



# Business Value Customer Productivity Survey Report

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Architecture, Engineering and Construction (AEC)

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 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 Architecture, Engineering and Construction (AEC) customers' actual experiences in the field. The following report summarizes the combined results from responses gathered from samples obtained throughout 2020.

## Survey Questions

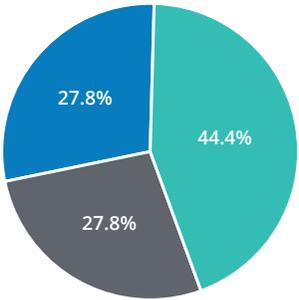
The Egnyte value proposition is composed of cost-saving or value-added metrics that fall within three major areas of financial return:

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 not currently available that may have a strong business 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.

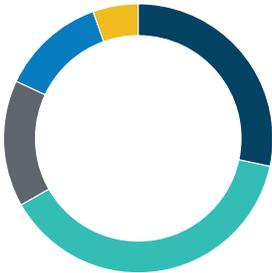
Architecture, Engineering, and Construction were combined for the purposes of the survey and were the most common industry in the responses. There were 39 responses and strategic decision-makers at the Executive level were the most common respondents by role. The percentage of respondents by role type are shown below:



### Respondents by Role Type

- Strategic decision-maker (Executive Level)
- Strategic execution (Management)
- Tactical execution (Individual Contributor)

**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?



- 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)

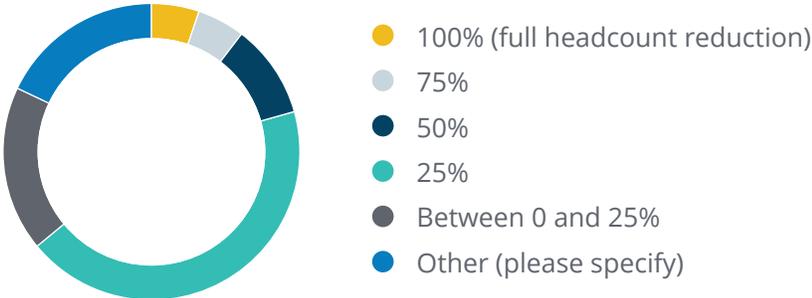
Answer Choices	Responses	%
Greater than 10 hours per week	0	0%
10 hours per week	11	28%
5 hours per week	15	38%
1 hours per week	6	15%
Less than one hour per week	5	13%
Other (please specify)	2	5%
<b>Total</b>	<b>39</b>	

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: 5.11 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, 82% of respondents indicated 1 hour or more savings, and 66.7% 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?



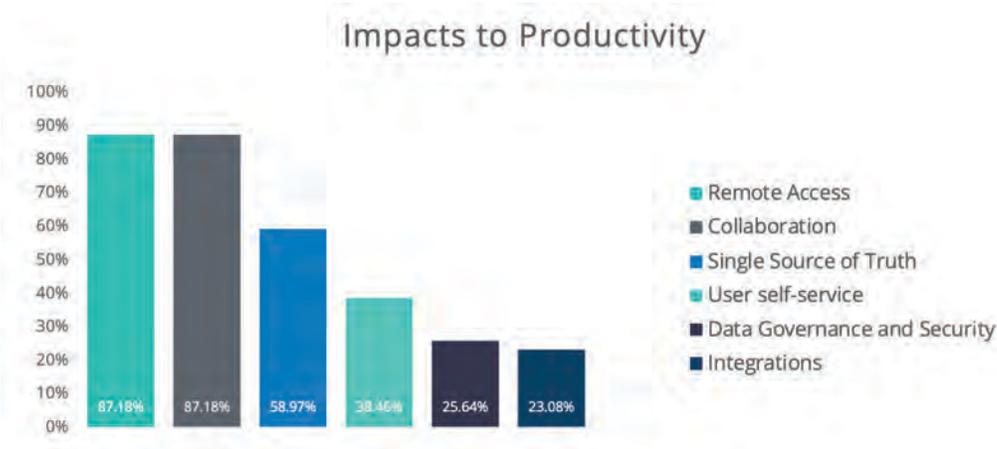
Answer Choices	Responses	%
100% (full headcount reduction)	2	5.13%
75%	2	5.13%
50%	4	10.26%
25%	17	43.59%
Between 0 and 25%	7	17.95%
Other (please specify)	7	17.95%
<b>Total</b>	<b>39</b>	

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: 31%**

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, **20.52% 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)



Answer Choices	Responses	%
Ability to easily access company files remotely from any device	34	87.18%
Ease of collaboration internally and externally via private and public links	34	87.18%
Ability to serve as a single source of truth for company data	23	58.97%
User self-services features (file/folder ownership, file restore, version control)	15	38.46%
Impact on data governance, file security, and maintaining compliance with regulatory requirements	10	25.64%
Ability to integrate with other business applications	9	23.08%

**"Other" responses included those below:**

- File locking
- Contribution to data security architecture
- Ease of use to access on the desktop
- Streamlined and secured our processes and overall effectiveness
- We didn't have version control before Egnyte
- Using the mobile app to capture photos and easily upload them to Egnyte
- 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 39 participants in the AEC industry, Egnyte has increased productivity overall for both business users and administrators. The time savings were in line with last year's results at 5.11 hours per user per week. Our customers reduced administration and support time spent on file services by 31% 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.

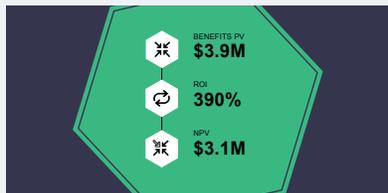
Overall, the survey results reinforced what our field resources often hear; Egnyte makes both administrators and business users more productive by providing features and functionality that save time and effort.

## 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



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](http://www.egnyte.com).

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