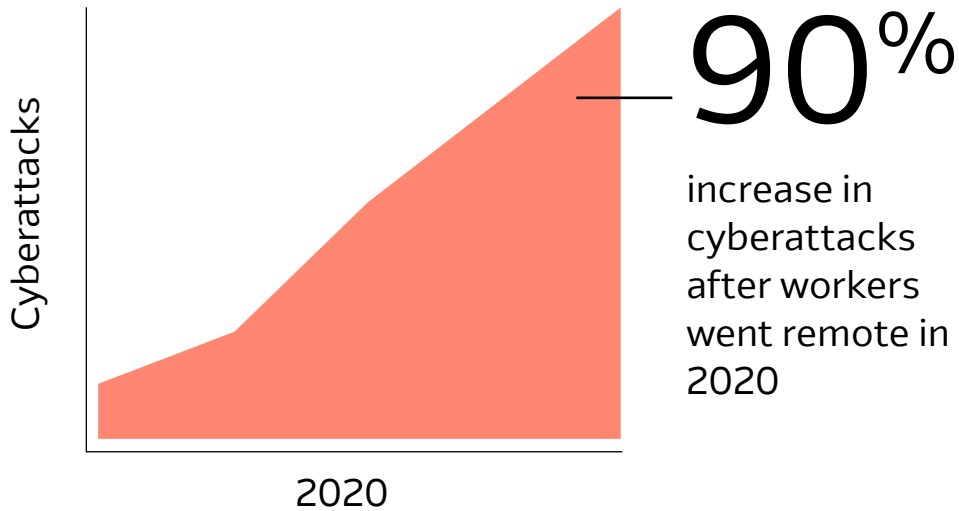
return to the office as it was pre-pandemic. For IT professionals, this means the nature of how they keep their organization and its critical information secure will never look the same.

Employees are now scattered across the nation, taking with them sensitive information stored on their work devices and accessing shared platforms from many different (and possibly unsecure) locations and connectivity providers.

C-suite executives reported a 90% increase in cyberattacks after workers went remote in 2020 ([Tanium](#)).

Moving from a centralized strategy to a decentralized model requires an entirely different approach. This shift towards a more modern hybrid architecture will require putting focus on migration to the cloud, securing networks via VPNs, addressing authorization and authentication and more ([SHRM](#)).

This is where a savvy IT provider can help by offering strategies formed by servicing a variety of clients, as well as a range of solutions that can enable a new business approach.



No. 2

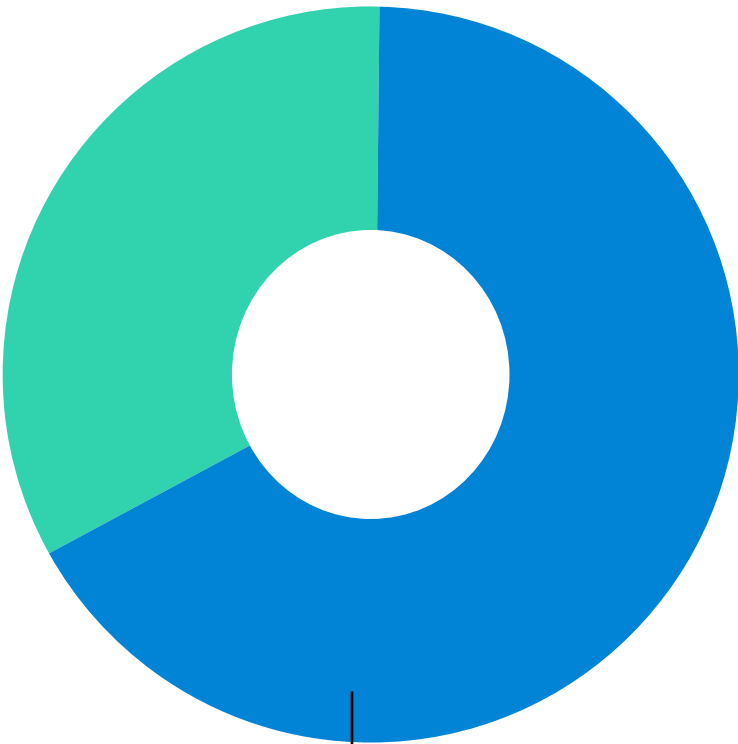
Application performance meets WFH productivity



In this new normal, employee productivity often hinges on the ability to access the right tools, platforms and information. But not all infrastructure translates well to work-from-home.

