EGNYTE

Business Value Customer Productivity Survey Report
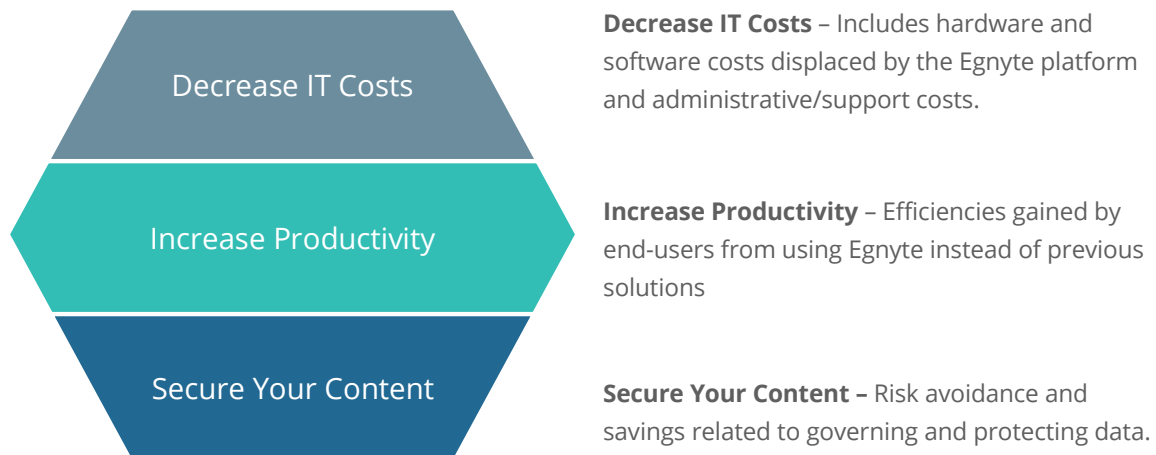
2020

Overview

The Egnyte Value Acceleration Team designed the 2020 Customer Productivity Survey to evaluate one of the critical value propositions of Egnyte's platform, increased user and administrator productivity. For continuity, the Value Acceleration Team used the productivity centered questions from the 2019 Customer Productivity Campaign. The Value Acceleration Team included an additional question to discern the respondent's role type in the organization. This year's survey was conducted via multiple delivery methods, including direct email, community posts, and in-product guides to drive completion. The intent was to affirm that the current Business Value Assessment values align with customers' actual value in the field. The Customer Productivity Campaign Report summarizes the combined results from responses gathered from samples obtained throughout 2020.

Survey Questions

The Egnyte value proposition is composed of cost-saving or value-added metrics that fall within three major areas of financial return:

Decrease IT Costs – Includes hardware and software costs displaced by the Egnyte platform and administrative/support costs.

Increase Productivity – Efficiencies gained by end-users from using Egnyte instead of previous solutions

Secure Your Content – Risk avoidance and savings related to governing and protecting data.

This survey focused on labor/productivity costs for end-users and administrators. The questions were designed to identify how many hours each user saved per week on average, by what percentage the organization could reduce staffing for administration and support of file services, and what features made the most significant impacts on productivity. It also asked for feedback on additional features or functionalities not available today to positively impact users' productivity.
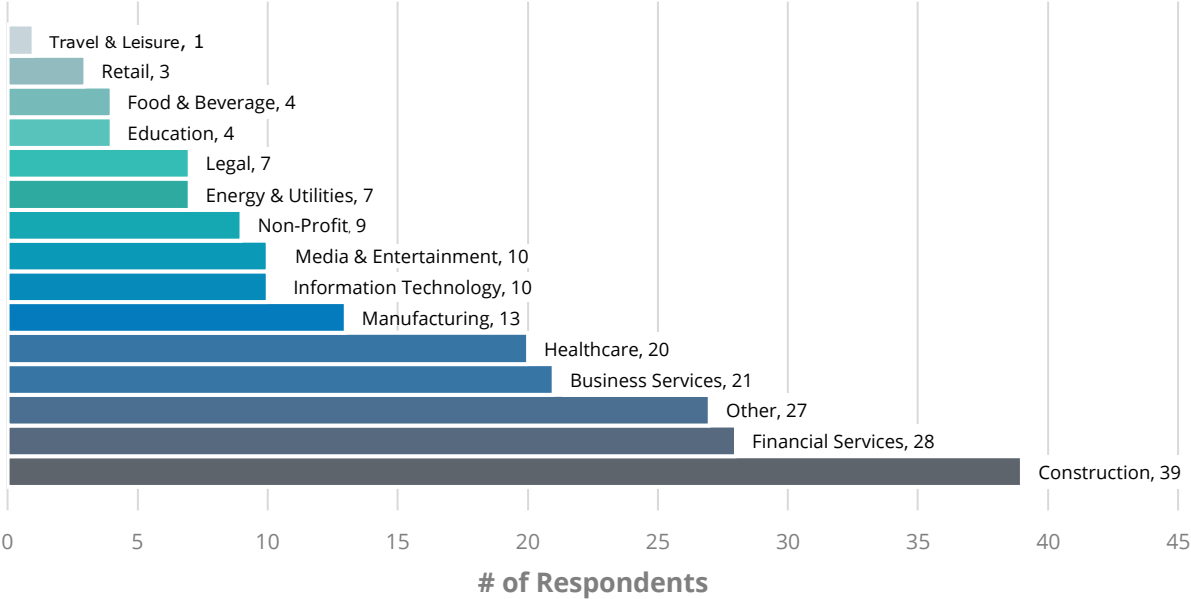
The surveys were collected via separate links per campaign for differentiation in company size (Enterprise, Commercial), and the survey source (email campaign, CSM engagement, in-product guides). The survey also collected the customer's industry to highlight any differences in value for specific business segments. A total of 204 responses were collected. The Customer Success team drove fifty-six responses and a campaign built by the Value Acceleration and Marketing Teams drove the additional 148.

