



Customer Productivity Report

2022 Edition

Overview

The Egnyte Value Acceleration Team designed the 2022 Customer Productivity Survey to evaluate how the Egnyte platform impacts customers across four critical areas. The assessment of four crucial areas is an expansion from our previous standard of three and reflects how our platform has evolved and adapted to the ever-changing technology landscape.

This evolution is necessary and has been validated by survey results as more companies have switched to hybrid, cloud, or multi-cloud than have not. In 2022 when looking at On-Prem Vs. Cloud/Hybrid/Multi-Cloud, we found that only 37% remained entirely On-Prem for their file services.

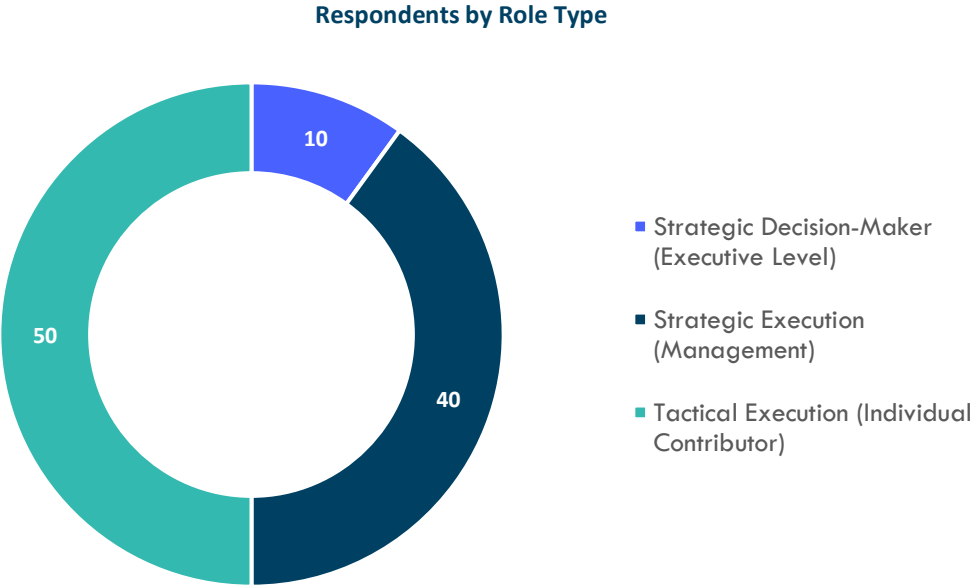
With more companies standardizing on a cloud-centric solution, admin/support-related activity savings, as driven by Egnyte, dropped to 20% in 2022 as opposed to 38% as reported in 2020. Why? On-Prem infrastructure and file services require a considerable amount of administration and support compared to Egnyte.

Survey Questions

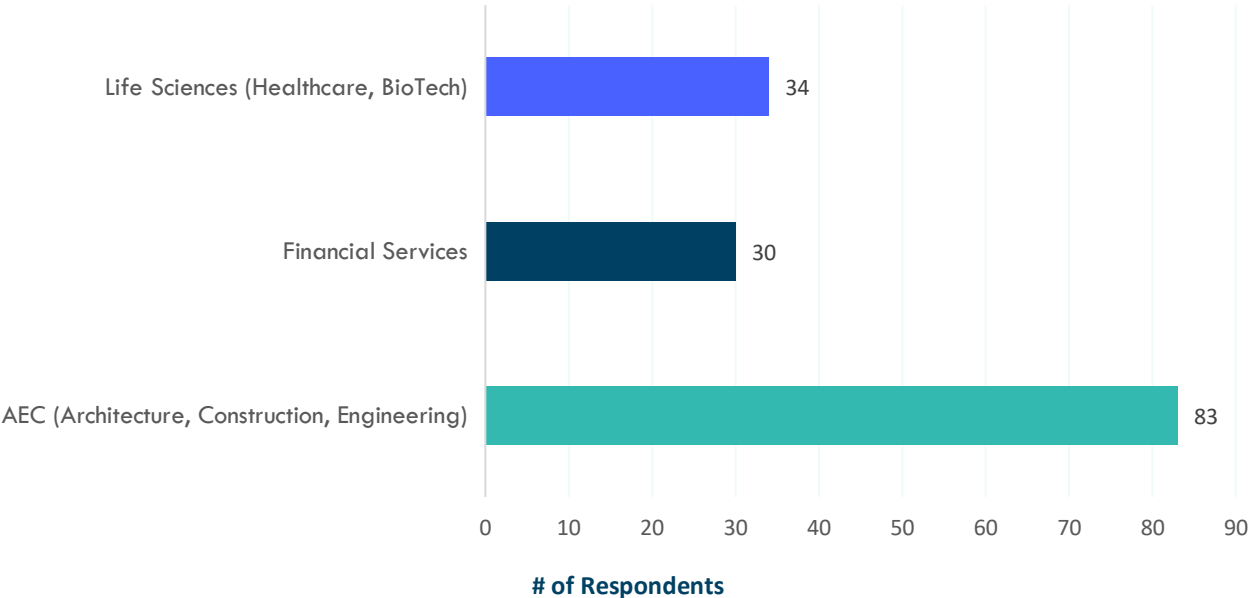
To gain an understanding of where Egnyte provides time savings and benefits compared to previous solutions, we designed questions to uncover the following:

