



# Business Value Customer Productivity Survey Report

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Healthcare and Biotech

2020

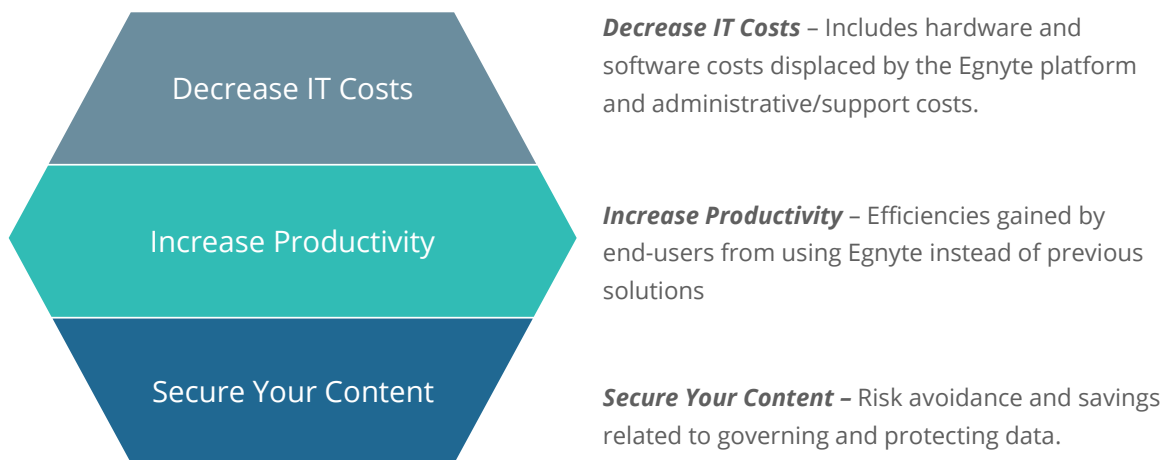
## Overview

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 team used the same set of questions from the 2019 Customer Productivity Campaign with an additional question to identify 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 with the intent to affirm that the current Business Value Assessment model aligns with Healthcare and Biotech customers' actual experiences in the field. The following 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:

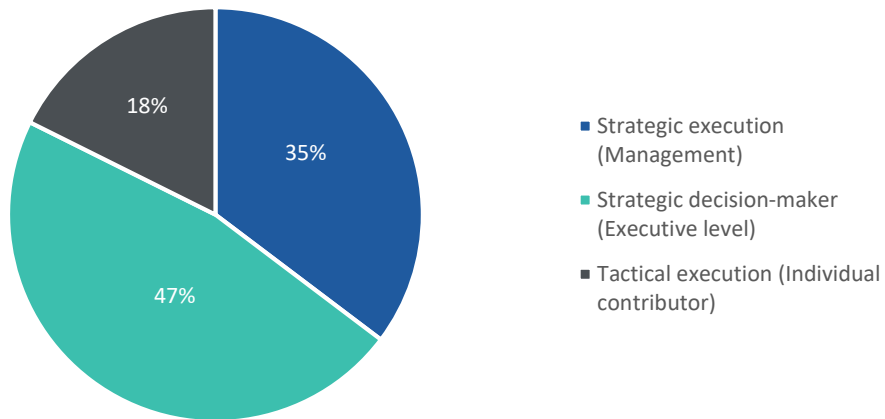


This survey focused on labor/productivity costs for end-users and administrators. The questions were designed to identify how many hours each user saved per week on average, by what percentage the organization could reduce staffing for administration and support of file services, and what features made the most significant impacts on productivity. It also asked for feedback on additional features not currently available that may have a strong business productivity.