Construction and Financial Services were the most common industries, and Travel & Leisure was the least common with just one respondent. Strategic decision-makers at the Executive level were the most common respondents by role. The percentage of respondents by role type and industry distribution are shown below:
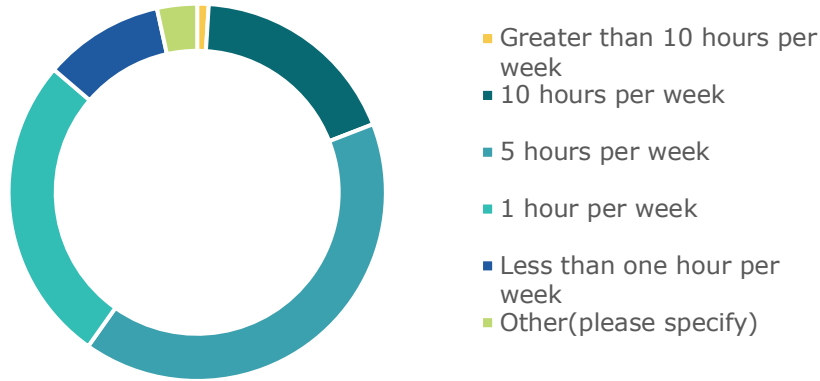
Respondents by Role Type

- 39%
- 44%
- 17%

- Strategic execution (Management)
- Strategic decision-maker (Executive level)
- Tactical execution (Individual contributor)

Distribution by Industry

- Travel & Leisure, 1
- Retail, 3
- Food & Beverage, 4
- Education, 4
- Legal, 7
- Energy & Utilities, 7
- Non-Profit, 9
- Media & Entertainment, 10
- Information Technology, 10
- Manufacturing, 13
- Healthcare, 20
- Business Services, 21
- Other, 27
- Financial Services, 28
- Construction, 39

# of Respondents

Consider the time spent per week by each of your users accessing, editing, and collaborating on files using Egnyte. In comparison with their time spent before using Egnyte, how many hours a week do you estimate each user within your organization saves with your current Egnyte solution?


- Greater than 10 hours per week
- 10 hours per week
- 5 hours per week
- 1 hour per week
- Less than one hour per week
- Other(please specify)

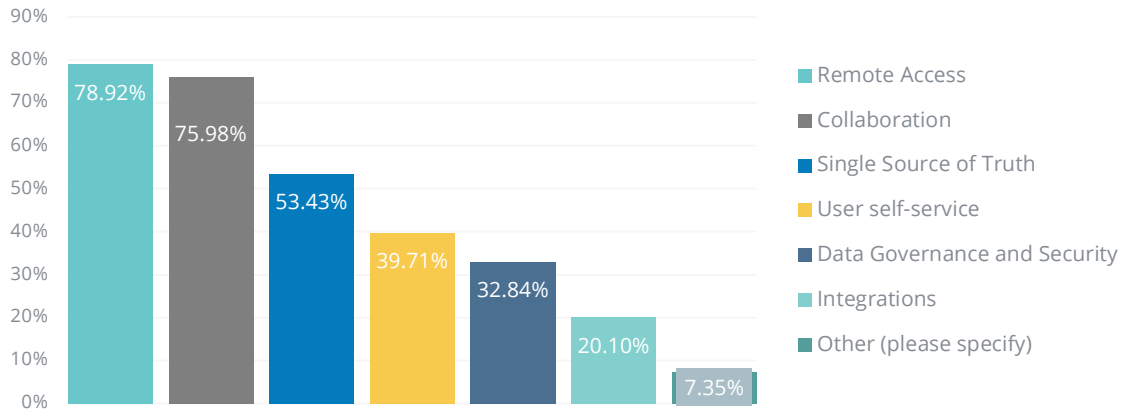| Answer Choices	Responses	%
Greater than 10 hours per week	2	1%
10 hours per week	37	18%
5 hours per week	83	41%
1 hour per week	54	26%
Less than one hour per week	21	10%
Other (please specify)	7	3%
Total:	204	

Figure 3 – "Other(please specify)" answers were evaluated and added into the average as appropriate. For example, an answer of "No productivity savings" was entered as 0 to develop the average.

