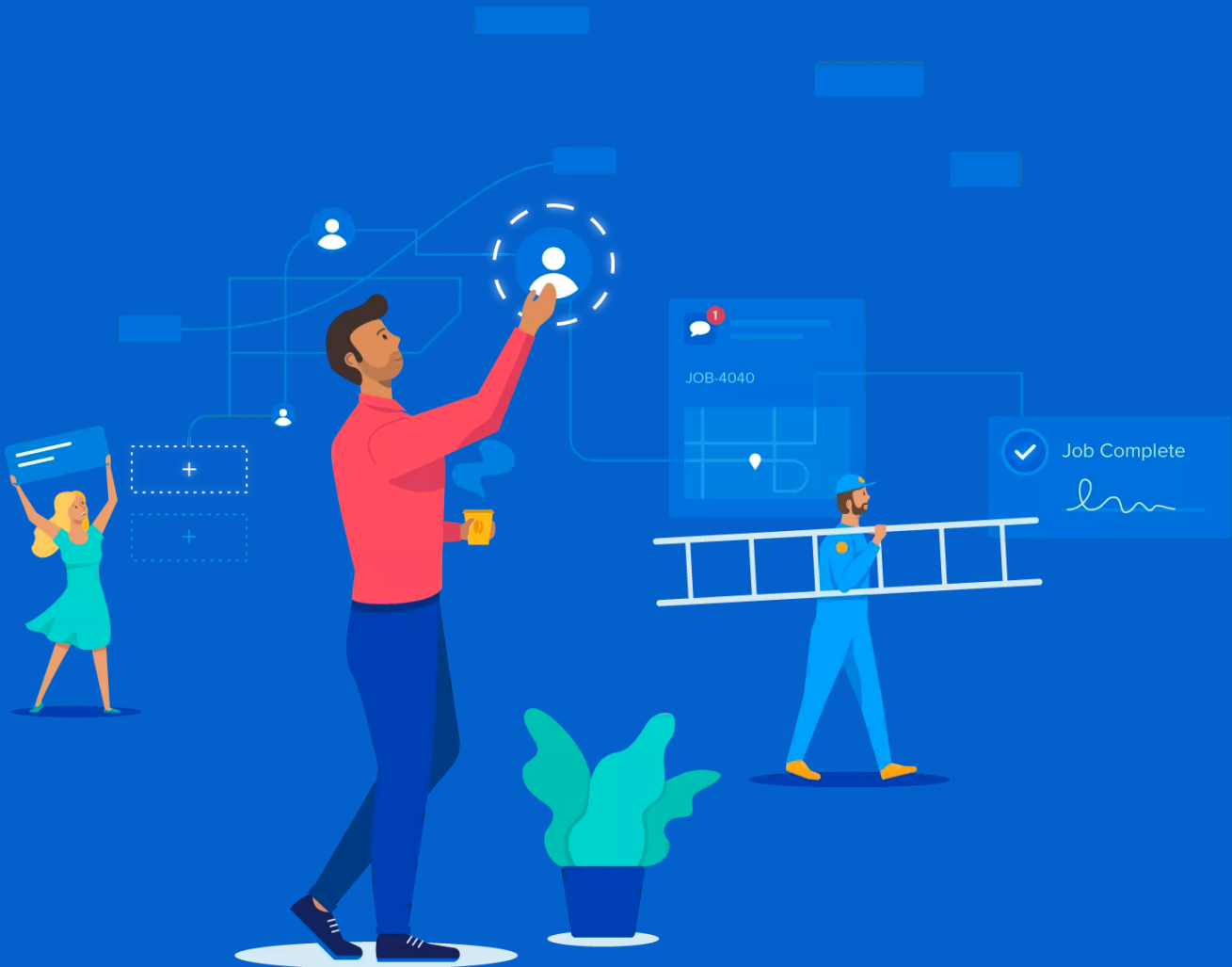




SOLVING THE SOFTWARE GAP FOR THE GROWING COMMUNITY OF DESKLESS WORKERS



Deskless workers—those employees who do not perform their jobs in a typical office setting, like mobile technicians, healthcare workers, and retail staff—are a dominant population in the modern workforce. Though many IT executives anticipate deskless work will increase in prevalence given the remote working economy, it is increasingly clear deskless workers are facing one major challenge desk-based workers do not: the availability of software built specifically with their deskless needs in mind.

Skedulo and Pulse surveyed 100 IT executives to understand how the deskless workforce—a population that outnumbers desk-based workers four to one—is evolving, the challenges deskless workers face as they have been historically overlooked by software providers, and the benefit of dedicated software solutions.

