



The future of work

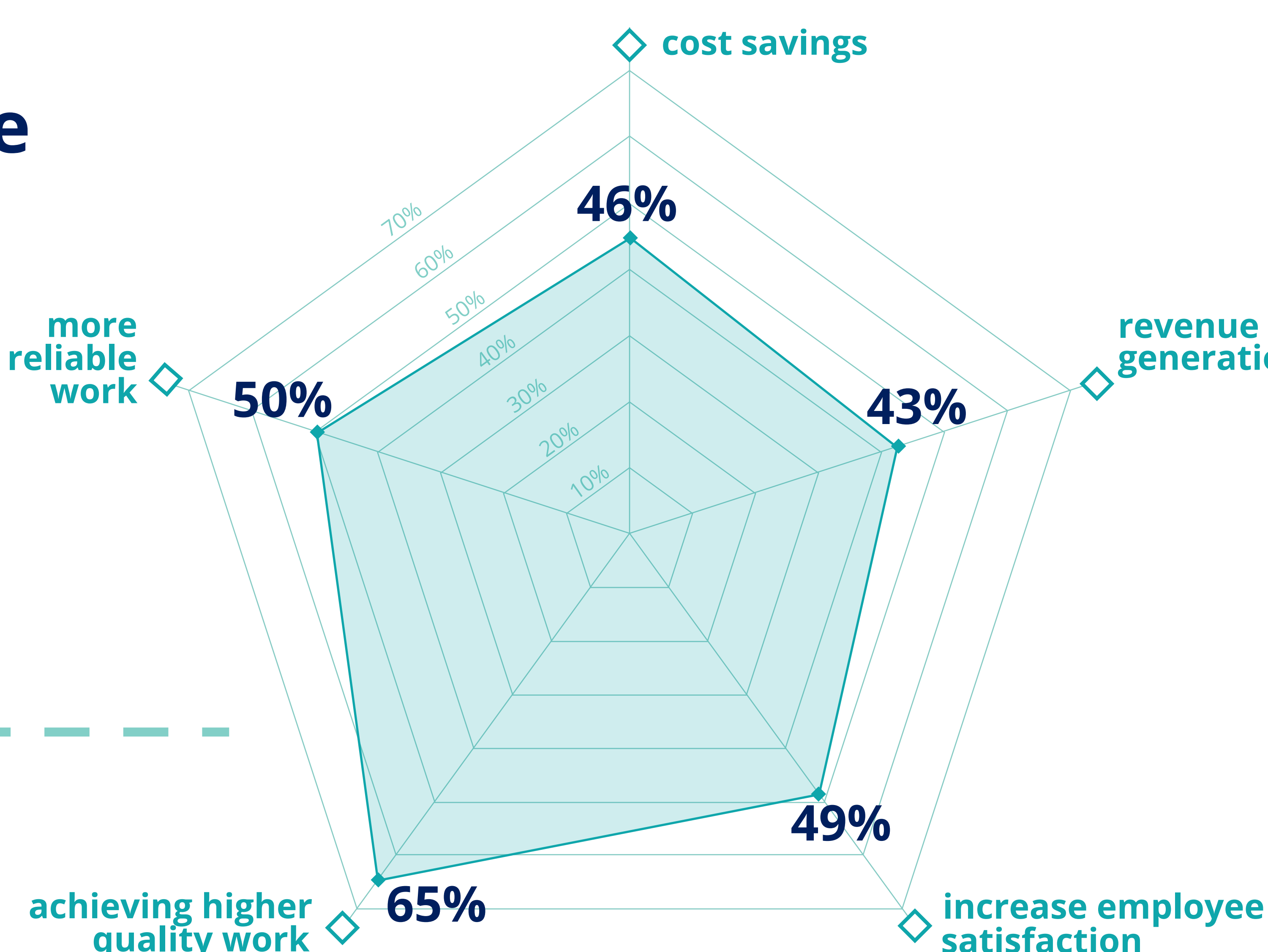
New perspectives on disruption & transformation



