

The Global Remote Work Productivity Tracker



VOLUME 1: GLOBAL TRENDS IN THE SHIFT TO REMOTE WORK

THE GLOBAL EXPERIMENT FOR THE FUTURE OF WORK

The COVID-19 coronavirus pandemic has resulted in an unprecedented shift in the global workplace as containment measures have forced non-essential employees to work from home. The paradigm shift to remote work is uncharted territory for many global enterprises. It is also a historic global future-of-work experiment.

Much has been written about how companies need to adapt from both an IT and management perspective to keep business moving, but what is the impact on productivity?

How have employees adjusted to remote work?

How long will it take for workplace productivity to return to pre-outbreak "normal"?

What does the global nature of the pandemic reveal about the differences in regional remote work capabilities?

How is the employee digital experience affected, specifically how employees are connecting and what applications they are using and impact of WFH on application health and performance of virtual private networks (VPNs)?

We set out to explore the answers to these questions and more through the Global Remote Work Productivity Tracker. It is based on data aggregated from millions of employee devices from over 500 Global 2000 companies being managed via the Aternity SaaS solution. The reports are generated via Aternity's built-in, advanced analytics and custom report capability. This will be updated regularly as we gather and analyze additional information.

GROWTH OF REMOTE WORK AROUND THE WORLD

Figure 1 compares the growth in remote work as a share of overall work performed between January 6 and March 27.

The rapid shift to remote work started in China on January 23, when the country implemented its shift to work in Wuhan on January 23 and later expanded it to the rest of Hubei province the following week. (The dip in the graph for China and Hong Kong corresponds with the Lunar New Year holiday.)

The lockdowns in Europe began in Italy on March 9, with much of the continent following suit through March 15 – the period that saw the sharpest rise in remote work there.

The WHO declared the global COVID-19 outbreak as a pandemic on March 11, which is when the shift to work in North America began in earnest. It grew more sharply starting on March 16, when California was the first to announce statewide stay-at-home orders. We've seen growth since then as more states have followed suit to result in the highest share of remote work in the world.

Other regions, including Latin America and the Middle East, have lagged in the shift in correlation with the lag in the outbreak.

