A Remote Revolution:

Splashtop's Predictions for 2022

Splashtop's predictions for 2022 sees new opportunities, security concerns, and advanced technologies taking center stage.

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Hybrid Work is Dead, Long Live "Work"

Home office, coffee shop, conventional office. Where we work matters less than ever.

From 2022 onwards, hybrid work, remote work, whatever work—there will be no more distinctions. Work is work, wherever it's done.

This radical change isn't just a different approach to remote—it's a foundational rethinking of how we do business, how we do our jobs, and how we learn. It's a global movement that is being felt in every industry and influencing organizations, and part of bigger ideas and innovations about the future of work.

We see 2022 as a year of furthering what employees, students, educators, administrators, IT support, and more have already made clear—they expect remote access and it will be prioritized when making choices for jobs, education, training, meetings, collaborations, and innovation.

This revolution may have been prompted by pandemic restrictions, but it will remain after the pandemic is over. Organizations are reimagining their approach to remote and looking to upgrade their technologies to make it simpler and more secure, adopting new technologies, like augmented reality (AR), to make it more efficient, useful, and innovative, and make working and learning more accessible and equitable.

Flexibility dominates with employees calling the shots

The turmoil caused by the COVID-19 pandemic threw employees into a scramble to work away from their offices, facilities, and schools. Now that the dust has settled (somewhat), many have found that a) they like working remotely; b) have made significant changes to their lives based on the promise of remote work, like moving to a lower cost of living area; and c) remote access helps them create a better work-life balance. Also, most people don't like commuting. These are changes that they are loath to give up, and are prompting a significant turnover.
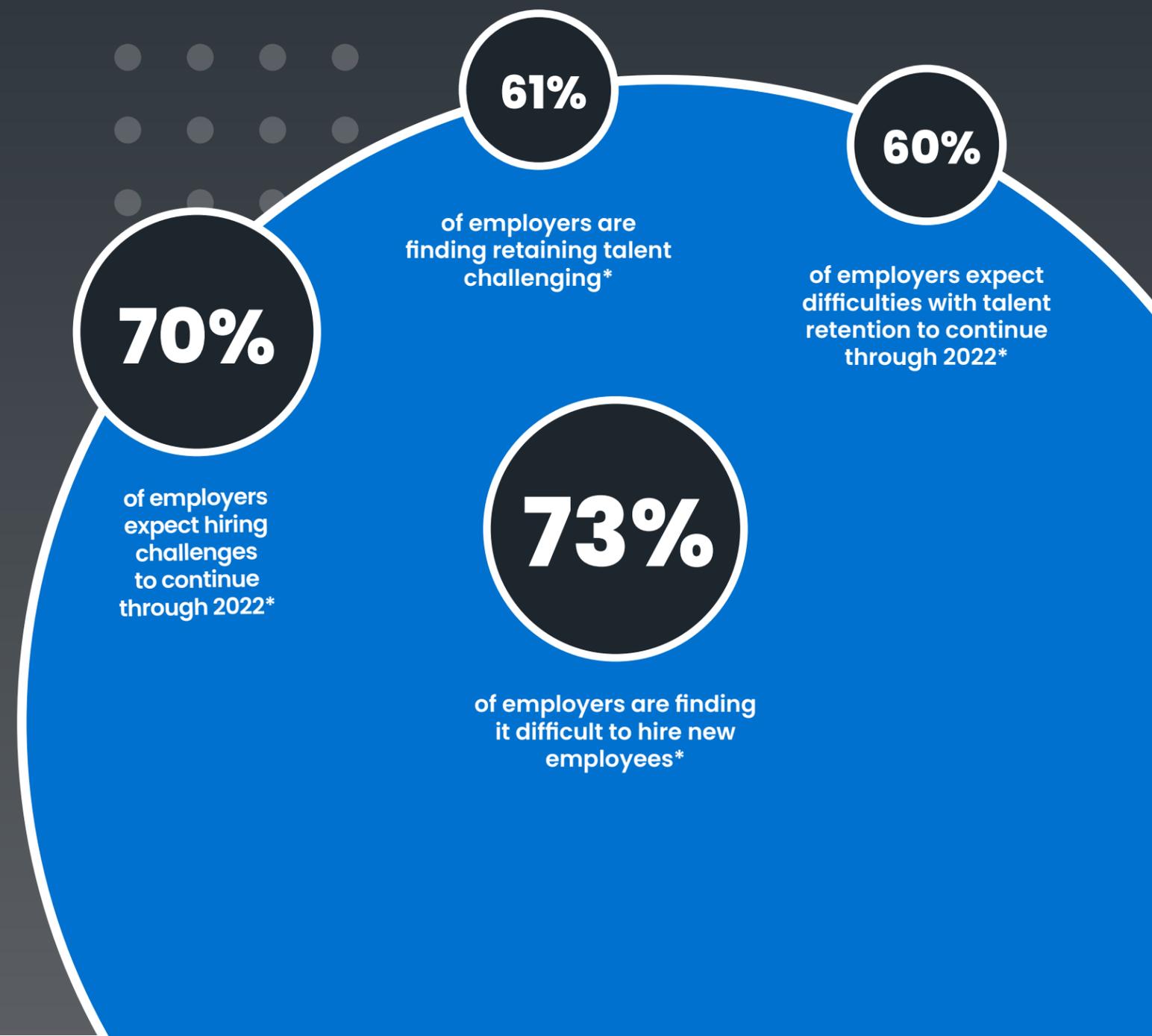
These are among the reasons we predict that regardless of an employer's desire to get employees back in office, employees will demand increased flexibility to work from wherever they want. If not, the "Great Resignation" will continue through 2022. And we're not the only ones who are bullish on this prediction: a survey by global advisory company Willis Towers Watson echoes our thoughts—attracting and retaining talent will remain at the top of employers' minds through the new year.