We surveyed over 3,000 senior managers and frontline IT staff on how work is changing. Here are our key insights:

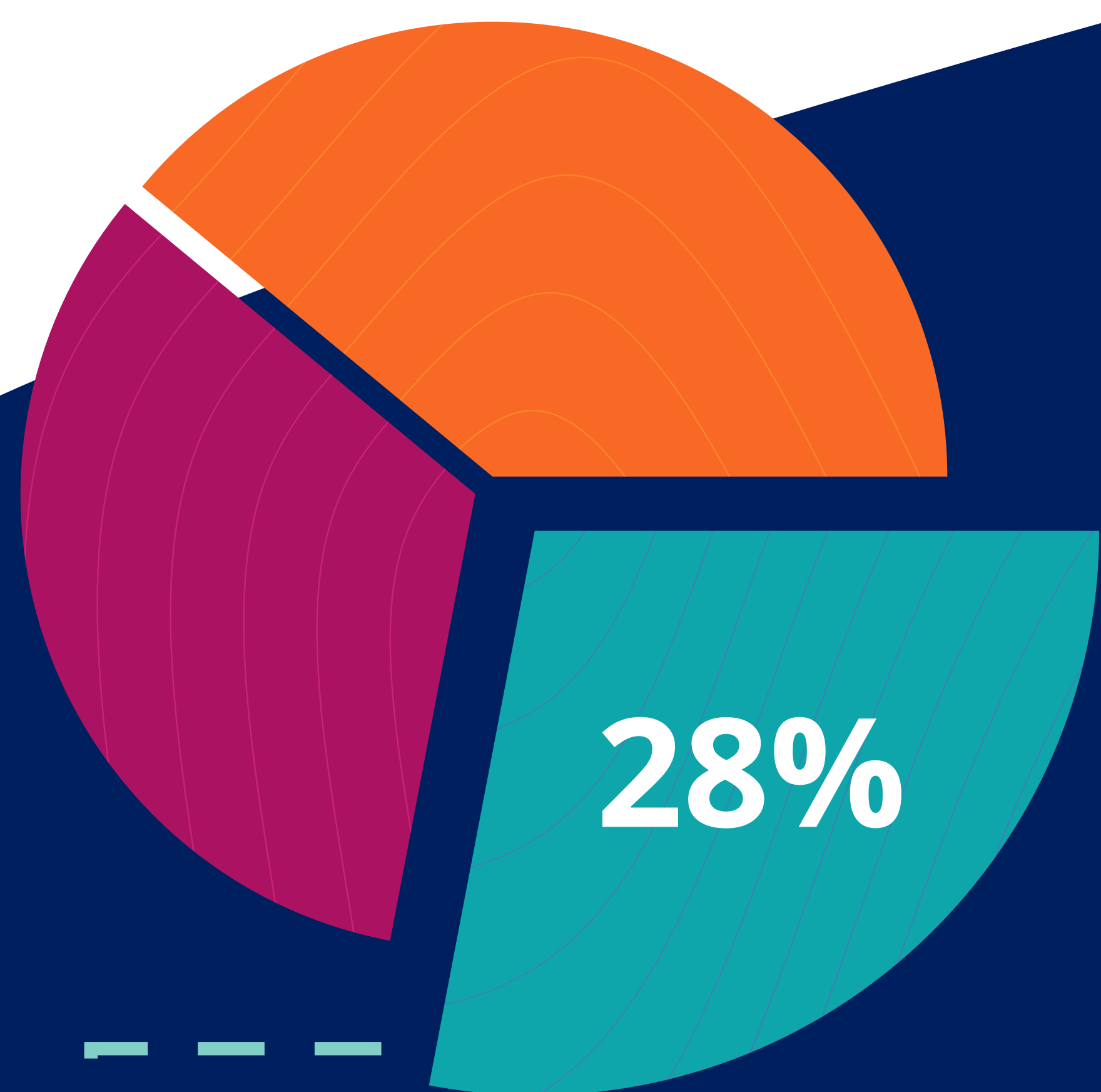
From leaders to employees, everyone wants better tech

What are the top reasons for better tech, according to leaders?