1. The number of hours each user saved per week when:
 - Collaborating on files with colleagues
 - Searching for data relevant to making faster decisions
 - Completing project management workflows and activities
2. How much time was saved recovering from ransomware
3. How many hours per year saved/avoided considering file services incidents (server failure, weather events/disaster)
4. The percentage by which companies were able to reduce the effort associated with administration and support for file services

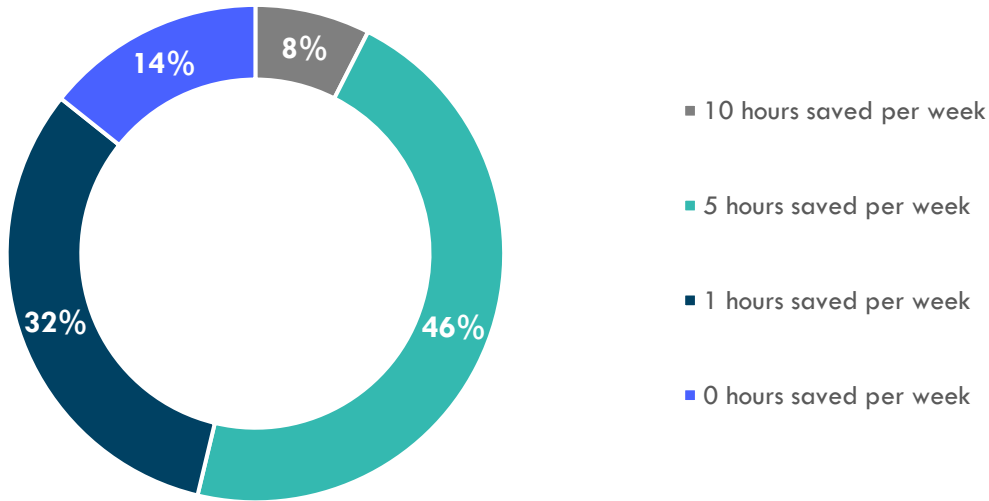
Tactical execution (individual contributor) members were the most common respondents by role. The percentage of respondents by role type and industry distribution is shown below:



The survey was collected via in-product guides, email campaigns, and Customer Success engagements. A total of 147 responses were collected from three industry verticals.



Q1. How many hours per week does each user save accessing, editing, and collaborating on files using Egnyte compared to your previous solution?

