



Hybrid Workers in Canada Are Losing Nearly Three Hours a Week due to IT Issues

CDW Canada's Digital Workspace Survey finds 83 percent of hybrid workers are wasting time troubleshooting technology when they work from home

Toronto, ON – August 29, 2023 – [CDW Canada](#), a leading provider of technology solutions and services for Canadian organizations, today released new research about the barriers Canadian workers are facing in the digital workspace. The [Digital Workspace Survey](#) hosted on the Angus Reid Forum, surveyed over 1,000 hybrid workers across Canada.

Proper IT can increase productivity

The survey found that Canadian hybrid workers who experience IT issues reported losing an average of three hours a week dealing with IT issues. This indicates a massive loss of productivity from hardware and software that isn't optimized for hybrid work, as well as an opportunity for employers to increase productivity through proper IT investments.

Most hybrid workers cited network connectivity (loss of 2.6 hours) and VPN connectivity (loss of 2.2 hours) as key IT issues. Other issues included lack of IT technical support, trouble sharing documents with team members, disruptions and connection issues on video calls and lack of additional monitors.

"Equipping hybrid workers with proper hardware and software solutions ensures that teams can focus on work instead of wasting valuable time troubleshooting IT issues," said Brian Matthews, Senior Manager, Digital Workspace at CDW Canada. "CDW Canada can help bridge the gap between day-to-day operations and holistic IT infrastructure by implementing tailored solutions that enable productivity."

How investing in IT for hybrid work can benefit small businesses

Financial barriers can pose a threat when investing in the right IT for hybrid work, however, not investing comes with heightened cybersecurity risks. Investing in technology without considering security can cause greater financial and reputational impacts in the event of a security incident. This situation is most prevalent with small businesses (organizations with less than 100 employees) as employees are more likely to face financial barriers in a hybrid work environment. The survey found that more than one third (37 percent) of respondents reported having to

choose and pay for their own IT equipment. This lies in contrast to one-in-ten employees (13 percent) working at large businesses who must do the same.

A lack of IT investment impacts personal device usage and security posture. Nearly half (49 percent) of respondents working at a small business reported using a personal device to access work related files or perform work tasks more than once a day.

“Using personal phones, laptops and tablets can severely impact the security of sensitive data by creating a larger attack surface on unsecured networks,” said JT Thompson, Practice Lead Digital Workspace at CDW Canada. “As many small businesses also lack dedicated in-house IT support, it’s imperative that the right devices are being used to safeguard sensitive information.”

Security concerns impact IT decision-makers’ ability to work from home

IT decision-makers were less comfortable working from home due to their increased awareness of cybersecurity and understanding of the risks when working in a hybrid model.

The survey found that nearly one-in-five (18 percent) IT decision-makers reported data security and privacy reasons preventing them from working from home compared to only three percent of non-IT decision-makers.

Concerns over cybersecurity for IT decision-makers are echoed in CDW Canada’s 2023 [Security Study](#), which surveyed 553 IT security and risk & compliance professionals. The study found that two-in-five (40 percent) respondents that store their organization’s data in the cloud – an essential tool for hybrid work – said they experienced a security incident in the cloud during the past year. Further, only one third (30 percent) of respondents said a policy exists in their organizations for monitoring and detecting threats within data, assets, applications and services. These findings can speak to the elevated concerns of IT decision-makers found in the Digital Workspace Survey.

Visit CDW’s digital workspace solutions to learn more.

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About CDW Canada

CDW Canada Corp. is a leading provider of technology services and solutions for business, government, education and healthcare. Established in 2003, CDW Canada is the country's trusted advisor for cybersecurity, hybrid infrastructure and digital transformation. CDW Canada experts design, orchestrate and manage customized services and solutions, making technology work so people can do great things. Through its services-led approach, CDW Canada simplifies complex technology to empower customers to focus on their business and thrive in a rapidly evolving landscape. CDW Canada is a wholly owned subsidiary of CDW Corporation (Nasdaq: CDW), a Fortune 500 company. For more information, visit www.cdw.ca.

For further information, please contact:

Julie Clivio

VP, Growth & Operations, CDW Canada

647.288.5828 | julie.clivio@cdw.ca