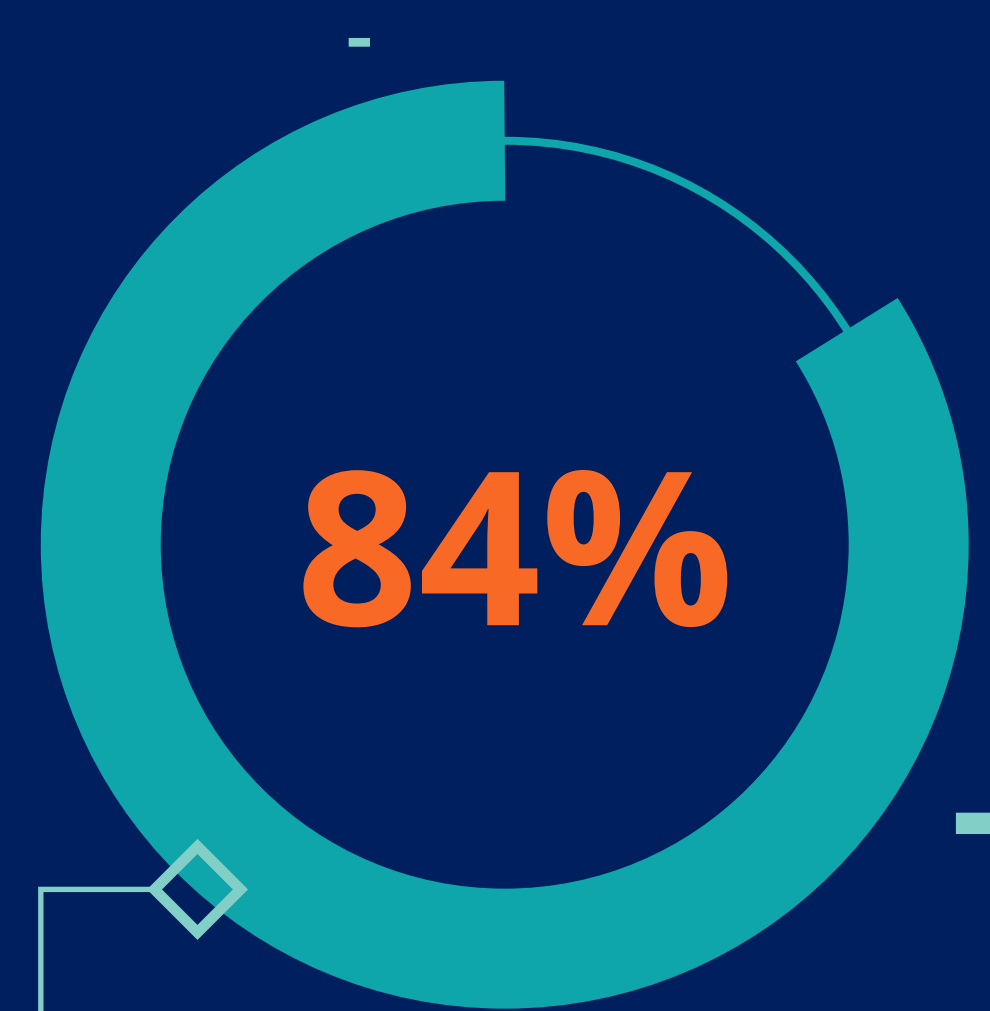


How COVID-19 shocked the system

Only 28% of our respondents said that their companies were "very well prepared" to deal with the COVID-19 pandemic.