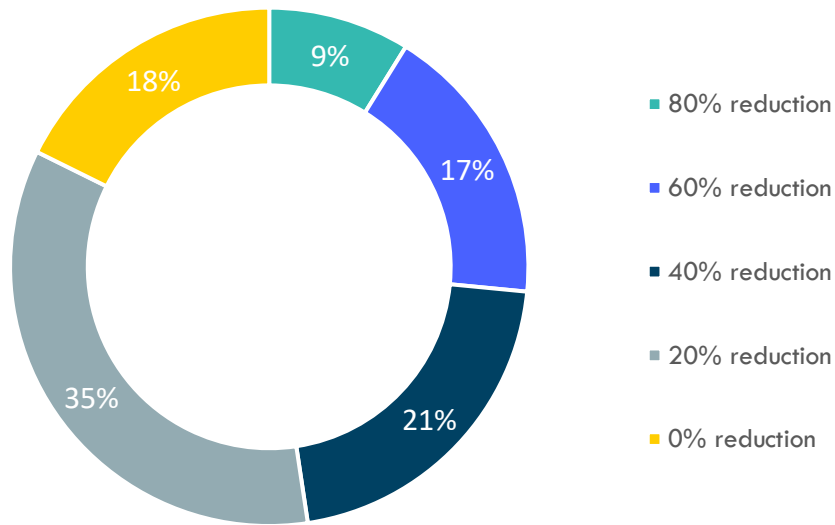


Answer Choices	Responses	%
10 hours saved per week	11	7%
5 hours saved per week	68	46%
1 hours saved per week	47	32%
0 hours saved per week	21	14%
Total:	147	

Increase Performance Per Head Count!
Average hours each user saves per week with Egnyte: 3.38

The responses and savings captured with this question were quite dramatic. Customers reported achieving this level of time saved using capabilities like self-service file and version restore, file versioning, internal/external link sharing, Office Suite co-authoring, commenting, workflows, and integrations. **Additionally, 54% of respondents indicated 5 hours or more per week in time savings!**

Q2. By what percentage were you able to reduce file services admin/support-related activities using Egnyte compared to your previous solution?

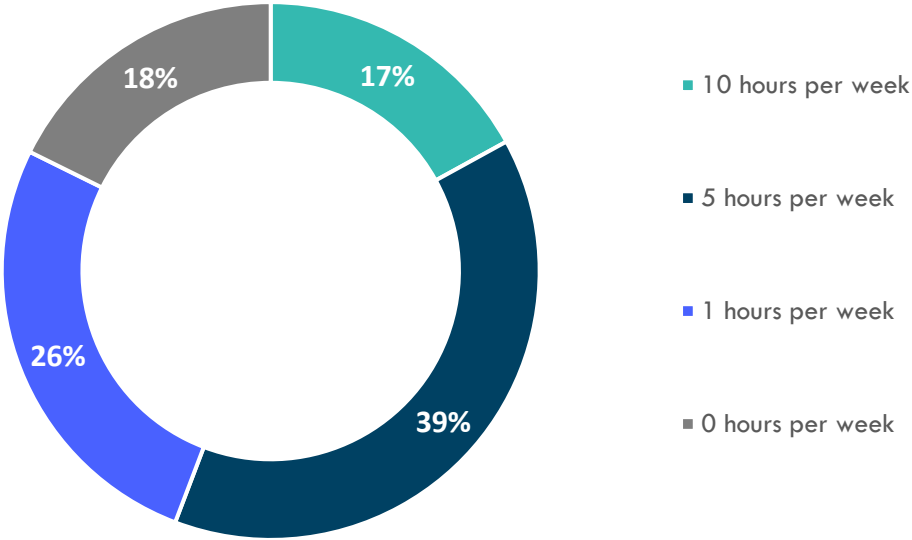


Answer Choices	Responses	%
80% reduction	13	9%
60% reduction	26	18%
40% reduction	31	21%
20% reduction	51	35%
0% reduction	26	18%
Total:	147	

Focus on tasks and outcomes that matter
Average % reduction in admin and support: 33%

Responses to this question further support evidence from the field that by using Egnyte, our customers can reduce the time spent on the administration and support of file services. This reduces the need to hire additional headcount for these tasks and allows the reallocation of existing resources to projects that drive critical capabilities of the business. **Additionally, 48% of respondents said they reduced dedicated staffing by 40% or more.**

Q3. How many hours per week does each user save searching for data relevant to making decisions using Egnyte, compared to your previous solution? (i.e., time finding the right content when needed)

