



# THE PANDEMIC HAS SHED LIGHT ON THE POWER OF TECHNOLOGY IN DESKLESS WORK



COVID-19 changed the fundamental aspect in which employees in every industry work. From health and safety measures to physical distancing and remote operations, companies have had to navigate turbulent waters to continue their operations.

Despite these challenges, as this Skedulo and Pulse survey has found, the pandemic hasn't been all bad for companies with deskless workers (those who don't work in front of a desk full-time). Executives report their deskless staff have been more productive during the crisis—suggesting that, perhaps, the market needed a catalyst to foster greater adoption of technology that enables improvements in how various industries operate.

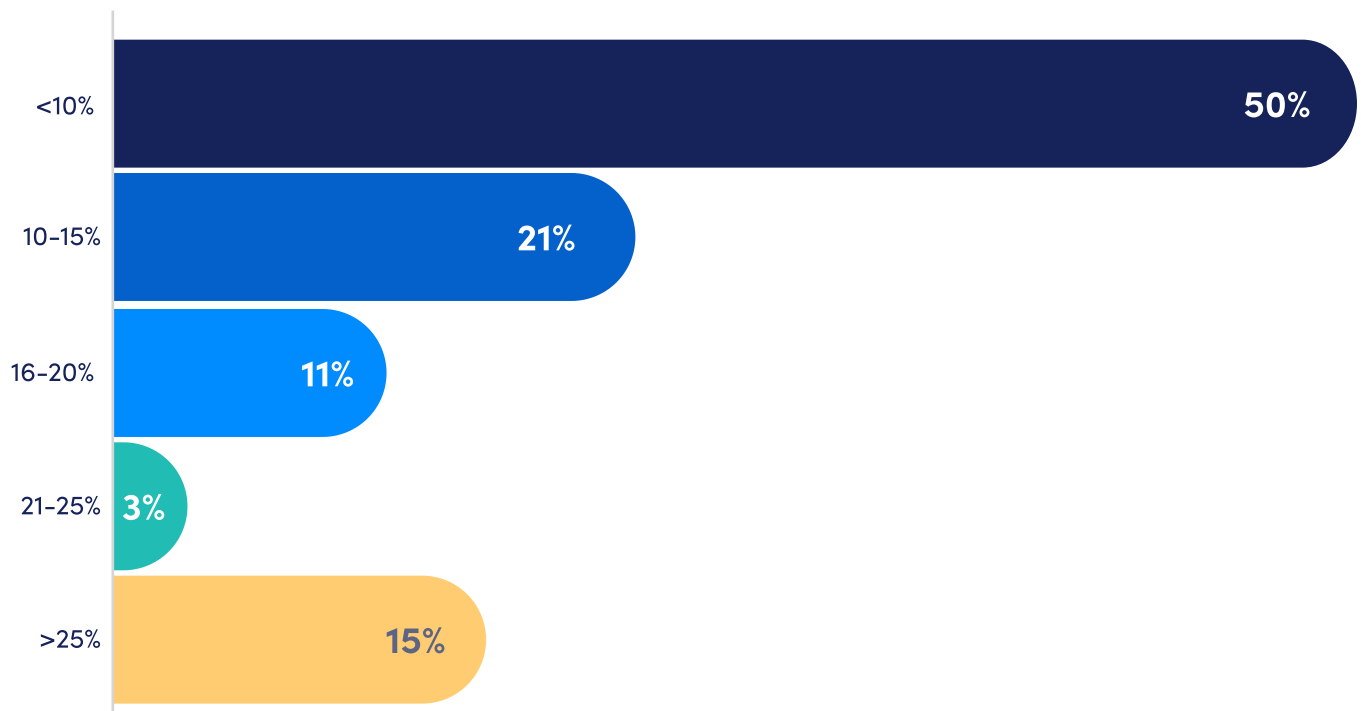
Data collected from Oct. 6 - 26, 2020

Respondents: 100 technology executives

## Deskless workers have been more productive thanks to new tools

Right now, half of all organizations claim deskless workers make up more than 10% of their total workforce.