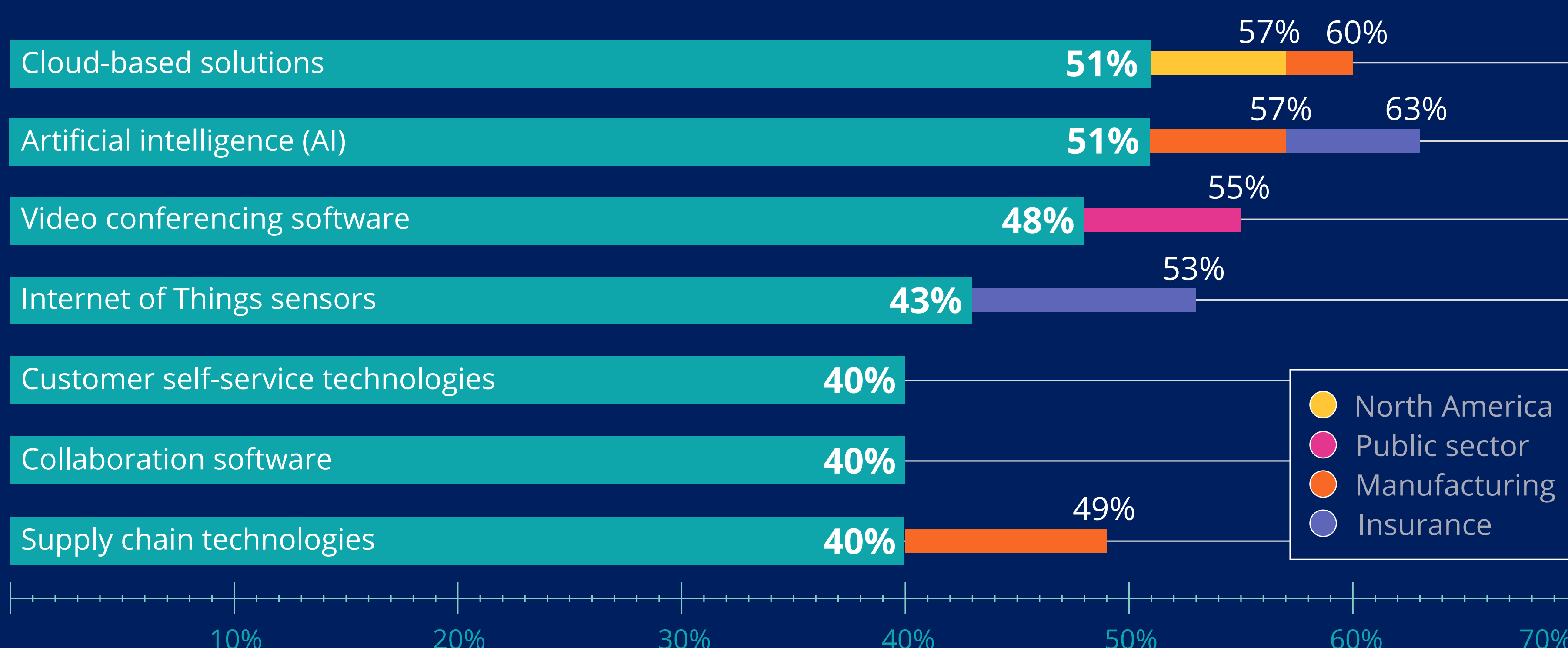


As a result, organizations are investing more in technology.