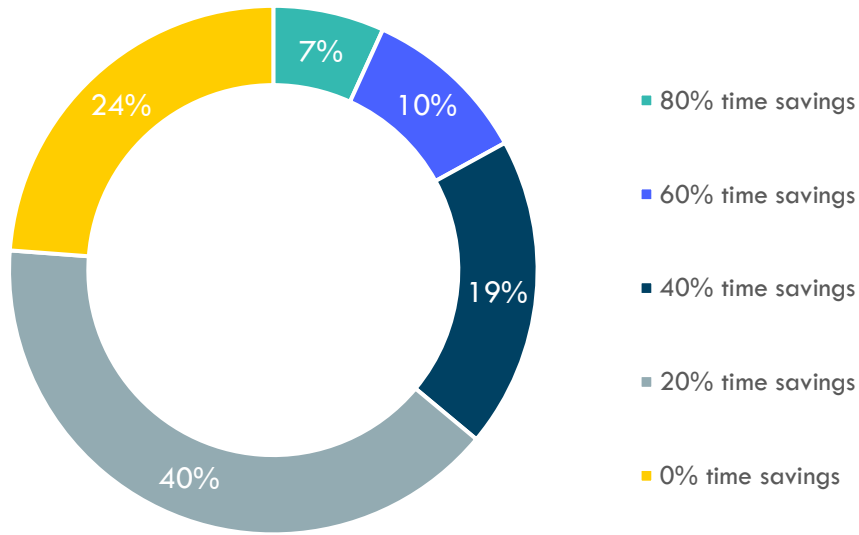


Answer Choices	Responses	%
10 hours per week	25	17%
5 hours per week	57	39%
1 hour per week	39	27%
0 hours per week	26	18%
Total:	147	

Find the right content FAST!
Average hours each user saves per week finding the right content: 3.90

The responses to this question aligned with evidence from the field that by using Egnyte, our customers can save a significant time finding the right content when needed. Diving deeper, **27% of executive-level decision-makers confirmed that they saved 10 hours per week** finding the right content compared to their previous solution. **Additionally, 56% of all respondents indicated 5 hours or more per week in time savings.**

Q4. As a percentage, how much time have you saved on project management activities, from streamlining business processes using Egnyte, compared to your previous solution? (i.e., managing and sharing content/assets)

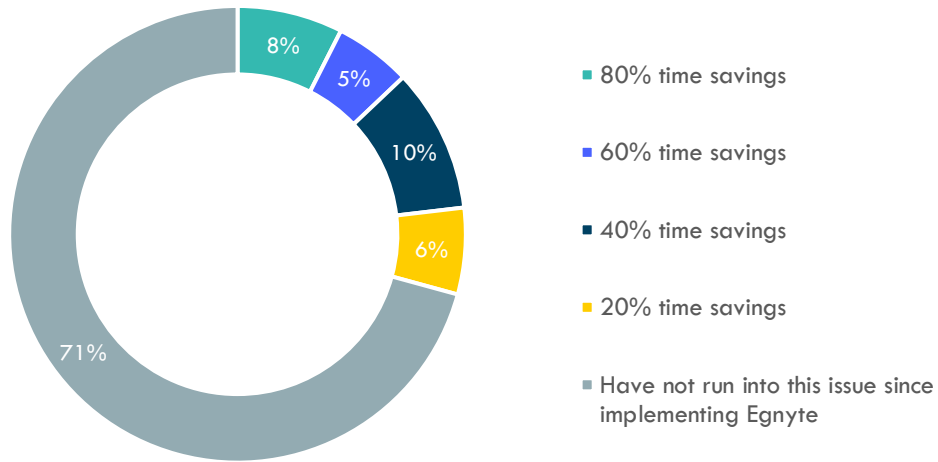


Answer Choices	Responses	%
80% time savings	10	7%
60% time savings	15	10%
40% time savings	28	19%
20% time savings	59	40%
0% time savings	35	24%
Total:	147	

Increase Project Accuracy and Profitability
Average % of time saving on project management activities: 27%

The responses to this question supported evidence from the field that by using Egnyte, our customers can save significant time on project management activities. By centralizing all project assets, programs, and portfolios on Egnyte, users can now collaborate on files in real-time, improving resource utilization and execution of projects. **Additionally, 36% of participants answered that they realized 40% or more time saved managing projects.**

Q5. As a percentage, how much time has your organization saved recovering from ransomware incidents using Egnyte compared to your previous solution?