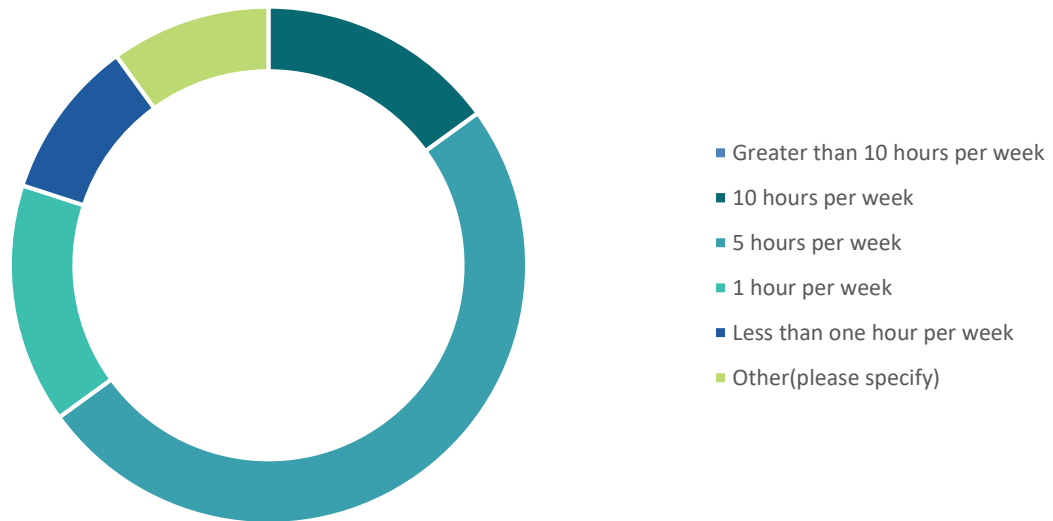
The surveys were collected via separate links per campaign for differentiation in company size and survey source (email campaign, CSM engagement, in-product guides). The survey also collected the customer's industry to highlight any differences in value for specific business segments. A total of 204 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.

Healthcare and Biotech industries were combined for this survey and were the third most common industry in the responses. There were 20 responses and strategic decision-makers at the Executive level were the most common respondents by role. The percentage of respondents by role type are shown below:

% of Respondents by Role Type



Question 1: 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?



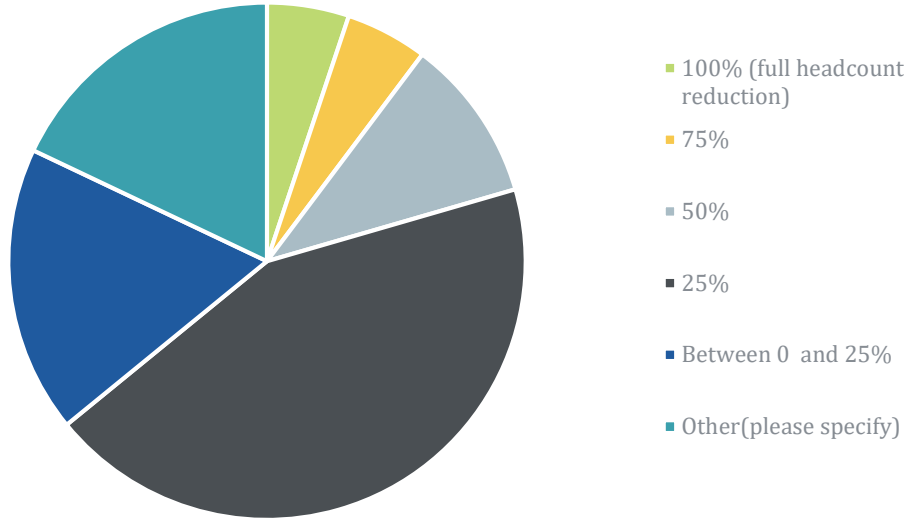
Answer Choices	Responses	%
Greater than 10 hours per week	0	0%
10 hours per week	3	15%
5 hours per week	10	50%
1 hour per week	3	15%
Less than one hour per week	2	10%
Other (please specify)	2	10%
<b>Total:</b>	<b>20</b>	

**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: 4.5 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 5.11 hours per week. **Additionally, 80% of respondents indicated 1 hour or more savings, and 65% indicated over 5 hours per week in time savings.**

Question 2: By what percentage were you able to reduce dedicated staffing resources for file services administration and support using Egnyte compared to previous solutions?