### WHAT PERCENTAGE OF YOUR WORKFORCE IS DESKLESS?

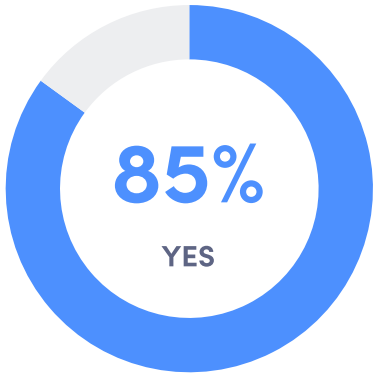


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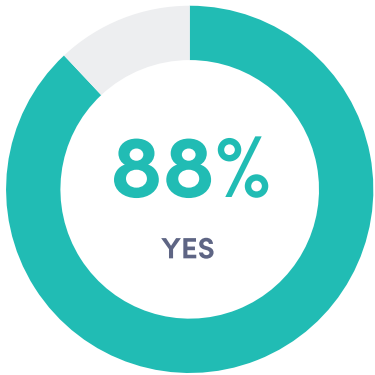
companies in the healthcare space claim more than 25% of their workforce is deskless.

As executives at these companies combat the effects of COVID-19, 85% believe their leadership team has successfully limited their deskless workers' exposure to the virus, and 88% say they've implemented effective tools to help their field staff during this time.

HAS YOUR EMPLOYER DONE ENOUGH TO LIMIT YOUR DESKLESS WORKER'S POTENTIAL EXPOSURE TO COVID-19?



HAVE YOU EQUIPPED YOUR DESKLESS WORKERS DURING COVID-19 WITH THE TOOLS NECESSARY TO COMPLETE THEIR JOB?



The top tools these technology leaders have provided deskless teams with to combat pandemic-related challenges are those that enable staff to have virtual customer appointments (75%), message other internal staff (72%), and schedule appointments (63%).

WHICH OF THE FOLLOWING TECHNOLOGIES HAS YOUR COMPANY IMPLEMENTED TO ADDRESS THE CHALLENGES PRESENTED BY COVID-19 AND TO HELP SUPPORT YOUR MOBILE WORKERS IN THE FIELD?



VIRTUAL CUSTOMER APPOINTMENT TOOL

75%



MESSAGING

72%



APPOINTMENT SCHEDULING

63%



MAPPING ROUTES/ TRAVEL OPTIMIZATION

31%

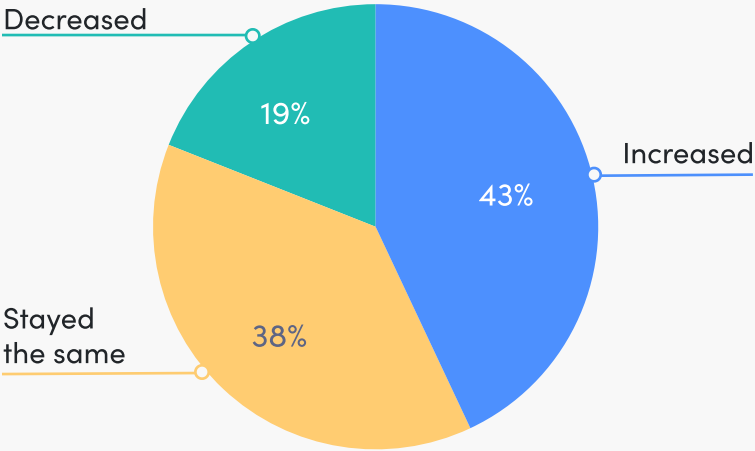


NOTE TAKING




31%

As a result of these new tools, most technology executives say their teams' productivity level has increased (43%)—or at least stayed the same (38%)—despite the pandemic.