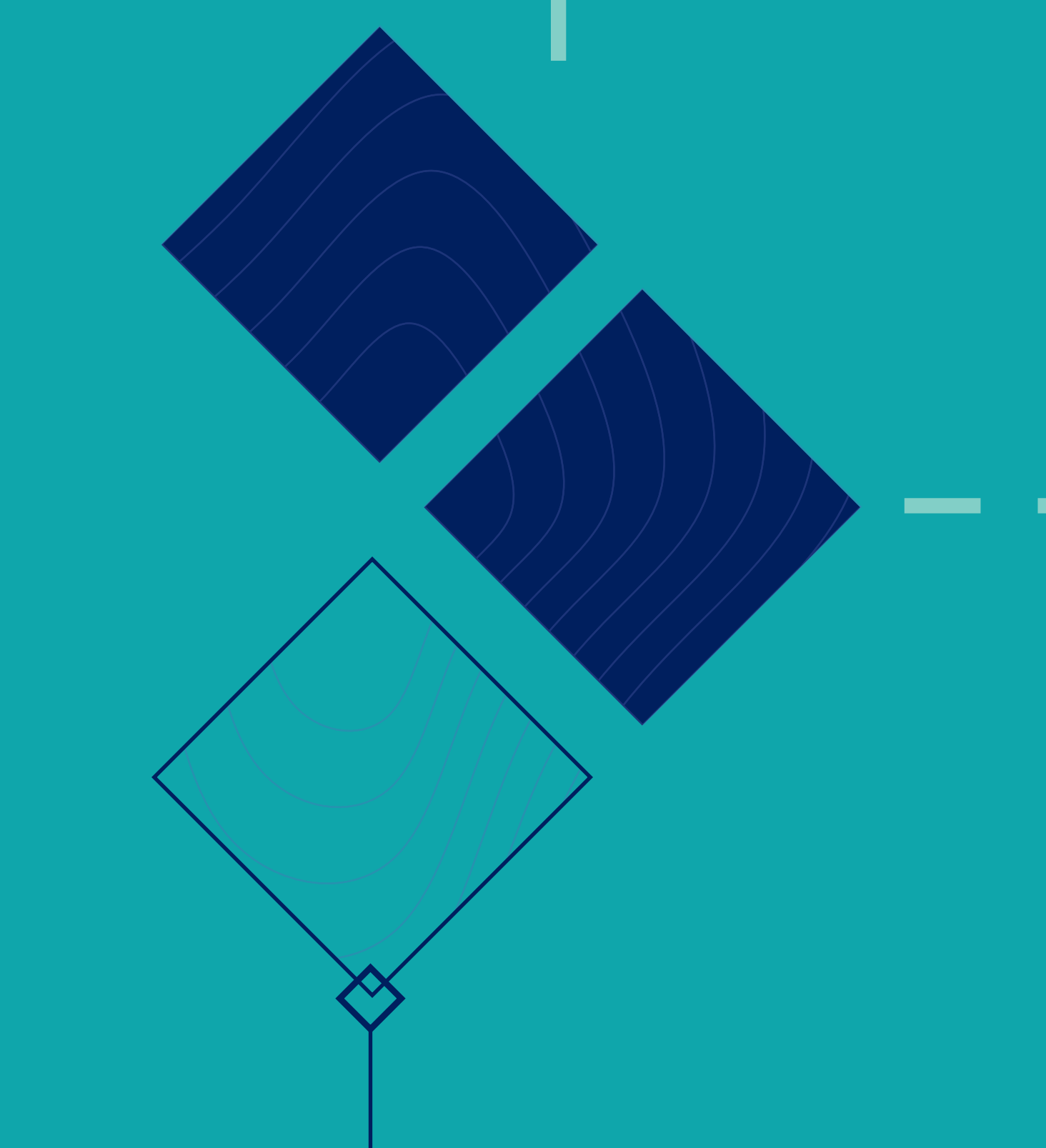
84% say "improving preparedness against any future or similar pandemics" is a "high priority."

Which technologies would your organization invest in to improve preparedness?



Opening up new opportunities with intelligence and automation

Today's tech investments play a major role in the workplace:



Two-thirds say employees are asking for better technology to improve how they work.

Respondents agree that intelligent automation has key benefits/positive effects:



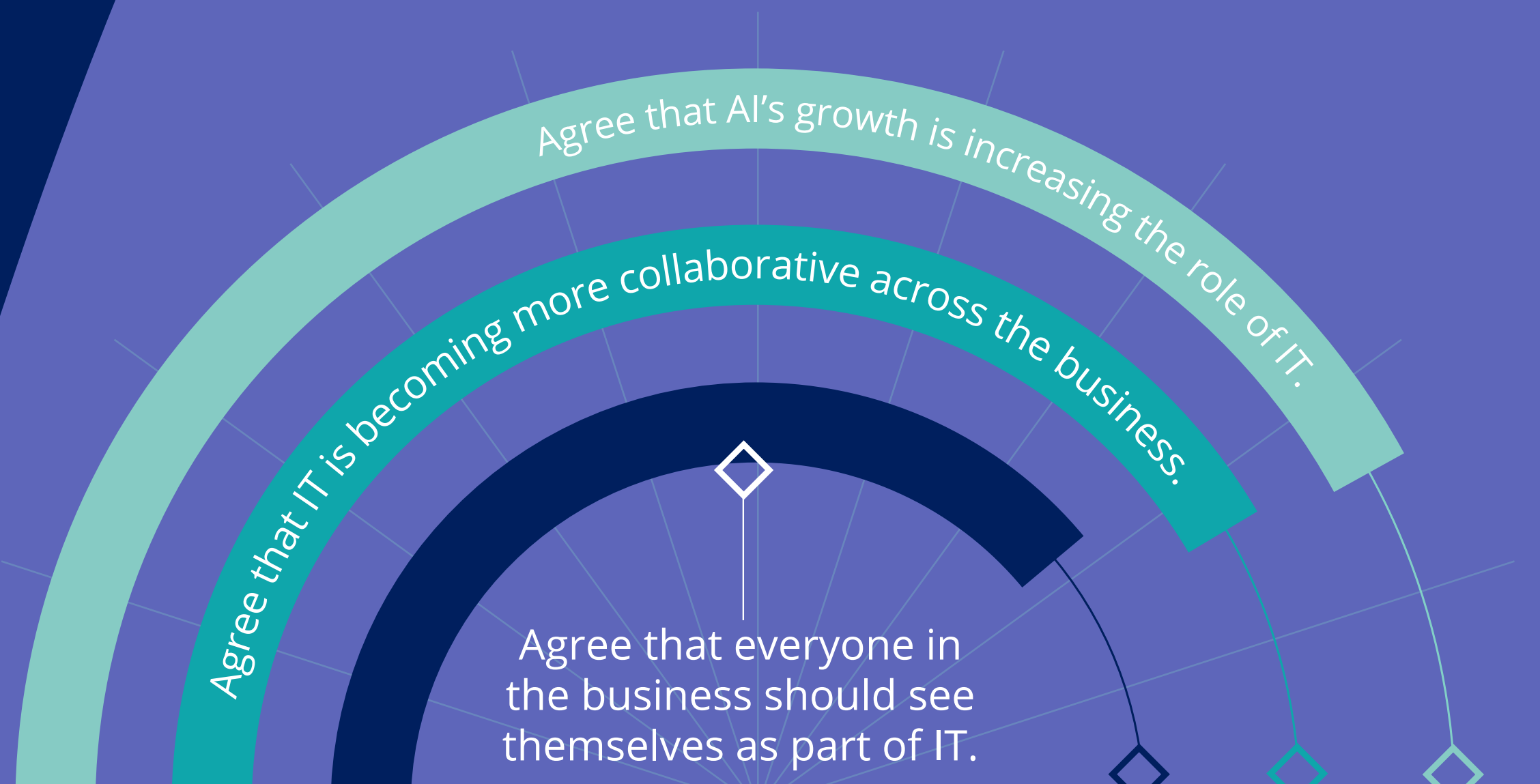
Next steps:

82% of our respondents believe "IT should provide platforms and systems that allow employees to build and implement their own technology solutions."

However, only 57% of organizations asked have deployed low code solutions.

Low-code technology could be a missed opportunity.

Collaboration matters more than ever.



"Everyone in an organization - from business leaders to employees - must take a more active, collaborative role to ensure success in digital transformation."



Read the full report here

About Pegasystems

Pega is the leader in cloud software for customer engagement and operational excellence. The world's most recognized and successful brands rely on Pega's AI-powered software to optimize every customer interaction on any channel while ensuring their brand promises are kept. Pega's low-code application development platform allows enterprises to quickly build and evolve apps to meet their customer and employee needs and drive digital transformation on a global scale. For more than 35 years, Pega has enabled higher customer satisfaction, lower costs, and increased customer lifetime value.

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