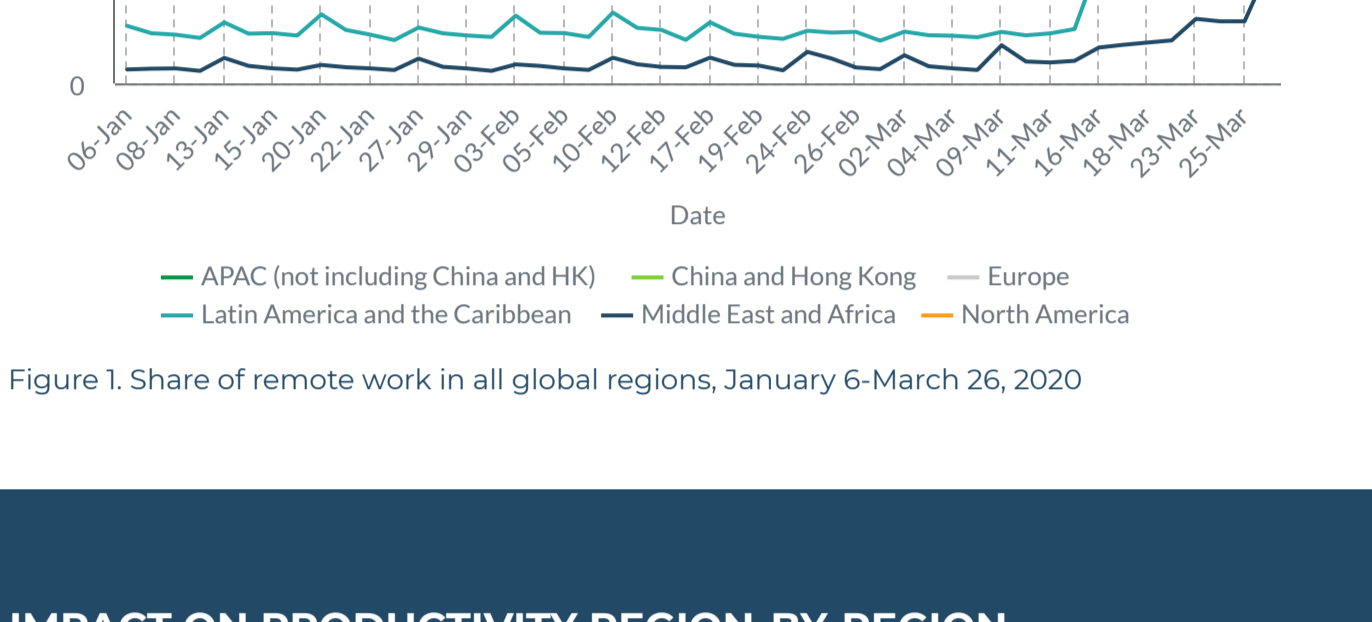


Figure 1. Share of remote work in all global regions, January 6-March 26, 2020

IMPACT ON PRODUCTIVITY REGION-BY-REGION

Figure 2 shows a closer comparison of North America vs. Europe.

Despite European countries starting their quarantine several days before North America, the shift to remote work has had opposite effects. Overall productivity (as measured by hours of work computing time) in Europe declined by 8.2%, while at the same time increasing in North America by 23%.

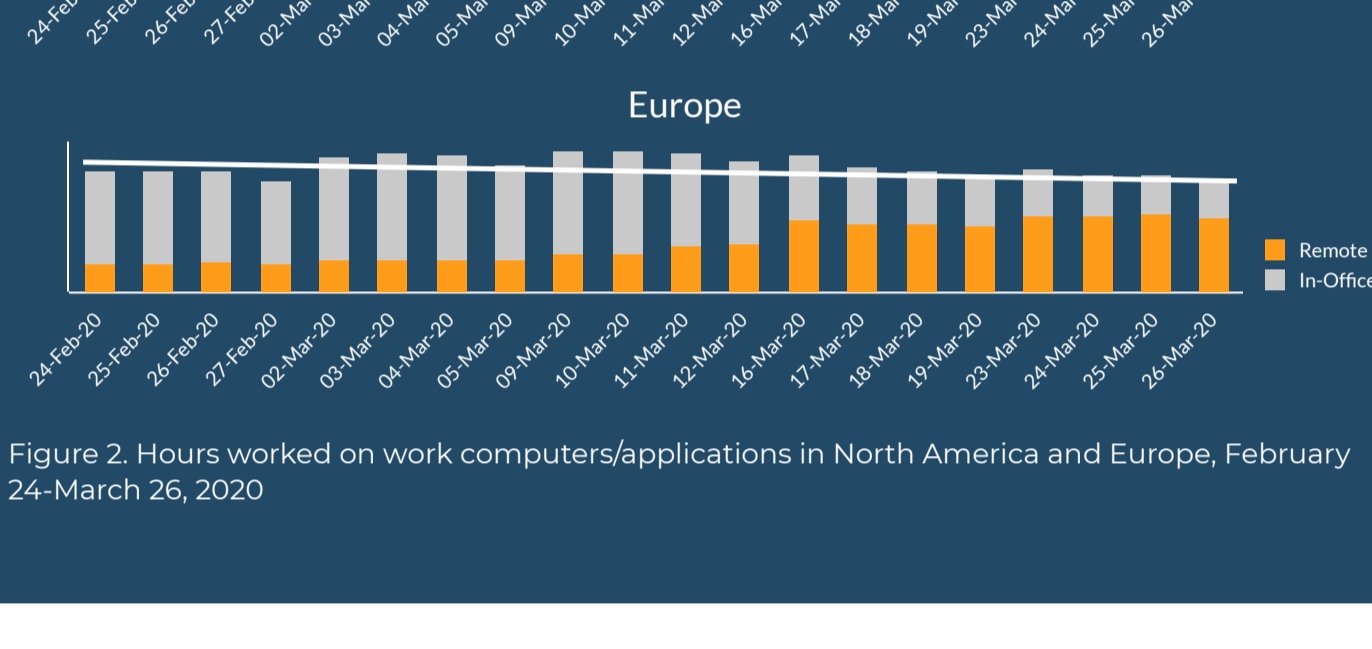


Figure 2. Hours worked on work computers/applications in North America and Europe, February 24-March 26, 2020

NORTH AMERICA

Figure 3 looks more closely at remote work impact on productivity in North America.

As we noted above, workers in North America slightly increased overall productivity based on work-related computer usage after the government's self-quarantine edict was issued on March 16. As this chart indicates, however, Canada drove this increase.

The U.S. saw a 72% drop in in-office work, which was offset partially by a 125% increase in remote work usage/productivity, resulting in an overall drop in productivity of 7.2%.