**WHICH OF THE FOLLOWING BEST DESCRIBES PRODUCTIVITY LEVELS SINCE THE PANDEMIC STARTED IN MARCH?**



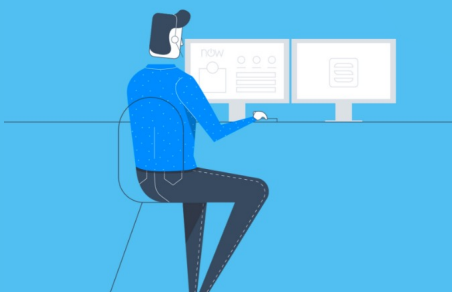
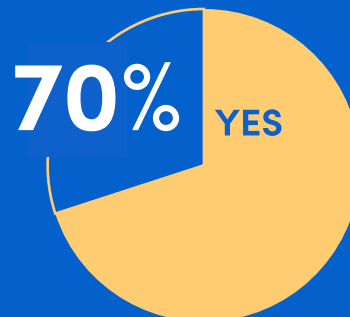
**WHICH INDUSTRIES MOST FREQUENTLY REPORT A PRODUCTIVITY INCREASE DURING THE PANDEMIC?**

-  **70%**  
EDUCATIONAL SERVICES
-  **66%**  
CONSTRUCTION
-  **63%**  
PROFESSIONAL SERVICES

## Work has been harder for executives as they enable deskless teams

More than two thirds (70%) of technology executives say work has been harder over the past several months.

HAS WORK BEEN MORE DIFFICULT DURING COVID-19?

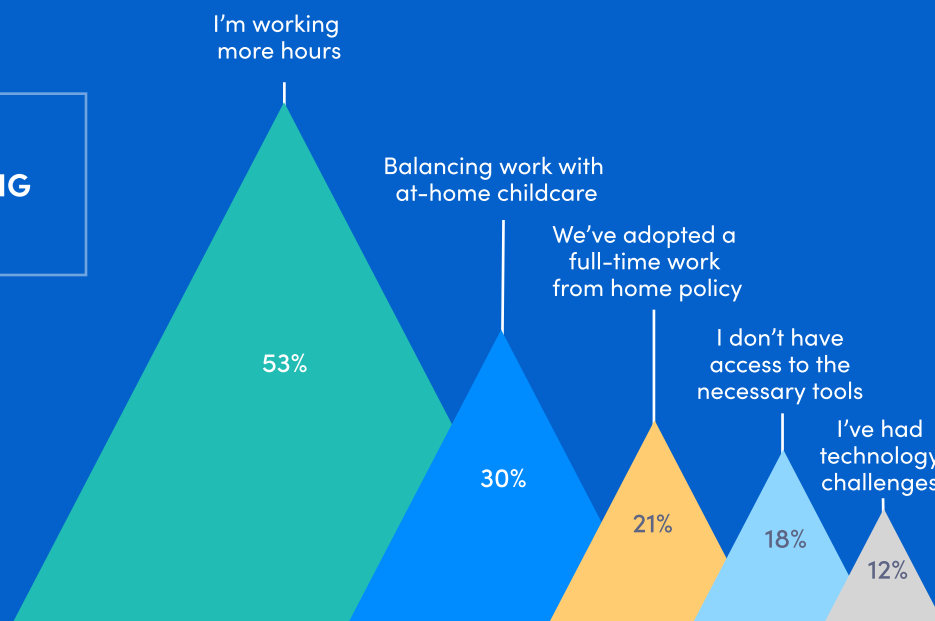


71%

of companies in the software industry say work has been harder during the pandemic.

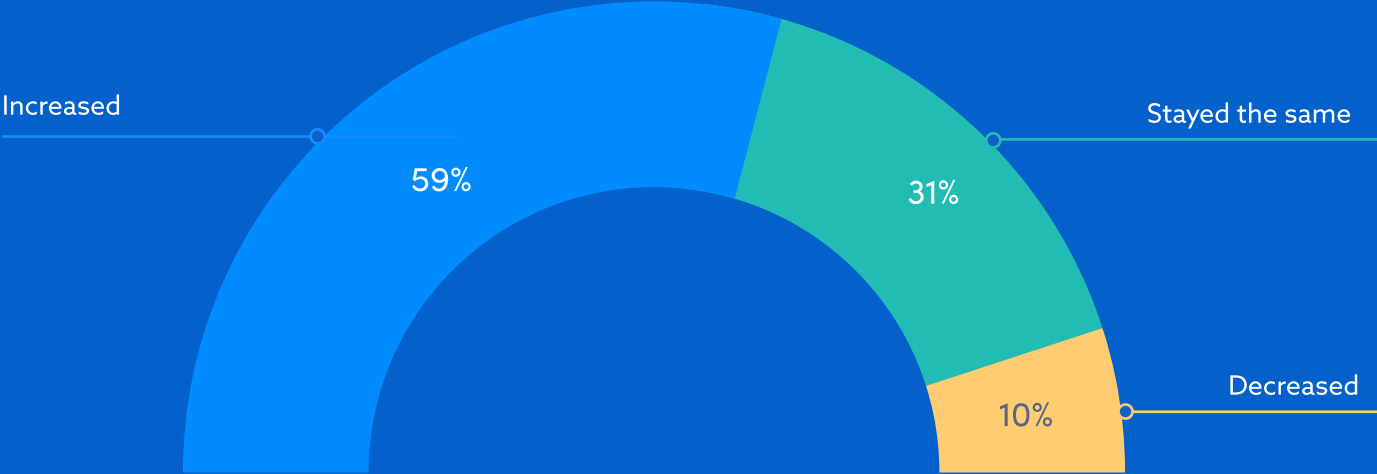
Of the leaders who claim work has been more challenging, their top struggles are increased working hours (53%) and balancing work with at-home childcare (30%).