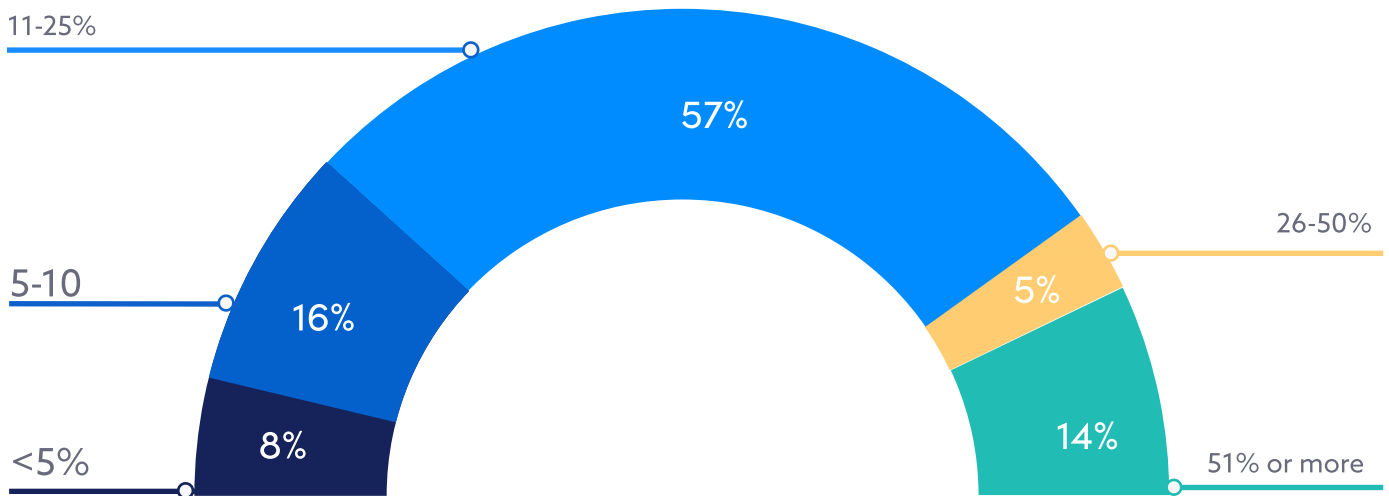
Data collected from June 29 - July 20, 2020

Respondents: 100 IT executives

Deskless work is a growing category in the modern workforce

Over three-quarters of IT executives say deskless workers make up at least 10% of their workforce—including 14% who indicate more than half of their staff are deskless.

WHAT PERCENTAGE OF YOUR WORKFORCE IS COMPOSED OF DESKLESS WORKERS?



100%

of CIOs in the construction industry report over 50% of their workers are deskless.

The majority of CIOs anticipate the number of deskless workers to increase at their organizations in the near future.

HOW DO YOU THINK THE NUMBER OF DESKLESS AND/OR MOBILE WORKERS AT YOUR COMPANY WILL CHANGE IN THE NEXT 12-24 MONTHS?

62% ↑

INCREASE

34%

STAY THE SAME

4% ↓

DECREASE

PERCENTAGE OF COMPANIES IN THESE INDUSTRIES WHO BELIEVE THEIR POPULATION OF DESKLESS WORKERS WILL GROW:



TELE-COMMUNICATIONS

100%



RETAIL

100%



CONSUMER GOODS

80%



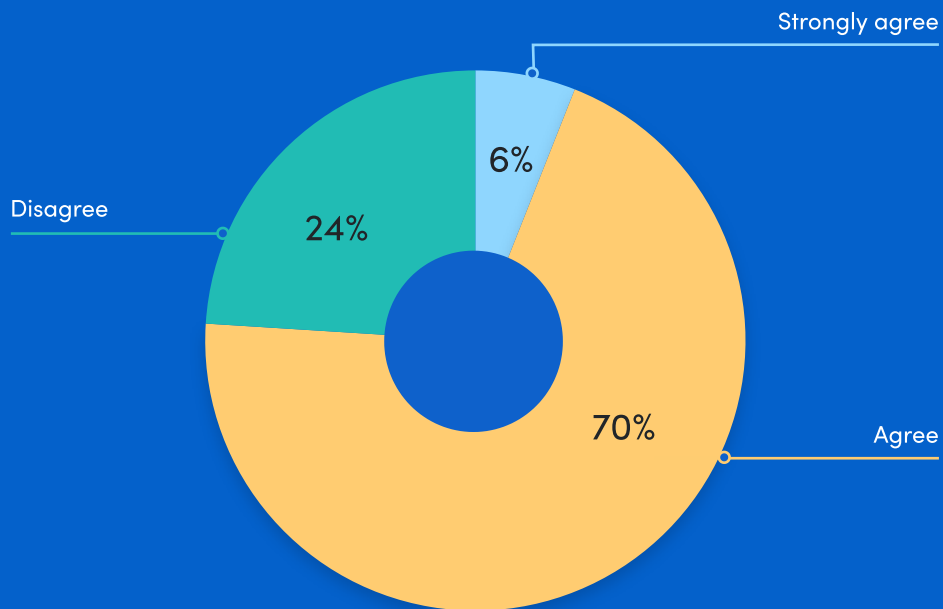
HEALTHCARE

80%

Deskless workers have been overlooked by software vendors

Despite touting a high percentage of deskless workers at their companies, 76% of CIOs agree or strongly agree software vendors have overlooked deskless workers with regards to their product needs. Not one respondent strongly disagreed with this sentiment.

HAVE DESKLESS WORKERS BEEN OVERLOOKED BY SOFTWARE PROVIDERS IN COMPARISON TO OFFICE-BASED WORKERS?



80%

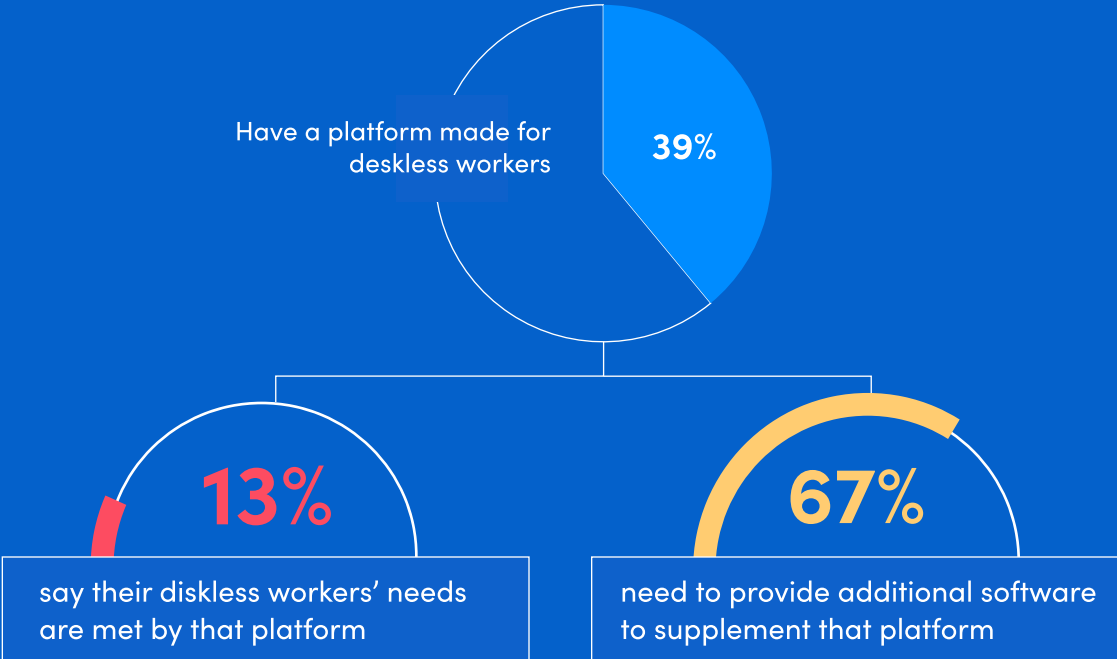
of CIOs in the healthcare space agree their deskless staff have been overlooked by software vendors.

Most IT leaders say their deskless workers are tasked with using limited software that only solves one functional challenge, while only 39% say their deskless workers have a purpose-built platform made for deskless workers.

WHAT TYPES OF SOFTWARE SOLUTIONS ARE YOUR DESKLESS WORKERS USING RIGHT NOW?