Answer Choices	Responses	%
100% (full headcount reduction)	2	10%
75%	1	5%
50%	1	5%
25%	3	15%
Between 0 and 25%	2	10%
Other (please specify)	11	55%
Total:	20	

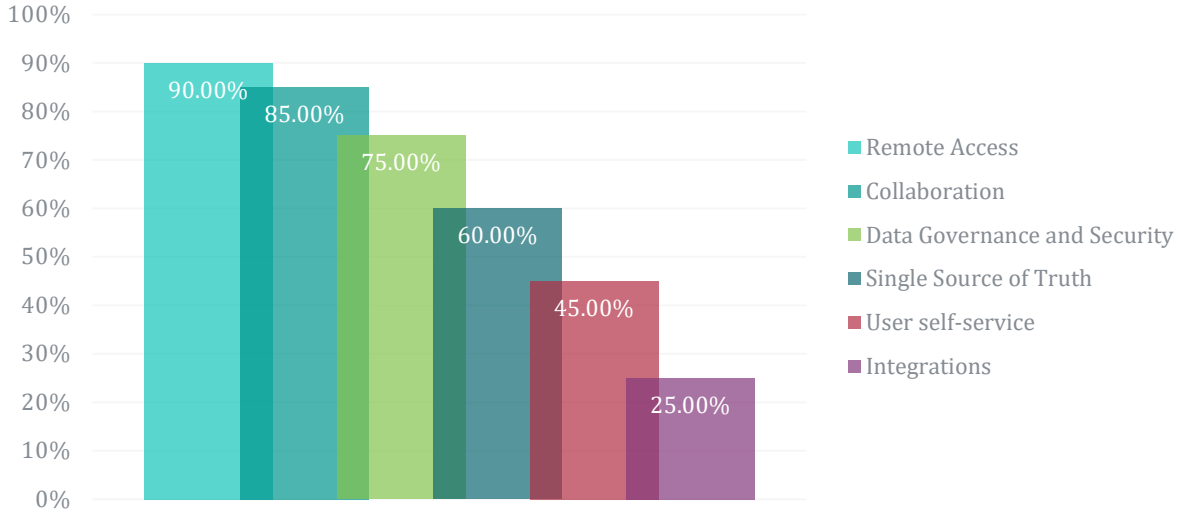
**Figure 4** – "Other (please specify)" answers were evaluated and added into the average as appropriate. For example, an answer of "we did not reduce admin or support" was entered as 0 to develop the average.

**Average % reduction in administration and support: 48%**

The responses to this question supported 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. They could avoid future hires for these tasks and/or use the valuable administrative time on projects that drive the critical capabilities of the business. While there were some answers in the "Other (please specify)" category that did indicate that they could not reduce dedicated resources, **44.4% of participants answered that they reduced dedicated staffing by 50% or more.**

Question 3: What features or aspects of Egnyte made the biggest impact to productivity for your company? (Select all that apply)

### Impacts to Productivity



Answer Choices	Responses	%
Ability to easily access company files remotely from any device	18	90%
Ease of collaboration internally and externally via private and public links	17	85%
Impact on data governance, file security, and maintaining compliance with regulatory requirements	15	75%
Ability to serve as a single source of truth for company data	12	60%
User self-services features (file/folder ownership, file restore, version control)	9	45%
Ability to integrate with other business applications	5	25%

"Other" responses included those below:

- File locking
- Ability to tie a task to a document
- Ease of use to access on the desktop
- We didn't have version control before Egnyte
- Contribution to data security architecture
- We can all see the same file in different orgs and locations.

## Conclusion

In this second annual Customer Productivity Survey, we learned that among the 20 participants in the Healthcare/Biotech industry, Egnyte has increased productivity overall for both business users and administrators. The time savings were in line with last year's results at 4.5 hours per user per week. Our customers reduced administration and support time spent on file services by 48% 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.

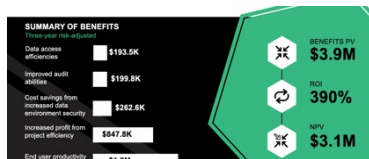
## Next Steps

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.

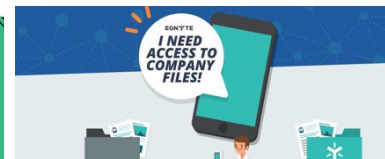
[Egnyte's Business Value Report](#)



[Forrester TEI Study Infographic](#)



[Productivity Infographics](#)



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