WHY HAS WORK BEEN MORE DIFFICULT DURING THE PANDEMIC?



In fact, more than half (59%) of all the technology executives surveyed say their working hours have increased since March as they combat pandemic-related challenges, and work to enable remote teams and support deskless staff.

**HOW HAVE YOUR WORK HOURS CHANGED SINCE THE REMOTE WORKING TRANSITION?**



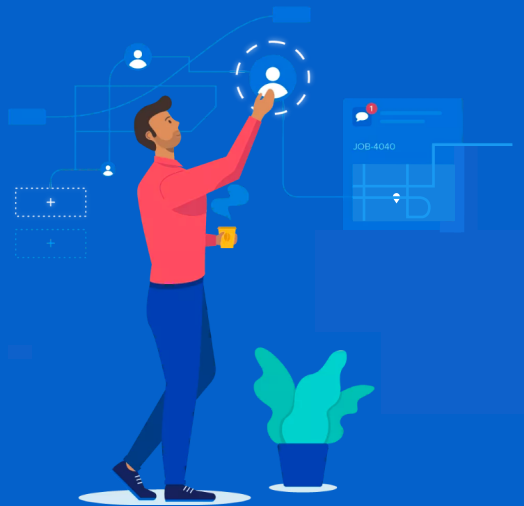
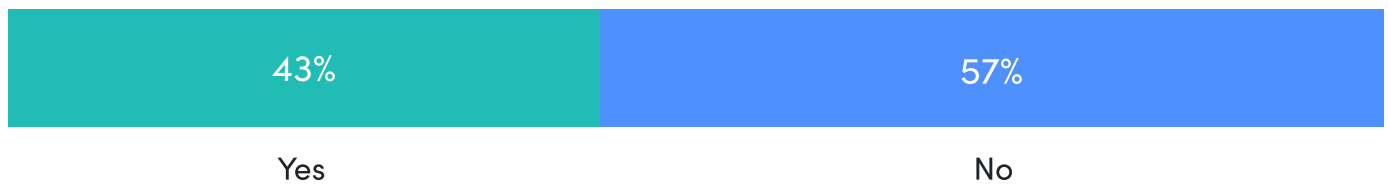
**100%**

of technology leaders in the education sector say their working hours have increased during the pandemic.

## Despite work being more difficult, job satisfaction hasn't dwindled

While technology executives are working longer hours and struggling with new challenges, more than half (57%) say the pandemic hasn't negatively impacted their job satisfaction.

HAS YOUR JOB SATISFACTION BEEN NEGATIVELY IMPACTED BY COVID-19?