While connectivity at the office was designed to run performance-heavy applications, the average home network may not be equipped for the job. A researcher from Stanford University found that [only two-thirds of Americans surveyed reported having fast enough internet service to support video calls.](#)

IT teams are now expected to manage the bandwidth and throughput to make sure employees are as productive at home as they were sitting in the office.



67% Fast enough internet to support video calls

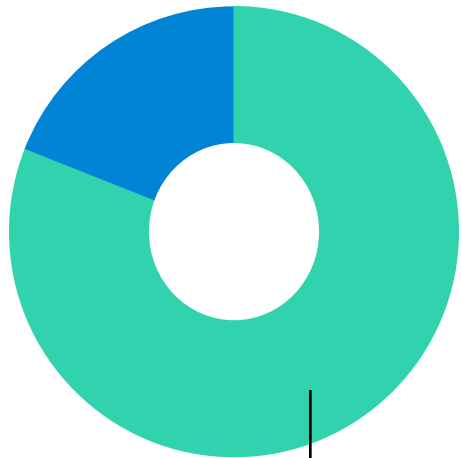
No. 3

The proliferation of XaaS

2020 placed a greater emphasis on software-as-a-service (SaaS) offerings, as well as migration to the cloud. This has caused IT providers to pivot much further into the service economy, with many now selling anything-as-a-service/everything-as-a-service (XaaS/EaaS) — and many end-user businesses are leaning into the trend, too. [According to a 2021 study by Deloitte](#), 81% of XaaS adopters reported that the pandemic has accelerated their organization's shift to XaaS from traditional IT, and over half (55%) said that the crisis is causing their organization to invest more in XaaS than they had initially planned.

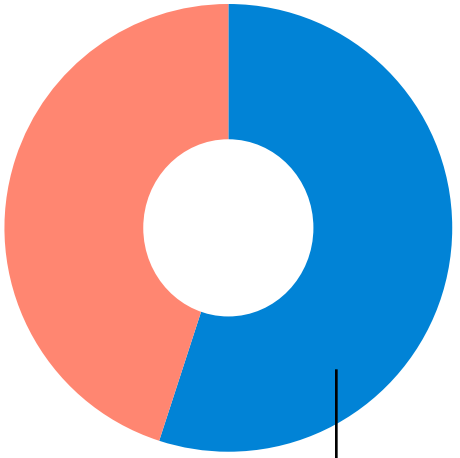
End users like choice and convenience. The proliferation of XaaS will require IT providers to adopt new economic business tools, and flexible digital consumption and

subscription options will continue to be demanded. Vendors are also reprioritizing providing cloud-based solutions to be competitive.