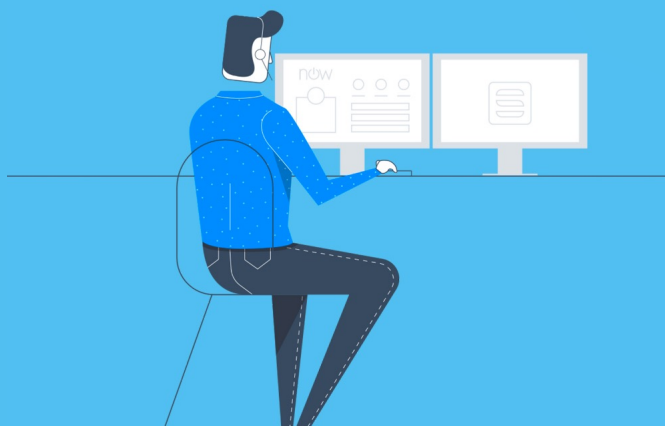
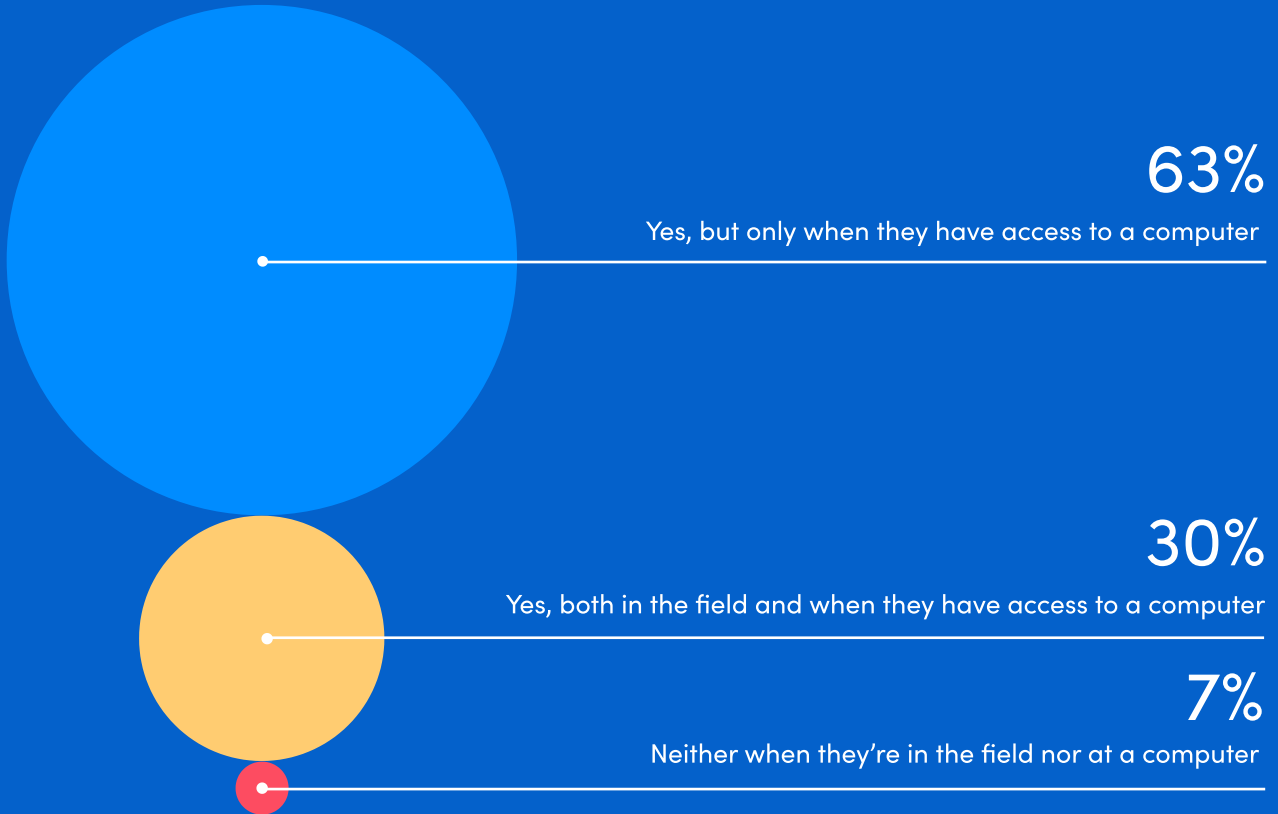


While 39% of respondents have a platform designed for deskless workers, only 13% of them say their deskless workers' needs are met by that platform. A further 67% recognize that vendors are falling short, and need to provide additional software to supplement their current deskless worker software platform.



Despite the growing transition to mobile applications for work of all kinds, two in three technology decision makers admit their deskless workers don't have access to business-critical software in the field if they don't have a computer.

WHEN THEY'RE IN THE FIELD, DO YOUR DESKLESS WORKERS CURRENTLY HAVE ACCESS TO THEIR FULL SUITE OF PRODUCTIVITY SOFTWARE?