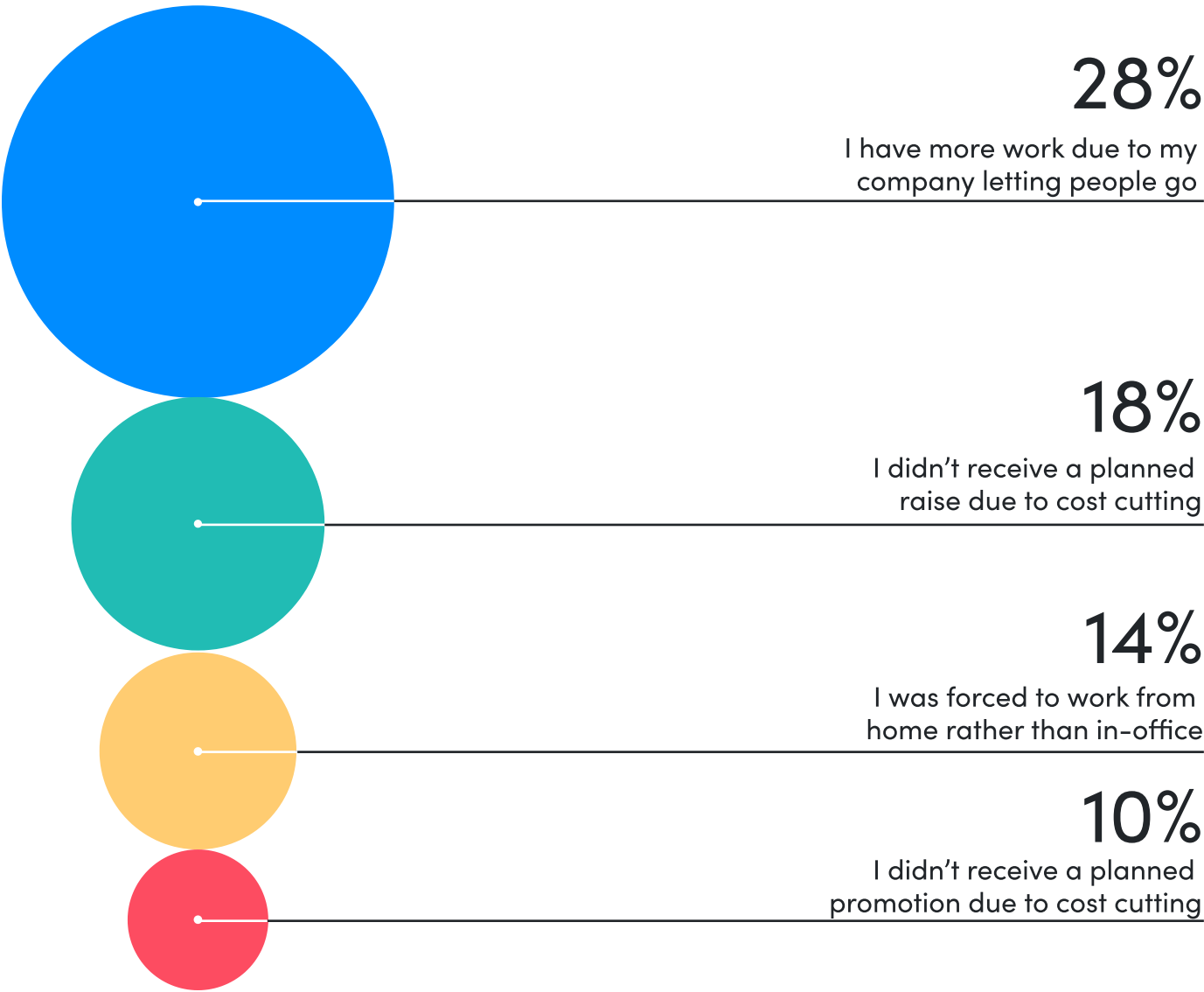
# 75%

of technology executives in the healthcare sector haven't seen a drop in job satisfaction during the pandemic.