81%

Reported an accelerated shift to XaaS from traditional IT



55%

Reported a greater investment in XaaS than planned



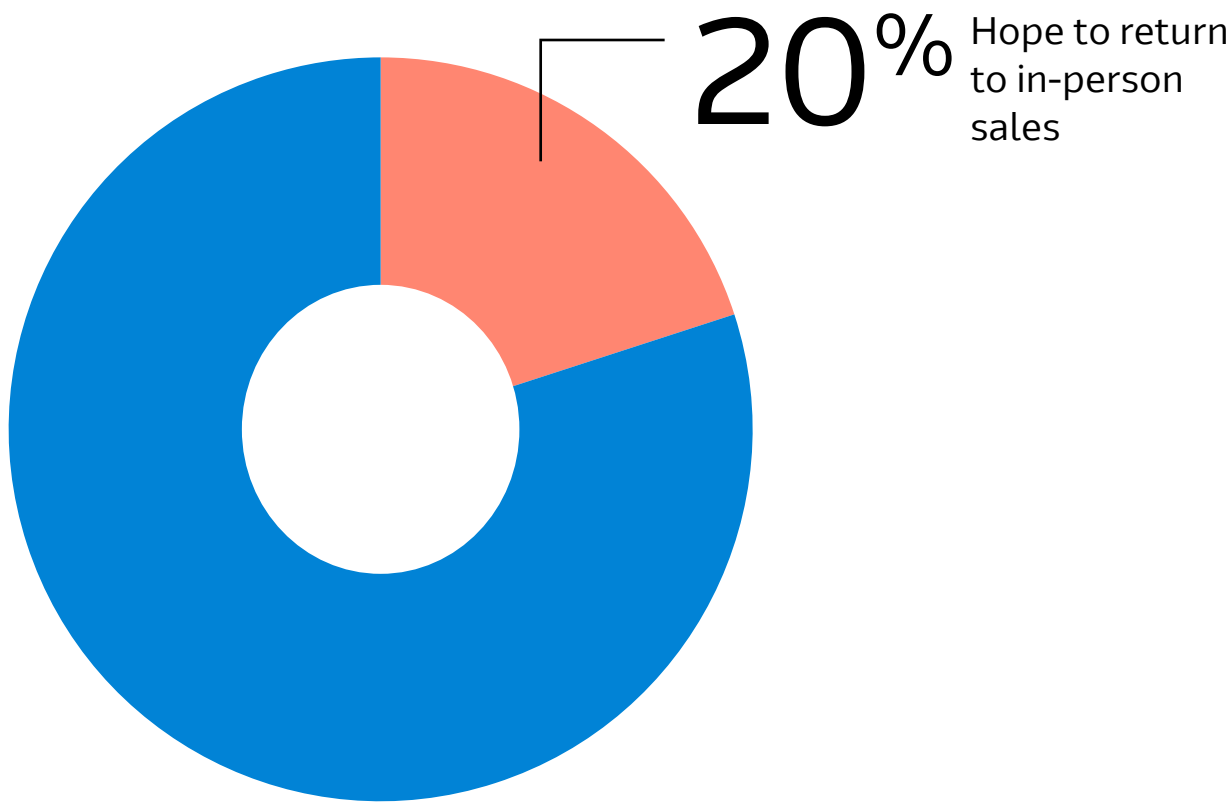
No. 4

The acceleration of digitization of customer interactions



The remote workplace has changed the nature of customer relationships — where does the point of sale actually happen? For a long time, the sales process involved considerable on-premises interaction. But now, the market has shown these interactions can (and do) take place virtually.

In fact, only about 20% of B2B buyers say they hope to return to in-person sales, even in sectors where field-sales models have traditionally dominated ([McKinsey](#)).



No. 5

The new executive mindset



Technology's strategic importance changed radically in 2020, and so have executives' perspectives surrounding digital transformation.

For those that anticipate remote working being their company's new baseline, the right technology is key to enabling the move away from the traditional office setup. According to a 2020 report by Gartner, [businesses will be forced to accelerate their digital transformation plans by "at least five years"](#) through to 2024 as a result of a long-term shift to remote work and increased adoption of digital touchpoints. This will also require a greater immediate need for solutions to support the new remote-based strategy. Knowing which solutions to recommend to maximize operating efficiency — and assistance with install, setup and ongoing support — can offer resellers a solid revenue base from existing customers, a much easier market to serve.

There's also a renewed focus on implementing the right processes with a robust set of approvals and checklists and making sure all applications can be spun up and down for employees when needed. And further, all of these functions need to be efficient, fast and feasible.

How Arrow helps

After passing the broad-based, remote working one-year mark in March of 2021 and looking at a future that may hold much of the same, we've entered the zone well beyond the abstract. Successful organizations will lean into sustainably modernizing their IT infrastructure and digitizing both their offerings and customer relationships, while others will simply give those initiatives lip service.

Arrow can help IT solution and service providers through:

A range of solutions that can enable a new business approach

Arrow connects you to the vendors and solutions that can enable this business transformation, including endpoint security, cloud-based security, VPN, on-prem access control, virtual desktop infrastructure (VDI), desktop as a service (DaaS), etc.

A platform for managing XaaS

ArrowSphere is our cloud delivery and management platform for powering digital growth. Thousands of channel partners and millions of end users rely on ArrowSphere to manage their cloud consumption business. Our ever-growing platform enables your customers to scale and transform by providing an easily accessible and secure cloud marketplace, automated provisioning, subscription management, quoting and ordering, and billing and invoicing. [Learn how Arrow simplifies delivering cloud services.](#)

Financing and leasing services

[Arrow has a myriad of financing solutions](#) to help you and your customers pay for the additional security, infrastructure and collaboration tools needed as a result of all this digitization.





Contact us

From security to XaaS, Arrow can help you with business model shifts — [contact us](#).



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