

The U.S. Future Office Survey: Working from Home During COVID-19



Print Remains Important to New Work-From-Home Employees

New primary research conducted by Keypoint Intelligence shows that 45% of new at-home workers have acquired a new print device—the research breaks out people who paid for it themselves, purchased the device and expensed it, or received it directly from their company. And about 57% of new work-from-home individuals pay for their own ink or toner, either on an as-needed basis or as part of an auto-resupply plan. When the company covers the cost, in some instances the worker pays upfront or at least initiates an auto resupply plan, or the company pays the cost under a resupply plan.

85 questions explore remote work printing, scanning, and more.

This study takes a look at remote working and print/document opportunities from a wide variety of angles, including:

- **Remote work printing purchases and behavior.**

This includes the primary work from home device, top features considered for the device, change in work print volume, breakdown of optional vs. required printing, and most commonly printed document types.

- **Attitudes toward working from home.**

Work from home challenges, the impact of remote work on productivity, and how the right technology could impact productivity are just a few of the areas explored.

- **Changes in personal (non-work printing) printing during lockdown.**

This covers the change in personal printing, the change in household printing, the impact of home schooling on print, and the most commonly printed document types for personal purposes.

- **Remote work scanning behaviors.**

This includes COVID-19's impact on the move to business process digitization within companies, how scanning behavior has changed, and the extent to which scanning with smartphones is practiced.

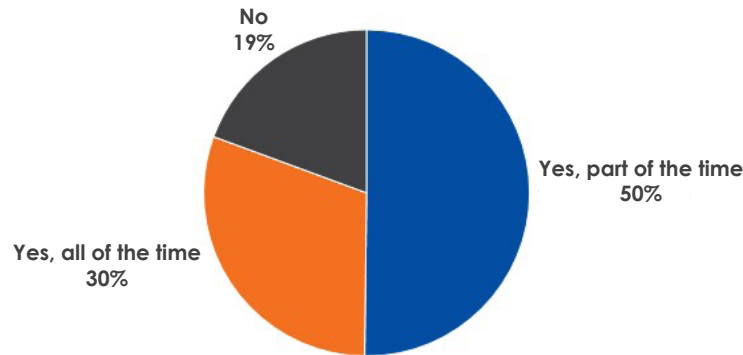
- **Other technology purchases and behavior.**

Areas explored include the devices/services that have been acquired during lockdown, how the items have been paid for, and the cost for the technology.

Implications for print vendors.

Our findings suggest that if print vendors can encourage clients to equip work-from-home staff with new devices, it appears their print habits could remain fairly steady. It is not too late for these vendors to be thinking about strategies for selling into work-from-home environments. In fact, the research revealed that the majority of respondents desire to keep working from home once the COVID-19 threat has passed (at least part of the time) (58%) and think their work will allow them to do so (80%).

If you wished to do so, do you believe that your organization will allow you to work from home once the COVID-19 threat has passed?



N = 289 new work-from-home employees in the United States

The full results of the U.S. survey has a 289 sample of new COVID-19 work-from-home office workers and an additional 67 sample of people who worked from home prior to the pandemic for a total of a 356 person sample size. The European survey and analysis will also be available in late August 2020.

Learn more!

The cost for purchasing this information package totals \$7,995 USD and includes the following deliverables:



PowerPoint
Presentation



Excel Files



60-minute
Phone Discussion

✉ For more information, please contact sales@keypointintelligence.com



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The Future Office Survey Western Europe: Working from Home



Print Remains Important to New Work-From-Home Employees

New primary research conducted by Keypoint Intelligence shows that 47% of new at-home workers have acquired a new print device—the research breaks out people who paid for it themselves, purchased the device and expensed it, or received it directly from their company. And about 44% of new work-from-home individuals pay for their own ink or toner, either on an as-needed basis or as part of an auto-resupply plan. When the company covers the cost, in some instances the worker pays upfront or at least initiates an auto resupply plan, or the company pays the cost under a resupply plan.

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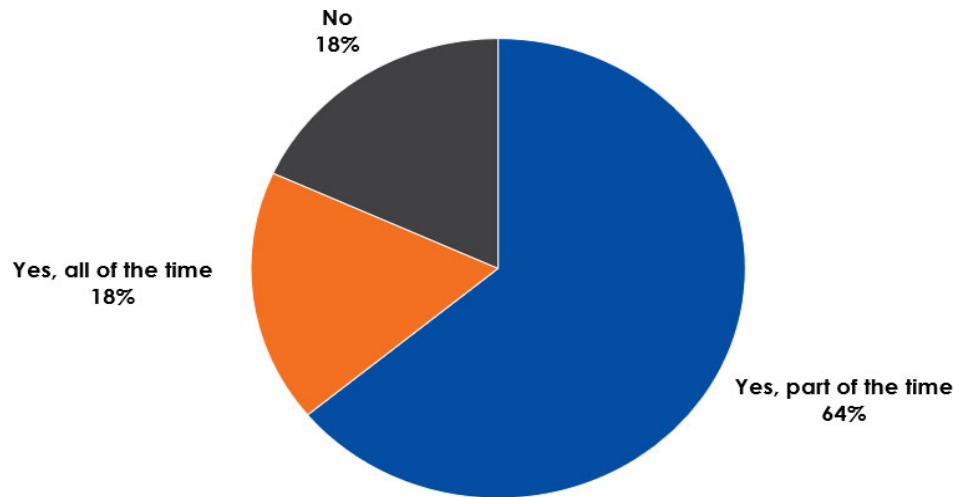
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If you wished to do so, do you believe that your organisation will allow you to work from home once the COVID-19 threat has passed?



N = 292 new work-from-home employees in Western Europe

The full results of the Western European survey has a 292 sample of new COVID-19 work-from-home office workers and an additional 70 sample of people who worked from home prior to the pandemic. The U.S. survey and analysis is also available.

Learn more!

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