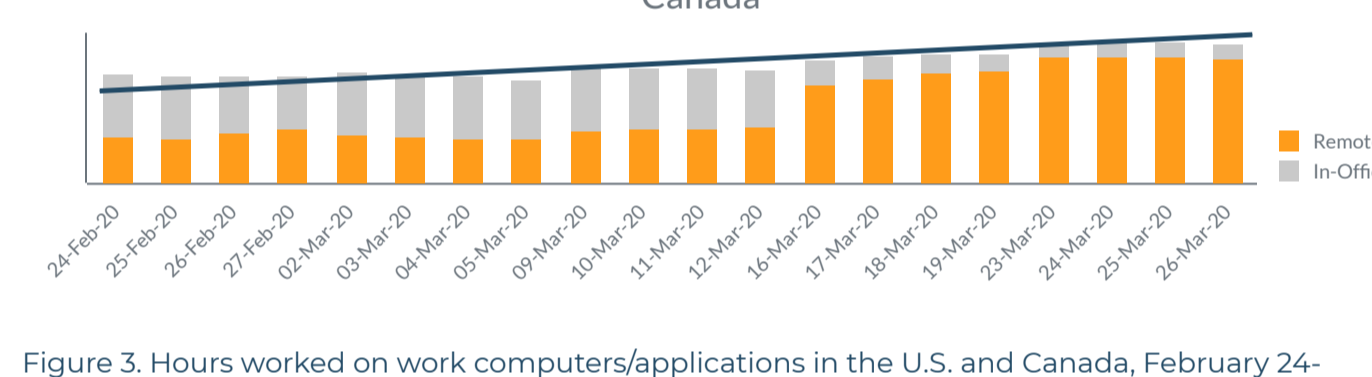


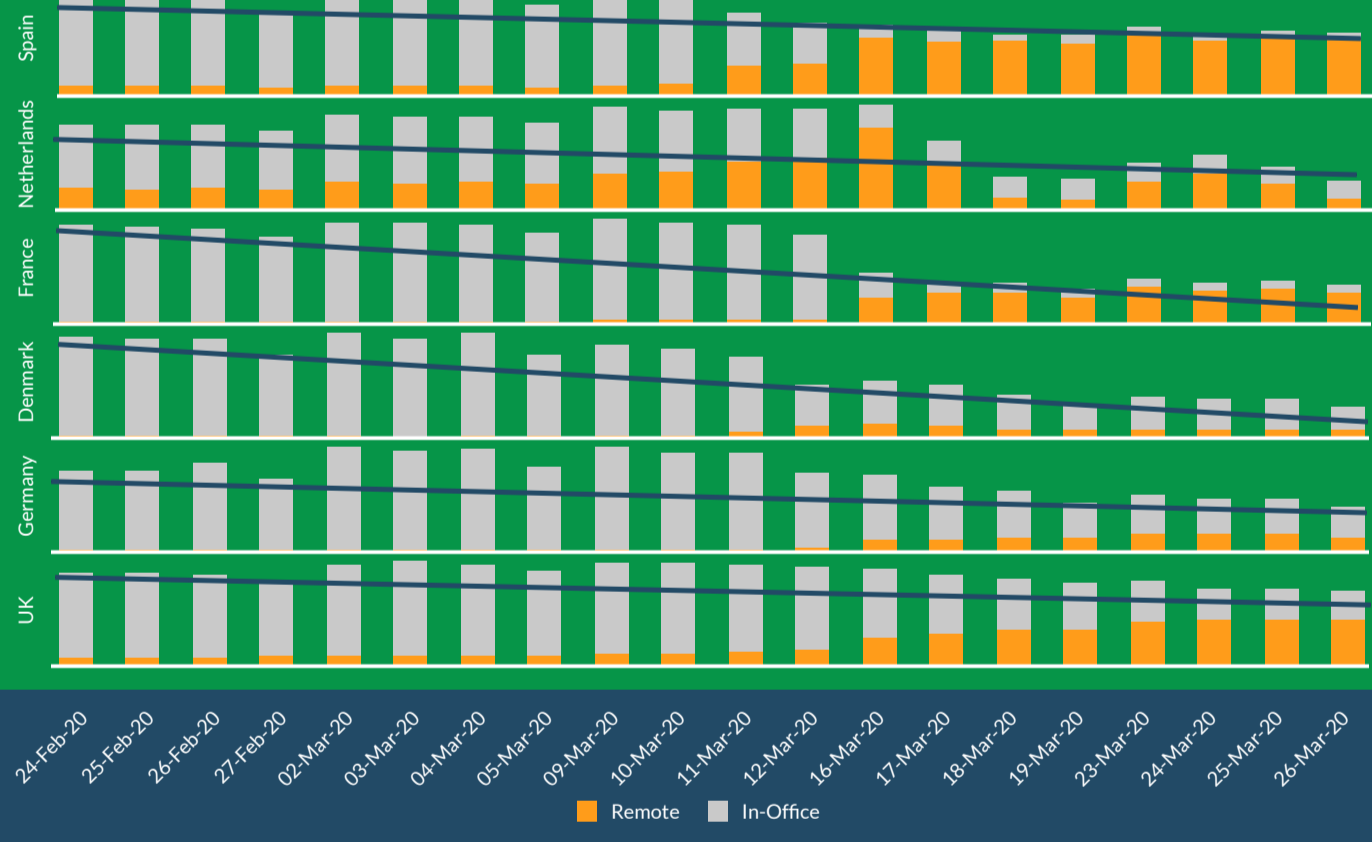
Figure 3. Hours worked on work computers/applications in the U.S. and Canada, February 24-March 26, 2020