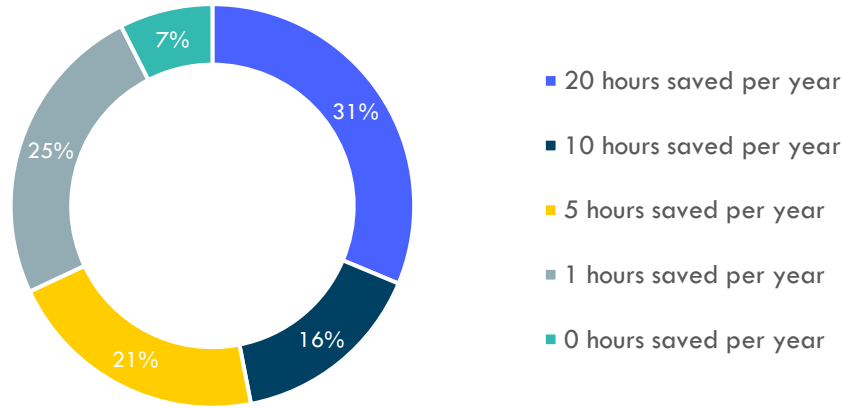


Answer Choices	Responses	%
80% reduction	11	7%
60% reduction	8	5%
40% reduction	15	10%
20% reduction	9	6%
Have not run into this issue	104	71%
Total:	147	

As expected, most Egnyte customers have yet to experience a significant ransomware event after implementing our solution. We are pleased to see the responses continue to support this, with 71% indicating a total lack of ransomware impact since becoming a customer.

As many companies and IT professionals now know, it's not a question of if a Ransomware incident will occur, it's a question of when. For those companies that did experience ransomware (28%), **all respondents indicated a faster recovery with Egnyte** compared to their previous solution.

Q6. For file services incidents (i.e., server failure, storage failure, weather event/disaster) that impacted business operations, how many hours per year have been saved with Egnyte compared to your previous solution?



Answer Choices	Responses	%
20 hours saved per year	46	31%
10 hours per week	23	16%
5 hours per week	30	21%
1 hour per week	36	25%
0 hours per week	11	8%
Total:	147	

Focus on what your company does well and increase uptime while you're at it!
Average hours saved per year: 9.12

The responses to this question supported evidence from the field that by using Egnyte, our customers can save significant time, avoiding operational impacts experienced with their previous solution. **Additionally, 68% of respondents indicated 5 hours or more per year in time savings.**

Q7. What aspect or capability of the Egnyte Platform has contributed the most financial value/benefit or productivity benefit to your company or business?

- The ability to clear out duplicate files
- No VPN requirement to file access
- Reliability and speed of access to files
- Time saved searching for files
- File locking
- Ability to find previously shared expired links
- Data protection
- Egnyte is sole location for files vs multiple different onsite servers
- Co-editing, secure sharing, and cloud-to-cloud backup
- Secure file sharing with external clients
- Simple and fast ransomware recovery
- Consolidated data to single repository and enabled access from anywhere via cloud storage

Summary

Our 2022 Customer Productivity Report reaffirmed not only Egnyte's continued delivery of efficiency-centric user and administrative benefits. It also confirmed that our new offerings, e.g., Ransomware Detection & Response, Advanced Snapshot & Recovery, are providing value for our customers.

- **3.38 hours per week** - Time saved accessing, editing, and collaborating on files
- **33%** - Reduction in file administration and support
- **3.90 hours per week** - Time saved finding the right content
- **27%** - Time saved within Project Management activities
- **71%** - Respondents have avoided ransomware incidents altogether
- **100%** - Respondents indicated faster ransomware recovery in the case of an incident
- **9.12 hours per year** - Time saved recovering from service-related incidents

In addition to the data points, the survey results and free-form responses reinforced a key detail - User satisfaction can have a material impact on User productivity. What drives the satisfaction? Egnyte Users and Administrators find Egnyte's modern file server approach to be familiar, easy to adopt, use, and secure.

Next Steps

We invite you to browse the links below and explore our other content on the value of the Egnyte Platform.

Egnyte's Business Value Report



Forrester TEI Study Infographic



Productivity Infographic



Content Management Maturity Assessment



Egnyte provides the only unified cloud content governance solution for collaboration, data security, compliance, and threat prevention for multicloud businesses. More than 17,000 organizations trust Egnyte to reduce risks and IT complexity, prevent ransomware and IP theft, and boost employee productivity on any app, any cloud, anywhere. Investors include GV (formerly Google Ventures), Kleiner Perkins, Caufield & Byers and Goldman Sachs. For more information, visit www.egnyte.com.

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