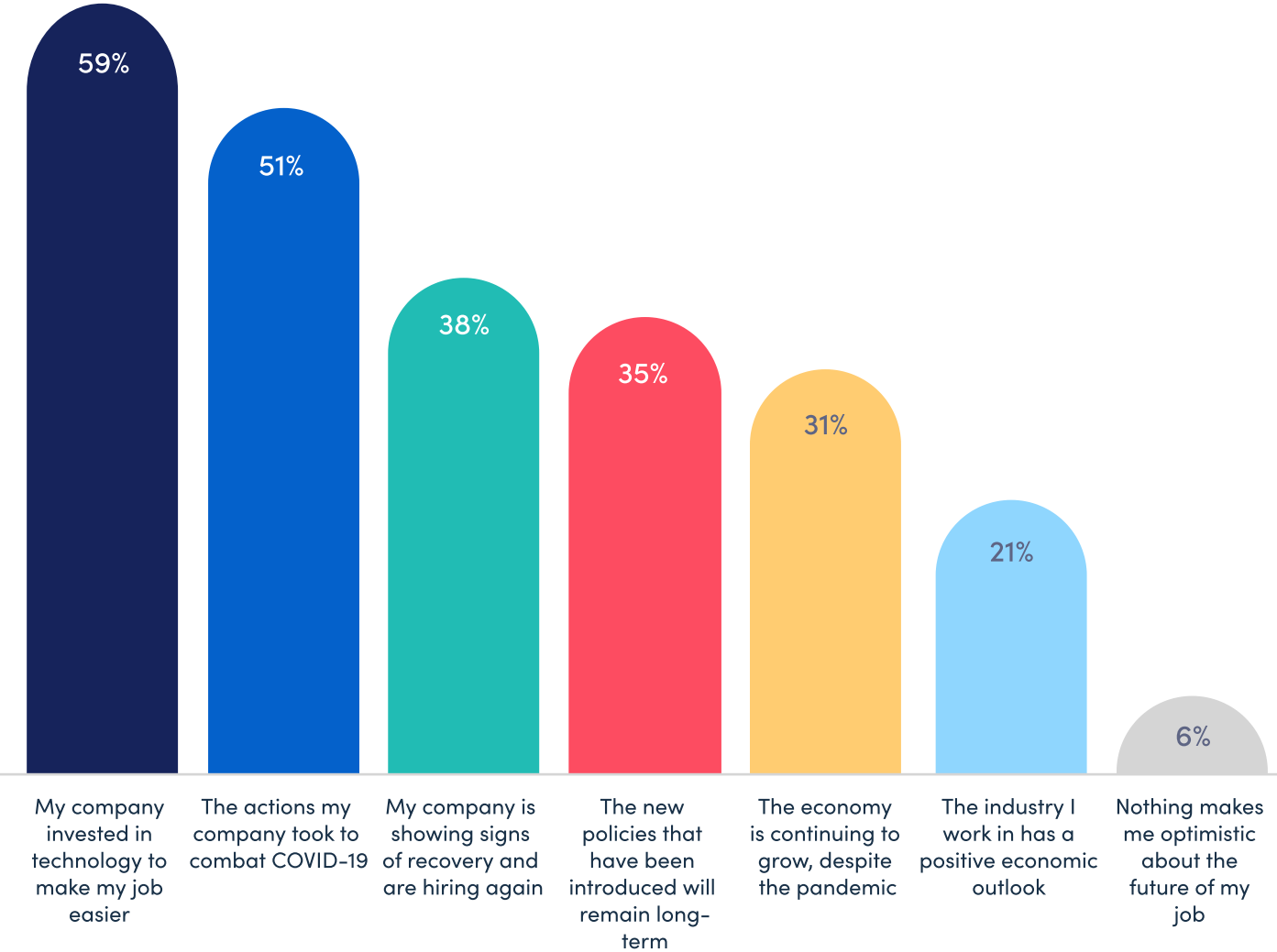
Of the 43% of leaders who have experienced a job satisfaction setback during this time, most cite a heavier workload due to reduced head count (28%).