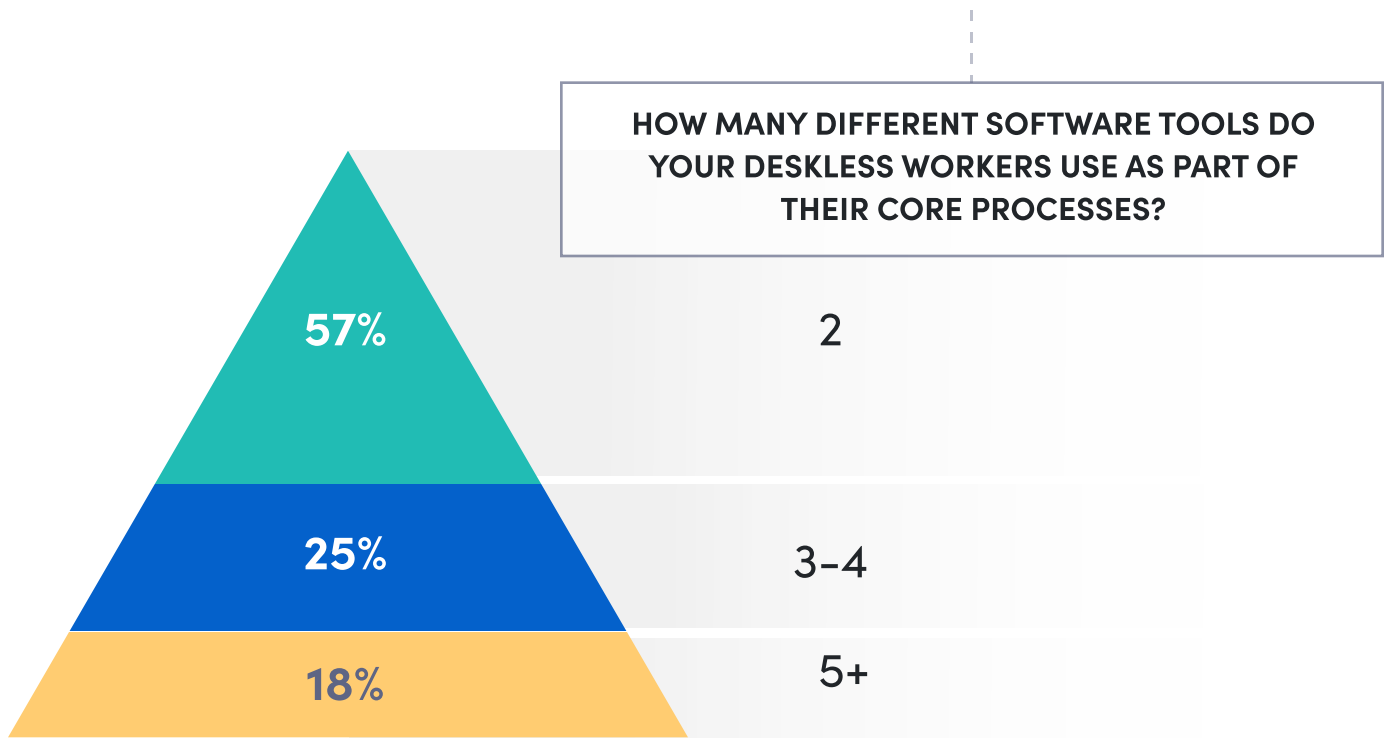


80%

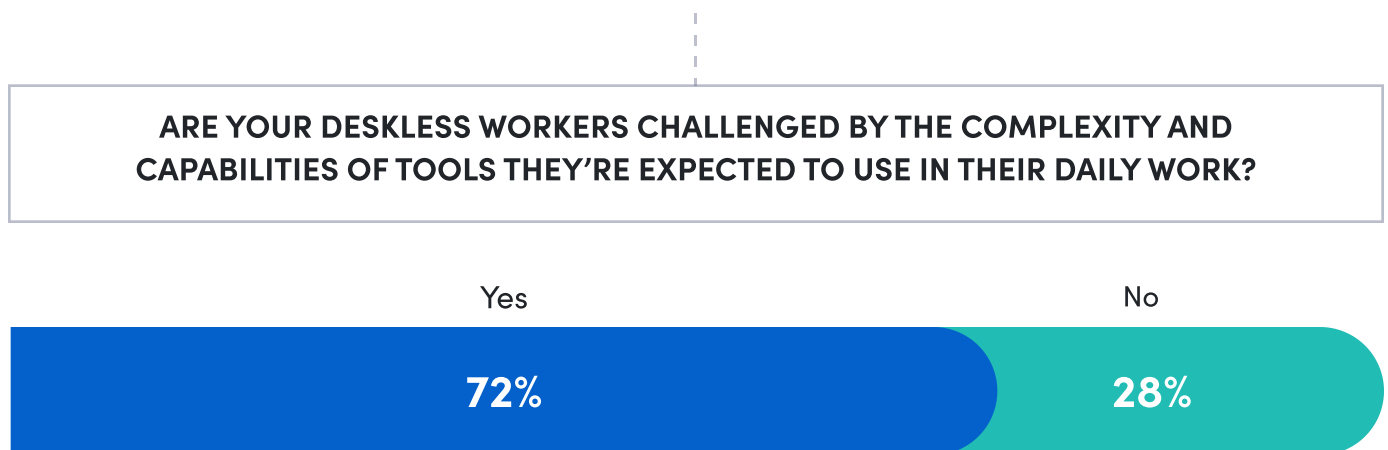
of companies in the healthcare industry say their deskless staff only have access to key software tools when they're at a computer—not when they're in the field.