EUROPE

Figure 4 provides a similar comparison of remote work impact on productivity across Europe, by country.

Country	Increase/decrease in in-office work	Increase/decrease in remote work	Overall increase/decrease in productivity
Italy	-85%	+150%	-70%
Spain	-95%	+500%	-33%
Netherlands	-70%	-45%	-60%
France	-75%	+500%	-55%
Denmark	-85%	+50%	-65%
Germany	-60%	+400%	-55%
UK	-67%	+300%	-20%
Belgium	-80%	+200%	+50%
Switzerland	-50%	+350%	+85%
Sweden	-20%	+250%	+80%

As noted previously, overall productivity has declined in Europe, driven by sharp drops in Italy, the Netherlands, France, Denmark and Germany in particular.



This decline was partially offset by large increases in productivity in Belgium, Switzerland and Sweden.

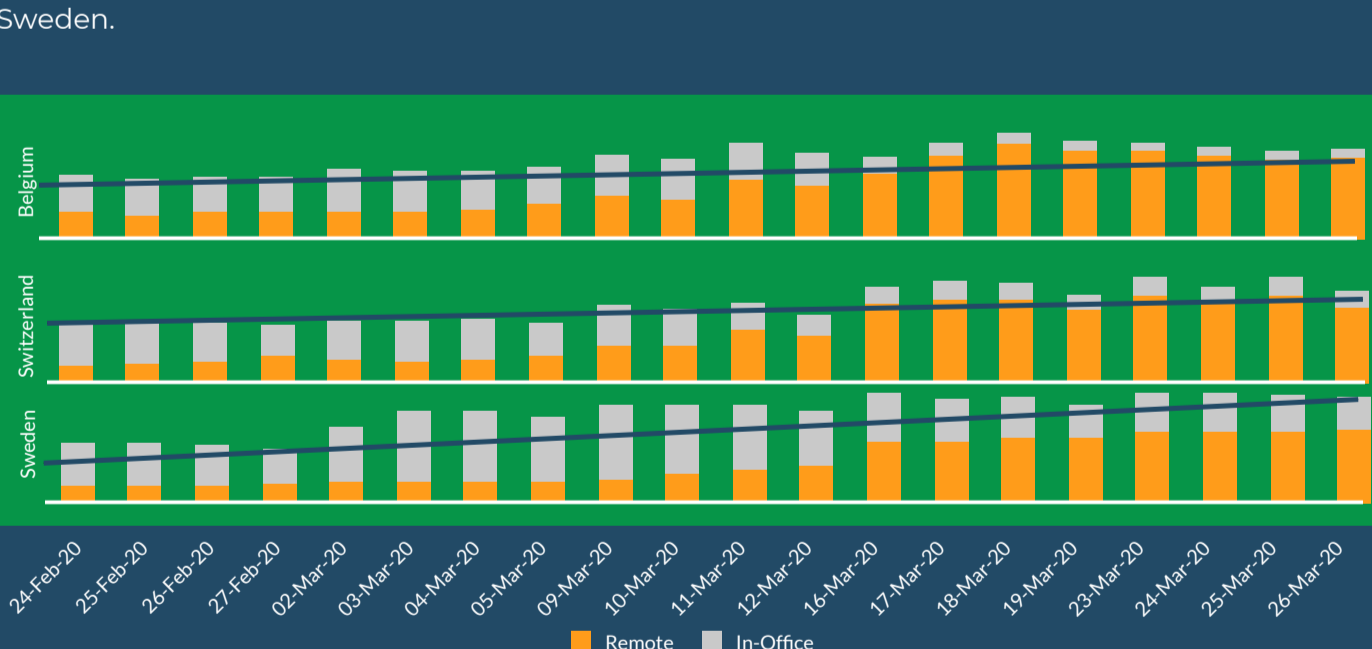


Figure 4. Hours worked on work computers/applications in major European countries, February 24-March 26, 2020

CHINA

As Figure 5 illustrates, data from China and Hong Kong provides a barometer for when productivity will return to normal in Europe, North America and other regions around the world.