**WHY HAS YOUR JOB SATISFACTION DECREASED DURING COVID-19?**



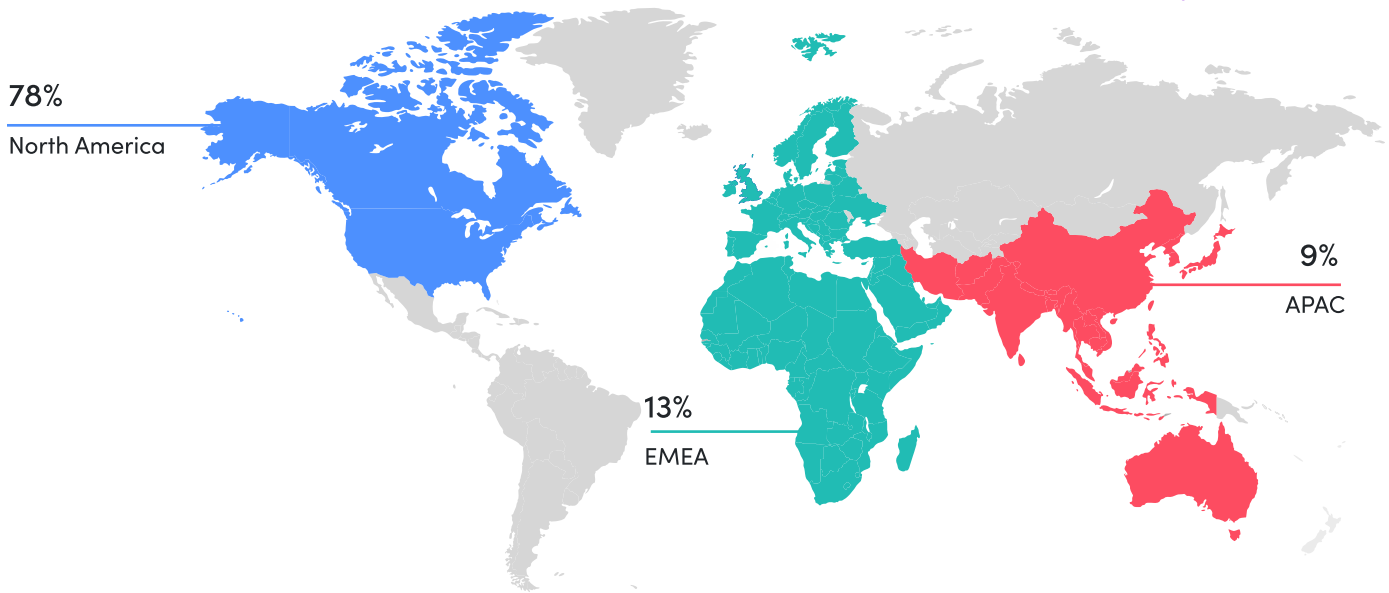
In addition to steady job satisfaction, 94% of tech leaders are optimistic about the future of their job—the top reason being their company’s investment in tools to make work easier (59%).

**WHAT MAKES YOU OPTIMISTIC ABOUT THE FUTURE OF YOUR JOB?**

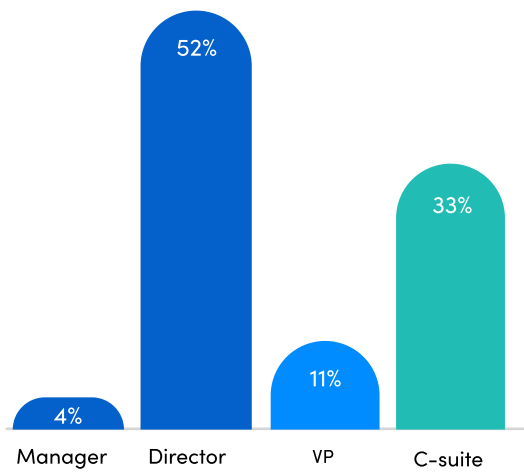


# Respondent Breakdown

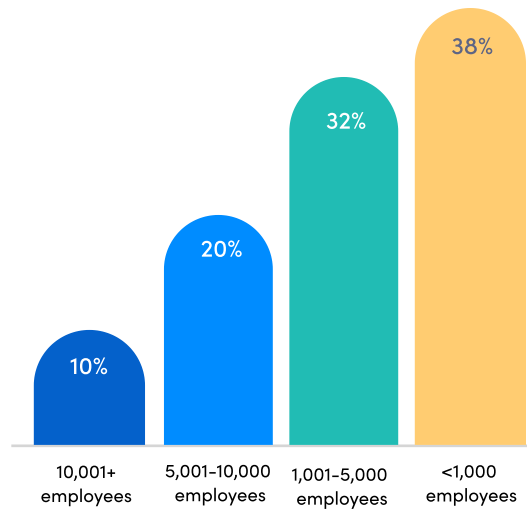
## LOCATION



## 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 27k 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](http://home.pulse.qa)