Average time each user saves per week with Egnyte: **4.34 hours**

The responses to this question were essential and enlightening. In the current Business Value Assessment process, the metric used for Productivity is very conservative. The model assumes that each user saves just 12 minutes per day or one hour per week due to the unified Egnyte solution. In our customers' day-to-day use of Egnyte, this number is much higher, with an average of 4.34 hours per week. ***Additionally, 86.3% of respondents indicated 1 hour or more savings, and 59.8% indicated over 5 hours per week in time savings.***

By what percentage were you able to reduce dedicated staffing resources for file services administration and support using Egnyte compared to previous solutions?

- 100% (full headcount reduction)
- 75%
- 50%
- 25%
- Between 0 and 25%
- Other(please specify)
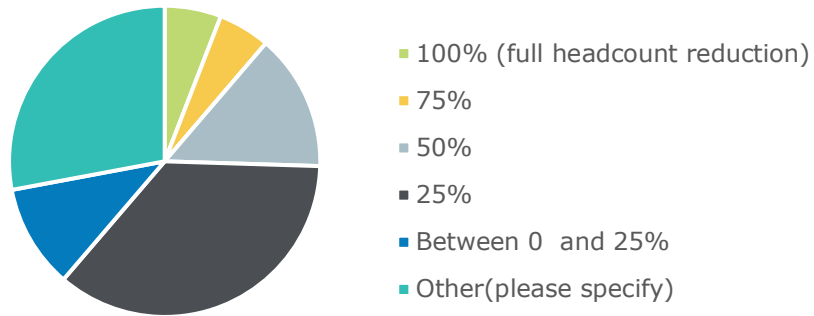
Answer Choices	Responses	%
100% (full headcount reduction)	12	5.88%
75%	11	5.39%
50%	29	14.22%
25%	73	35.78%
Between 0 and 25%	22	10.78%
Other (please specify)	57	27.94%
Total:	204	

Figure 4 – "Other(please specify) "answers were evaluated and added into the average as appropriate. For example, an answer of "we did not reduce admin or support" was entered as 0 to develop the average.

Average % reduction in admin and support: **38%**

The responses to this question supported anecdotal evidence from the field that by using Egnyte, our customers can reduce the amount of time spent on the administration and support of file services. While there were some answers in the "Other (please specify)" category that did indicate that they could not reduce dedicated resources, *25.5% of participants answered that they reduced dedicated staffing by 50% or more.*

What features or aspects of Egnyte made the biggest impact to productivity for your company? (Select all that apply)

Impacts to Productivity

Legend:
- Remote Access
- Collaboration
- Single Source of Truth
- User self-service
- Data Governance and Security
- Integrations
- Other (please specify)

Answer Choices	Responses	%
Ability to easily access company files remotely from any device	161	78.92%
Ease of collaboration internally and externally via private and public links	155	75.98%
Ability to serve as a single source of truth for company data	109	53.43%
User self-services features such as file/folder ownership, file restore, and version control	81	39.71%
Impact on data governance, file security, and ability to maintain compliance with regulatory requirements	67	32.84%
Ability to integrate with other business applications	41	20.10%
Other - (please specify)	15	7.35%

"Other" responses included those below:

- Ability to share with third-party vendors
- Ability to share data and information within our consortium of 10 companies and with our specific clients on one platform.
- Contribution to data security architecture
- Data protection
- Ease of use to access on the desktop
- File locking

- Being able to tie a task to a document
- Mass import and compression speed.
- Streamlined and secured our processes and overall effectiveness
- Using the mobile app to capture photos and easily upload them to Egnyte
- We can all see the same file in different orgs and countries.
- We didn't have version control before Egnyte

Conclusion

In this second annual Customer Productivity Survey, we learned that among the 204 participants, Egnyte has increased productivity overall for both business users and administrators. The time savings were in line with last year's results at 4.34 hours per user per week. Our customers reduced administration and support time spent on file services by 38% compared to their previous solution. Remote access, the ability to easily access company data from any device, was the most selected as the Egnyte feature that significantly impacted productivity in 2020. Overall, the survey results reinforced what our field resources often hear; Egnyte makes both administrators and business users more productive by providing features and functionality that save time and effort.

Next Steps

We invite you to explore our other content on the value of the Egnyte Platform. Below are links to our aggregated report on results of our Business Value Assessments, Forrester's Total Economic Impact study summary infographic, and infographics that illustrate the productivity impacts on end-users and administrators.
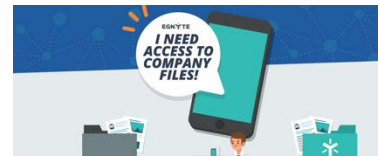
[Egnyte's Business Value Report](#)

[Forrester TEI Study Infographic](#)
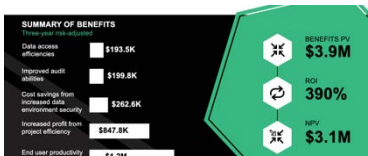
[Productivity Infographics](#)

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