After a drastic 90% reduction in work related computer usage starting on January 23, volumes returned to pre-outbreak normal about 10 weeks later. During this time, the percentage of remote work has increased from about 35% to 55%.

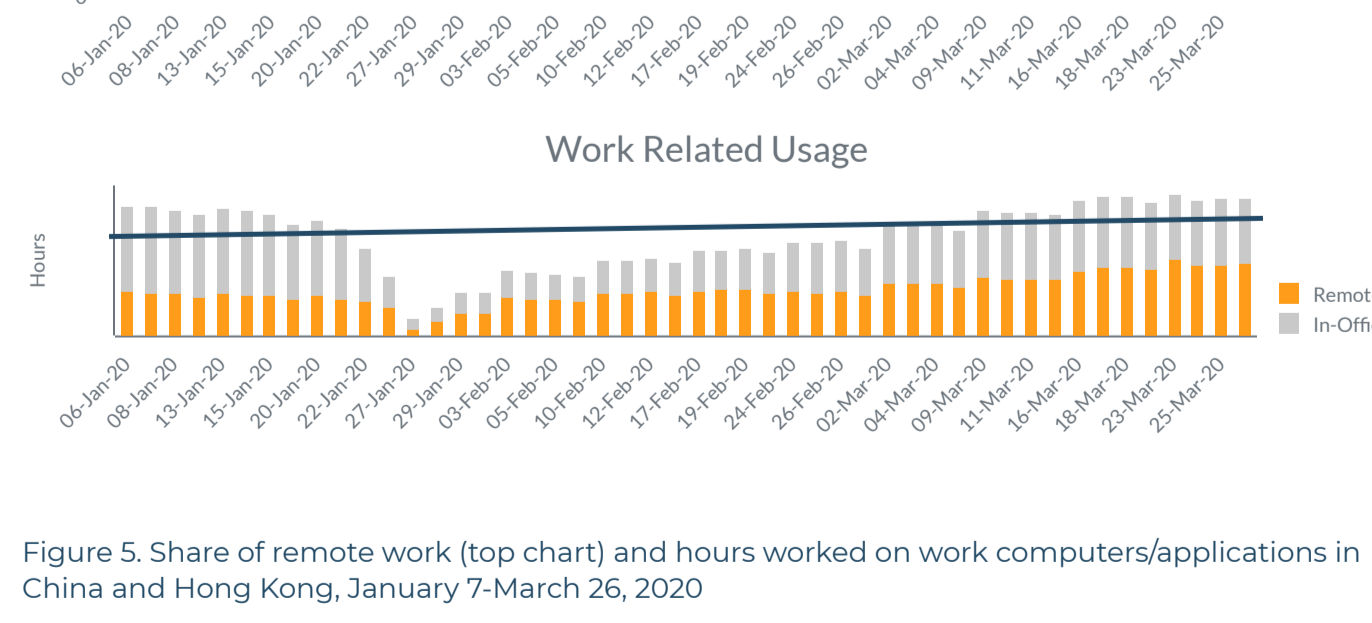


Figure 5. Share of remote work (top chart) and hours worked on work computers/applications in China and Hong Kong, January 7-March 26, 2020

FUTURE RESEARCH

Aternity is researching additional data that will provide insight into specifically how employees are connecting, what applications they are using and impact of remote work on application health and performance of virtual private networks (VPNs).

Learn more about [Aternity's solutions for the remote workforce](#)

About Aternity

Aternity, the enterprise-class Digital Experience Management company, transforms the employee experience in the digital workplace, with enterprise-scale analytics for every application, all transactions, any device, and all users. Aternity's AI-powered visibility and self-healing control help IT optimize business application performance to improve employee productivity and customer satisfaction, mitigate the risk of IT transformation, and drive down the cost of IT operations. To learn more about Aternity, visit [aternity.com](#)