Deskless worker productivity is hindered by the volume and complexity of the tools they're using

100% of CIOs admit their deskless staff must use at least two software tools to enable their daily workflows—and 43% say they're using three or more.

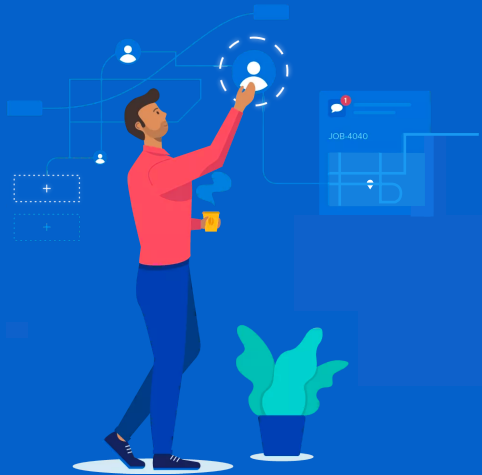
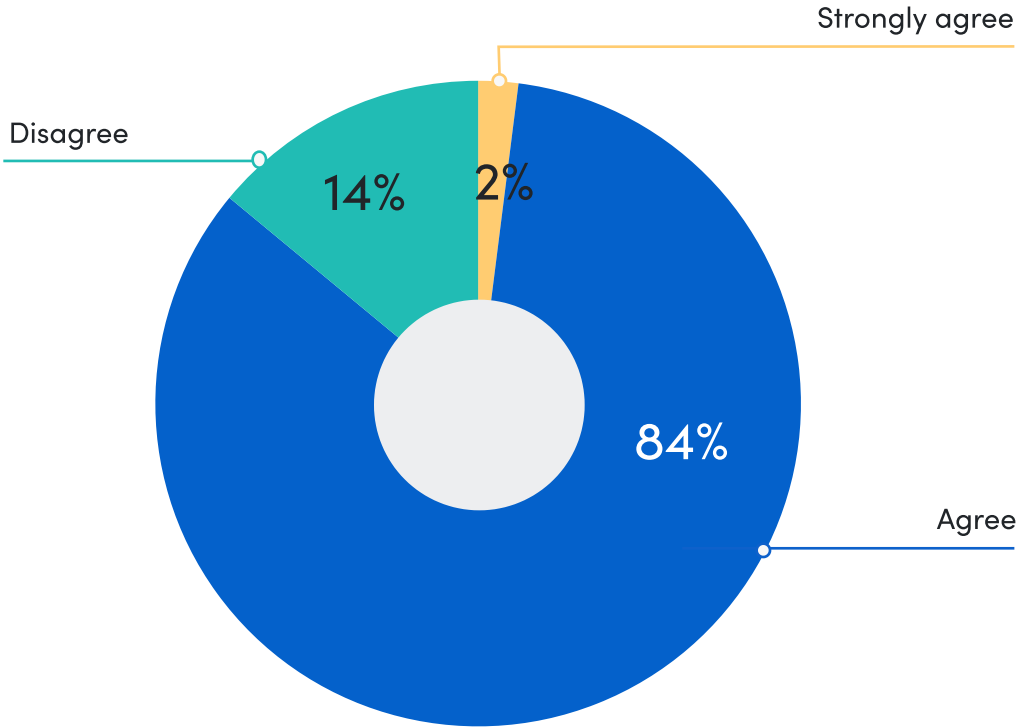


These tools present a challenge to deskless workers. 72% of CIOs report their deskless staff are challenged by the complexity and capabilities of the tools they're supposed to use.



Since these tools are complex and deskless workers must use more than one in their daily workflows, 86% of IT leaders agree or strongly agree their deskless workers' productivity is hindered. No CIO strongly disagreed with this sentiment.

ARE YOUR DESKLESS WORKERS' PRODUCTIVITY AND EFFECTIVENESS IMPACTED BY HAVING TO NAVIGATE BETWEEN MULTIPLE SOFTWARE TOOLS?