To counteract, employers will be offering salary bumps, sign-on bonuses, better benefits, and other, non-financial benefits, like flexible work options. Work will continue to be less geographically specific and work-from-anywhere will become more embedded in recruitment. Not only will employees expect this by default, but employers will also do well in 2022 to remember that this "work wherever" flexibility is what helped them thrive during the pandemic disruption, and will do the same for whatever the next one will be and whenever it happens.

*Willis Towers Watson

The Great Resignation in numbers:

A Microsoft survey of more than 30,000 global workers showed that **41% of workers were considering quitting or changing professions** this year. In the U.S., 20.2 million workers left their jobs between May and September 2021:

61%
of employers are finding retaining talent challenging*

60%
of employers expect difficulties with talent retention to continue through 2022*

70%
of employers expect hiring challenges to continue through 2022*

73%
of employers are finding it difficult to hire new employees*

CIOs shift to remote-first mindset

The IT staff shortage will continue through 2022. And that will have some pretty grave consequences. According to **a recent CIO survey conducted by KPMG**, the technology skills shortage is greater than it's been since 2008. And, Gartner says the IT staffing shortage is creating a roadblock for companies to implement new technologies, and that will, obviously, delay their digital transformations.

To ensure that businesses can stay current with developing technologies like automation and cyber security, CIOs will need to embrace remote-first work. This will do two (related) things: eliminate the geographic limitations to hiring, and make their company a more attractive target for top talent. That includes adopting attended and unattended remote IT support so admins can resolve technical issues from wherever they happen to be working.

64%
of IT executives say the lack of workers is stopping them from adopting new technologies*

75%
of IT executives say the lack of workers is stopping them from adopting automation technologies*

* Gartner

Ransomware targets SMBs

Large corporations, government agencies, and hospitals have historically been prime targets for ransomware attacks. While incidents of these attacks have been increasing in number and scope over the past few years, the big change we see for 2022 is that those attacks will target SMBs. That's because hackers know that many SMBs don't have internal security support and know-how, often use out-of-date and/or unpatched software, and haven't considered themselves at risk since most of the attention is on the big, high-profile businesses and organizations. The average cost of a ransomware attack for a SMB is $200,000.

In 2022, SMBs will be improving their security to avoid being victims of ransomware. They will be adopting newer and more secure technology to mitigate that vulnerability and will educate their employees about the latest threats and how to avoid being the victim of a phishing attack. They will also be looking for remote work technologies that have the highest level of security without impeding the free flow of information and employees' abilities to get their work done securely.

* Digital Journal
** TechTarget
*** Verizon Data Breach Investigations Report
**** IDC's "2021 Ransomware Study."

Statistics

935%
Increase in ransomware hits in 2021*

COMMON TARGETS
Retail, education, manufacturing, healthcare, financial services**

10%
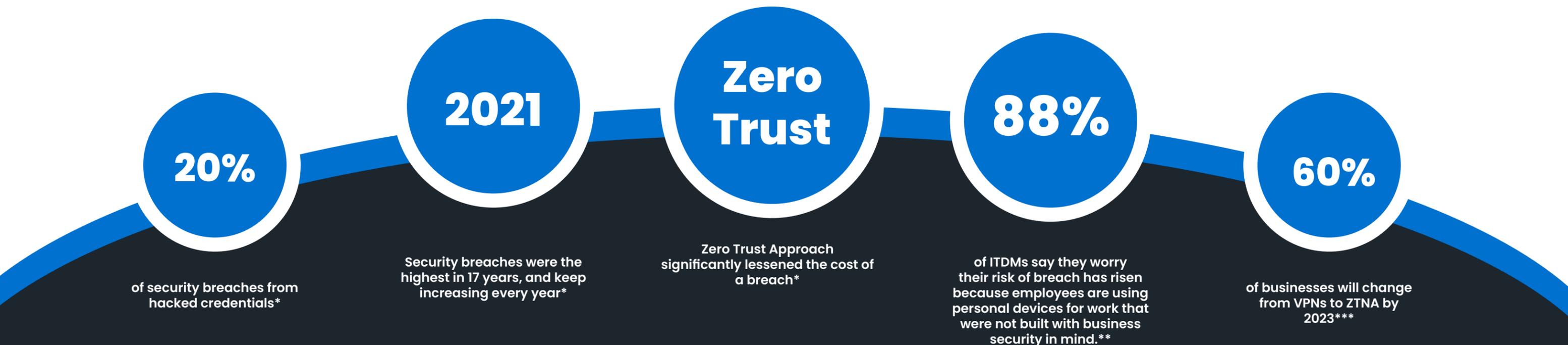Ransomware is part of 10% of all breaches and doubled in frequency in 2021***

