

# The State of Mobile Workforce Management:

SURVEY RESULTS & INSIGHTS FROM BUSINESS OWNERS DURING COVID-19



## What is a Mobile Workforce?

A **mobile workforce** is traditionally defined as a group of employees who work remotely and are connected by technology instead of being tied to a single physical location like an office. People who work from home may be the most common examples, but as mobile devices and **digital office automation tools** continue to evolve, anyone who performs work in the field that previously would have needed to be done at an office is also considered a mobile worker.

It's estimated that the **global mobile workforce will reach nearly two billion workers by the year 2022**, and **many businesses are already digitizing important processes by implementing tools for:**

**49%**

Document Creation and Collaboration

**42%**

Contract Management / Electronic Signatures

**36%**

Automating Processes in Finance / Accounting

**39%**

Digital Archiving of Corporate Records

**41%**

Employee Records and Related HR Processes

## Why is a Mobile Workforce Important?

Working outside the office is easier and more productive than ever before, but many companies have been slow to adapt. The global health crisis caused by COVID-19 has shown firsthand how many businesses are ill-prepared for remote work, either at home or in the field.

**29%**

### COMPLETELY PREPARED

Only **29%** of businesses surveyed felt they were **completely prepared** for having their employees **work from home**.

**18%**

### MOSTLY OR COMPLETELY UNPREPARED

**18%** of businesses surveyed felt they were **mostly or completely unprepared** for having their employees **work from home**.

**21%**

### DID NOT IMPLEMENT ANY DIGITAL TOOLS

**21%** of businesses surveyed **did not implement any digital tools** for **remote work**.

**Not being prepared to pivot to a mobile workforce has left many companies scrambling to conduct business, and as a result, many employees are seeing their hours cut or losing their jobs.**

**14%**

### LAY OFF SOME OR ALL STAFF

**14%** of businesses surveyed have had to **lay off some or all staff** as a result of the ongoing COVID-19 pandemic.

**26%**

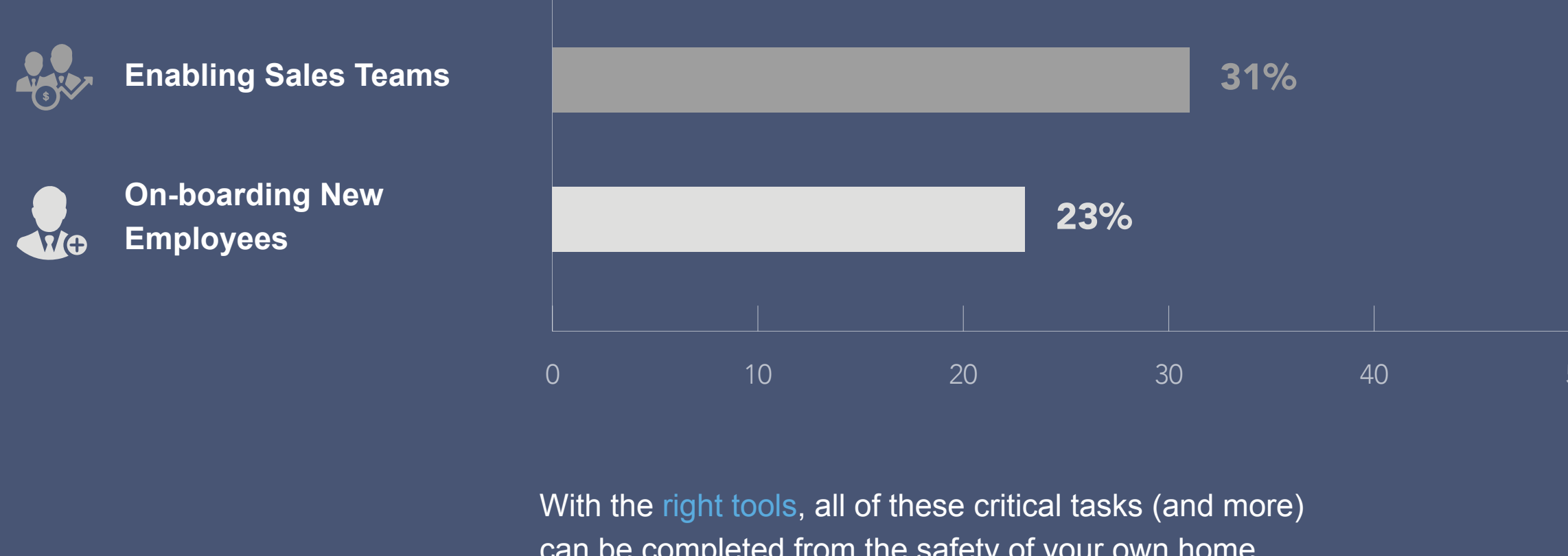
### REDUCE ALL EMPLOYEE HOURS

**26%** of businesses surveyed have had to **reduce all employee hours** as a result of the ongoing COVID-19 pandemic.



## What processes are most critical to keep your business running effectively?

Our survey showed that businesses have found the following processes to be critical to keeping their business running smoothly during quarantine:



With the **right tools**, all of these critical tasks (and more) can be completed from the safety of your own home.

## What about Security?

It may be easier than ever to create a mobile workforce for your business, but that also means your company's precious information is more vulnerable than ever.

**65%**

### EXPRESSED CONCERNS ABOUT THE SECURITY OF COMPANY INFORMATION

**65%** of businesses surveyed expressed concerns about the security of company information while dealing with a **remote workforce** during the COVID-19 pandemic.

**My business is not operating at full capacity and we want to rise to the challenges of COVID-19 and beyond. How can we implement a robust mobile workforce?**

If you're interested in seeing how DocuWare can help your business easily implement a secure, streamlined mobile workforce, **schedule your brief discovery call** followed by a personalized demo and free trial.

**My employees are working from home, but I'm concerned about security and efficiency. How can DocuWare help?**

If you want to learn more about how DocuWare can improve your existing mobile workforce, visit our website for **more information on The DocuWare Platform**, read about our **solutions** for everything from invoice processing to employee management, or **schedule your brief discovery call** followed by a personalized demo and free trial.



**Learn How to be Prepared for the Future by Optimizing Your Mobile Workforce**

[Learn Now](#)

DocuWare increases the pace of business and opportunity for innovation by digitizing and automating the tedious, manual tasks that defocus employees from knowledge-driven work and critical decision-making.

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