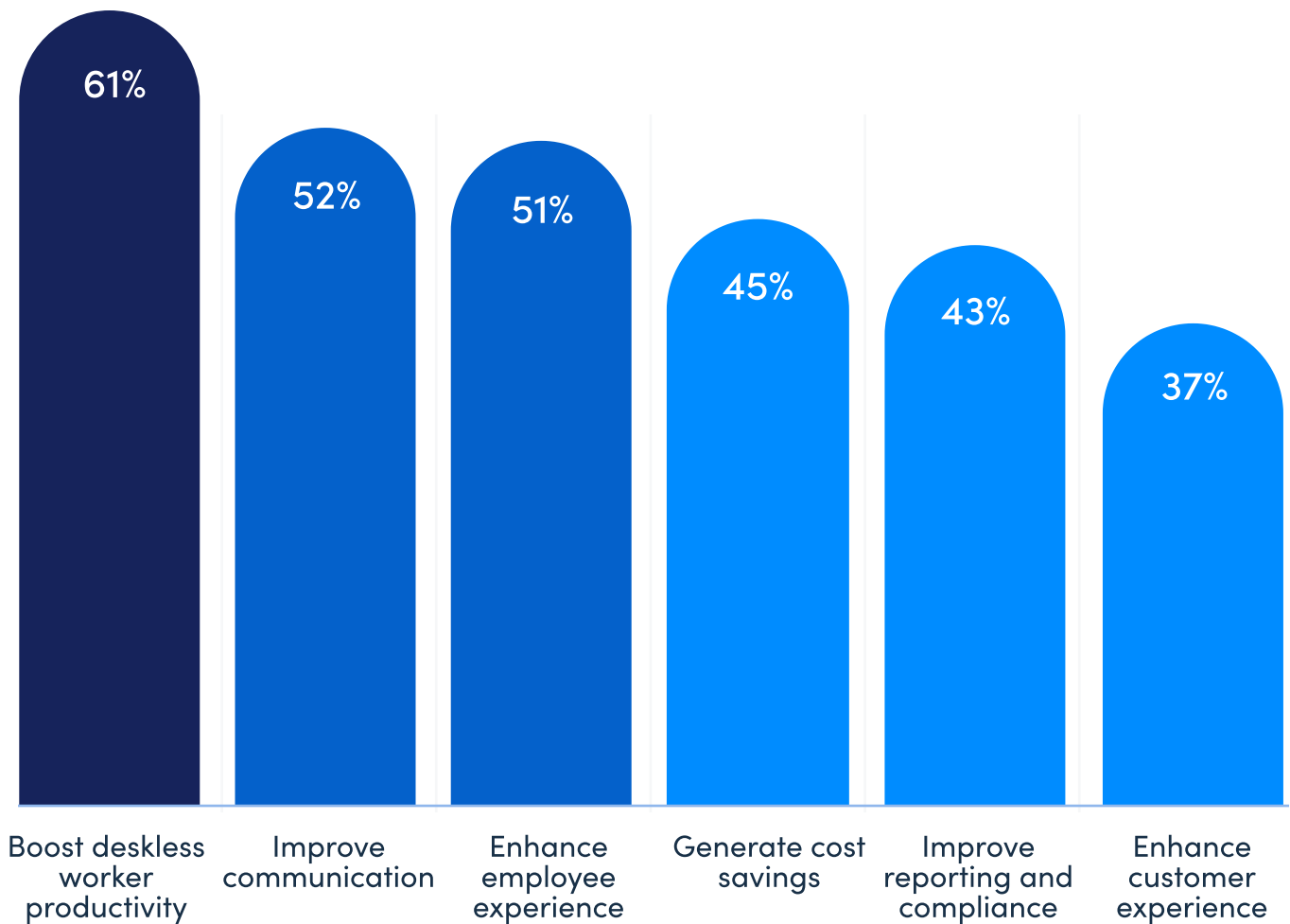
100%

of IT leaders in the healthcare industry agree their deskless workers' productivity is affected by having to navigate between several software tools.

