

Background

In July 2001, Cahners In-Stat Group conducted an online survey on the topic of remote usage of business applications among members of its Technology Adoption Panel. One thousand thirty-six (1036) panelists completed the survey. The following provides a summary of some of the results obtained from this survey.

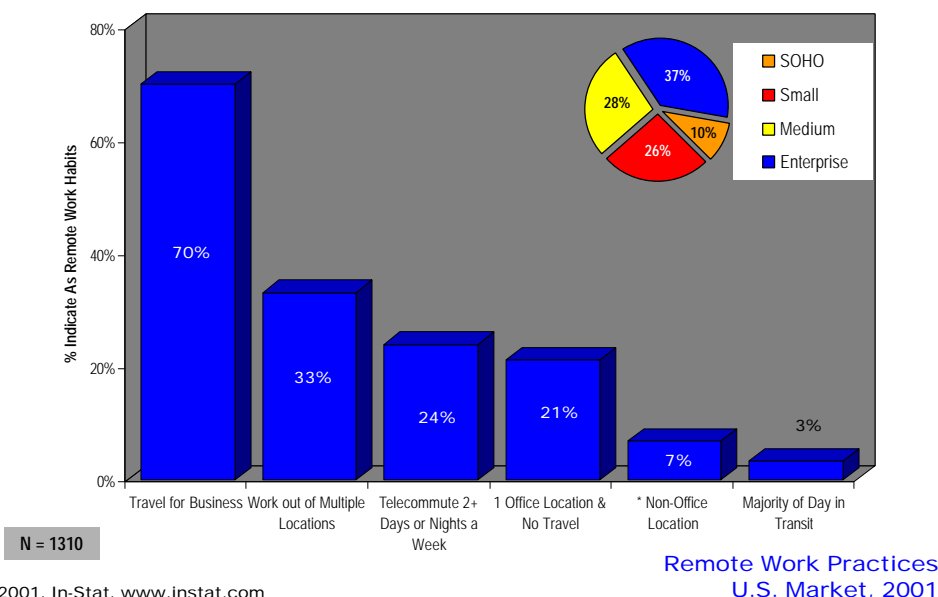
The Remote & Mobile Worker Revolution

For the past twenty years, U.S. workers have slowly begun to migrate to work sites outside of their companies' conventional main office facilities. This trend has greatly accelerated in recent years, primarily due to technological evolution – particularly the growing sophistication of the commercial Internet.

In-Stat estimates that roughly three-quarters of the U.S. workforce is either remote or mobile, meaning they work in remote work sites (include production facilities, branch offices and home offices) and/or are mobile throughout the year (travel regularly for business purposes or work out of mobile offices.). Figure 1 shows the various types of remote or mobile work practices utilized by those surveyed. Note that most respondents (70%) indicate that they travel for business purposes and that 33% work out of multiple locations of the same company over the course of the year.

Though a large portion of the U.S work force travels for business purposes, the recent events affecting this nation's airline industry suggest that business travel will likely slow down for the next few months. However, in the medium to long-term, In-Stat expects businesses to return to normal, putting their most cherished assets, employees, closer to the customer.

Figure 1: Remote Work Practices – U.S. Employees

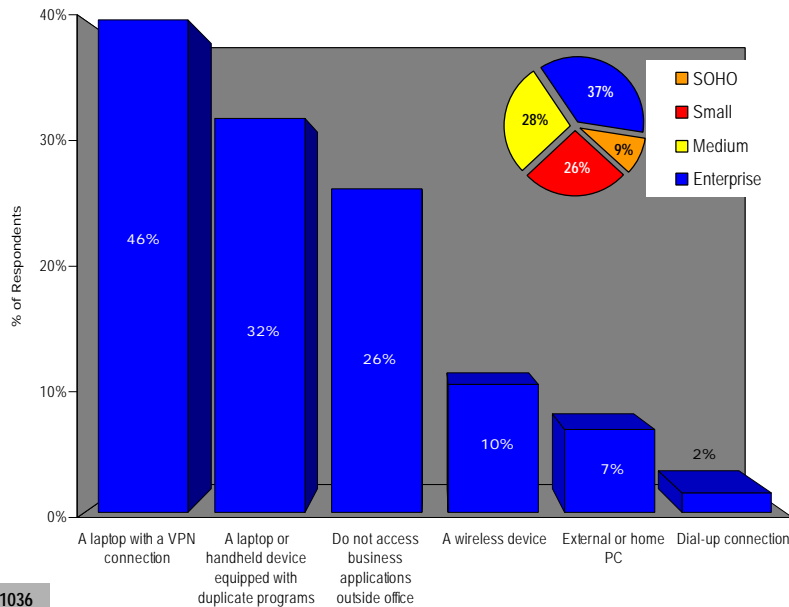


How Applications are Accessed While Remote

Nearly half of those surveyed indicated that they do not access their business applications while working remotely, which is not surprising. “Continuous accessibility” to business information/applications while remote is still gaining acceptance among U.S. businesses. Many employees, as shown by the research, can prepare themselves in advance to remain productive while outside of their office location. Further, these results are indicative of general lack of cost-effective remote access services/solution for businesses of differing sizes. Hosted applications and other Internet-accessible applications solutions have only become commercially popular over the last three or four years.

Looking forward, In-Stat believes firms will be more inclined to make business applications Web-accessible, allowing remote workers to easily and securely access their email and other applications while outside of the office.

Figure 2: Access Points Used to Remotely Access Business Applications



Access Points Used for Business Applications
U.S. Market, 2001