37%
Approximately 37% of global organizations said they were the victim of some form of ransomware attack in 2021.****

Remote Work + Ransomware Drives the New Security Perimeter

The erosion of the corporate network perimeter had already strained cybersecurity practices prior to 2020. Add to that the pivot to flexible work and increased ransomware attacks -- perimeter protection faces more challenges than ever before. **Gartner** has estimated that by 2023, up to 60% of enterprises will phase out VPNs in favor of a different architecture—Zero Trust Network Access (ZTNA).

As organizations continue to recognize the inherent risks and performance shortcomings of VPNs for their flexible workforce, they will begin to adopt modern remote solutions with built-in security like single sign on (SSO) and multi-factor authentication (MFA), that follow a Zero Trust approach. Under Zero Trust security architectures, users can only gain access to apps, data, and other resources by continuously verifying credentials. Even when they do, users can only access the areas for which they have personalized permissions.

20%

of security breaches from hacked credentials*

2021

Security breaches were the highest in 17 years, and keep increasing every year*

Zero Trust

Zero Trust Approach significantly lessened the cost of a breach*

88%

of ITDMs say they worry their risk of breach has risen because employees are using personal devices for work that were not built with business security in mind.**

60%

of businesses will change from VPNs to ZTNA by 2023***

* IBM
** HP
*** Gartner

AR Takes Flight

Augmented reality isn't just for games. We see 2022 as a crucial year for AR use in businesses. Companies have been piloting AR for remote IT support and those pilots are now ready for the next phase. 2022 will see pilots scaled up and AR becoming core tech for operational technology and internet of things applications.

In 2022, AR will be used across industries as an integration into IT support for diagnosing and solving customer problems. IT support personnel will use devices including headsets and tablets and will be guided by an AR graphic overlay that will help them identify and fix issues. As part of the suite of Extended Reality (XR) technologies—which also includes Virtual Reality and Mixed Reality—AR is now easier to implement and learn with minimal training. Expect 2022 to see AR take off not only for IT support, but for meetings, collaboration, training, and testing product designs pre-prototype.

35%
using AR can improve productivity by 35%*

$200B
PwC predicts AR will add over $200 billion to global GDPs in 2022**

2030
by 2030 enterprises will account for the largest share of the AR market by revenue.***

* IBM
** TechRepublic
*** PwC

Technology accelerates equity in education

92%

of students expect to have 24/7 access to campus computers to continue learning.*

83%

think a mix of online and on-campus learning is the future for students.*

92%

Every student should have the ability to learn from home regardless of bandwidth or their type of computer.*

63%

of students do not have access to computers at home, and use Chromebooks, iPads or other tablets.*

As students stayed home during the COVID-19 pandemic, education's gaping digital divide quickly became very apparent. Schools and educators realized that the digital divide in education was going to stop students from doing their schoolwork, completing their courses, and fulfilling their potential. The cumulative effects of the digital divide are enormous, and educational institutions rushed to connect their students best they could.

2022 will see a continued focus on closing this gap. Regardless of geography or socioeconomic status, remote learning will accelerate new educational possibilities for students of any age to learn from wherever they want, any time, on whatever device they have while accessing all of the same resources as if they were on campus including resource-intensive computer labs.

Eliminating the digital divide is crucial for students, of course, but also for educators to ensure equity in education. Schools that succeed will make education available anywhere, anytime, and on any device. Students will no longer be limited by the types of devices they have or lack; equitable learning will use technologies that are device-agnostic, remote friendly, secure, and easy to access and use. They will be implemented across the educational experience, from lectures to collaborations to resource-intensive computer labs, accessible to students whenever they need them. In 2022, schools and education departments will be looking for more ways to rectify digital access, and for more technologies that help students thrive.

* Splashtop: The State of Education

2022 Will Be a Remarkable Year for Remote Technology

Work is work is work, wherever it's performed. Learning is learning, at school or at home.

All of our predictions for 2022 point towards a common theme: taking the lessons learned during the past year and making improvements so that remote access is a strength and not a burden.

Organizations that understand the benefits of remote are poised to be the outperformers of 2022. They'll not only embrace remote's obvious advantages, they'll also double-down on making remote a cornerstone of the work and learning experience, employee and student engagement, and the future of work and education.

We see this as an ongoing process for the future, not just for next year but for beyond. The outsized benefits of remote access and support for employees, customers, educators, and businesses are impossible to ignore.

About Splashtop

Splashtop delivers secure remote access and remote IT support software for enterprises, education, government, SMBs, MSPs, IT departments, and individuals. Its cloud-based, secure, and easily managed remote solutions are used by more than 30 million customers, including 85% of the Fortune 500, and have earned them a 93 Net Promoter Score (NPS). Visit splashtop.com for more information.

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