Deskless workers need software to boost productivity, but require tools that meet their specific needs

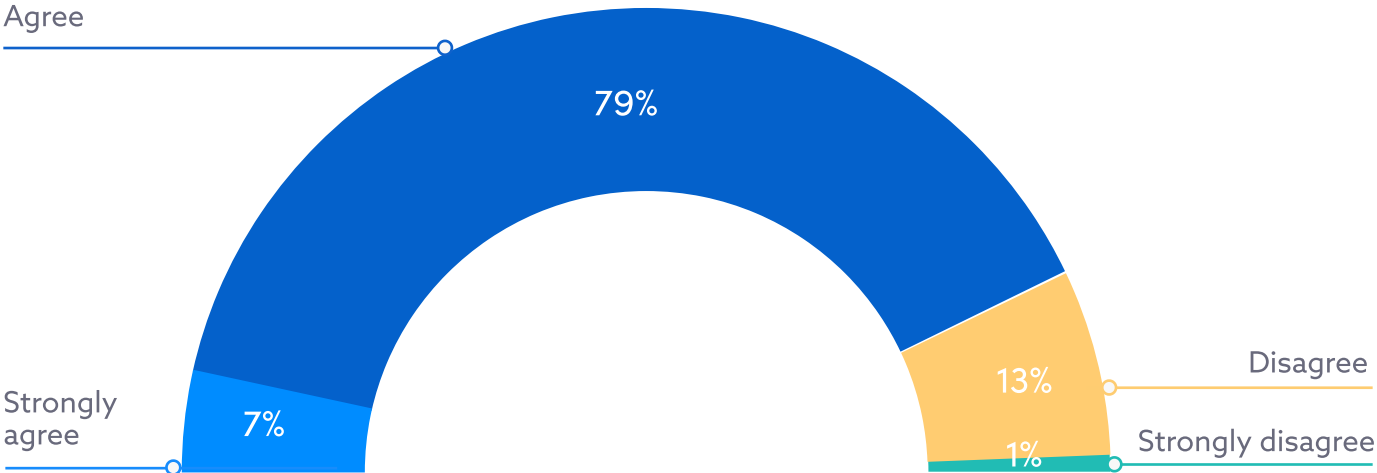
Most CIOs say they provided their deskless workers with software to boost their productivity, improve communication, and enhance the employee experience.

WHAT WERE YOU LOOKING TO ACHIEVE BY PROVIDING DESKLESS WORKERS WITH SOFTWARE?



However, to achieve those goals, 86% of IT leaders agree their deskless workers need a dedicated software platform built for their specific needs.

WOULD YOUR COMPANY BENEFIT FROM A DEDICATED TECHNOLOGY PLATFORM FOCUSED ON THE SPECIFIC NEEDS OF DESKLESS WORKERS?



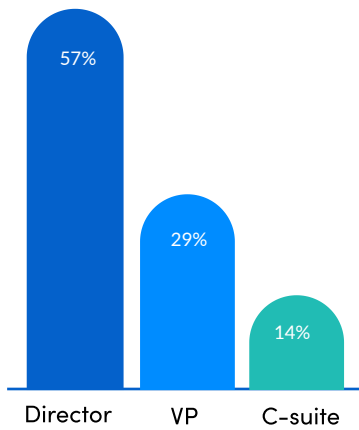
Respondent Breakdown

LOCATION

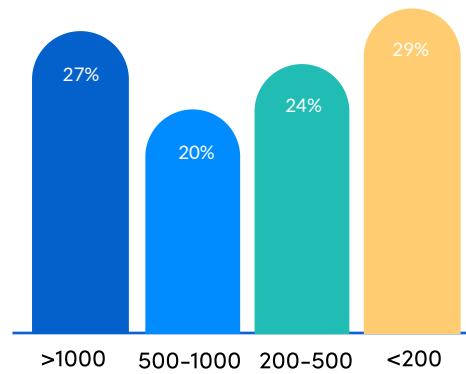
North America



TITLE



COMPANY SIZE



About Skedulo

Founded in 2013, headquartered in San Francisco and with offices in Australia, Vietnam, and the United Kingdom, Skedulo has enabled over 160 organizations, including The American Red Cross, DHL, and Sunrun to seamlessly schedule and service more than 5 million appointments around the globe. Skedulo's leading Deskless Productivity Cloud solution empowers organizations to manage, engage and analyze their deskless workforce and is built to integrate with business-critical systems including Salesforce, Zendesk, ServiceNow, Workday, Epic Systems, and multiple electronic health record (EHR) solutions through a partnership with Bridge Connector. The company has secured more than \$40 million in funding to date, led by M12, Costanoa Ventures, and Blackbird. For more information, please visit <http://www.skedulo.com>, or our blog, @Skedulo, Facebook and LinkedIn pages.

About Pulse

Pulse is a social research platform and interactive community that's reimagining innovation decision-making for the rapidly changing business world. Pulse combines the best parts of survey, research, and professional networking to democratize information: providing real data, from real people, in real time. Currently a platform with over 20k highly engaged CIOs and CISOs, Pulse brings business leaders together in an exclusive, verified community to share information and ideas, and collaborate on the next frontiers of innovation. Download the Pulse Q&A app, or learn more at home.pulse.qa