



# BYOT (Bring Your Own Technology) SURVEY

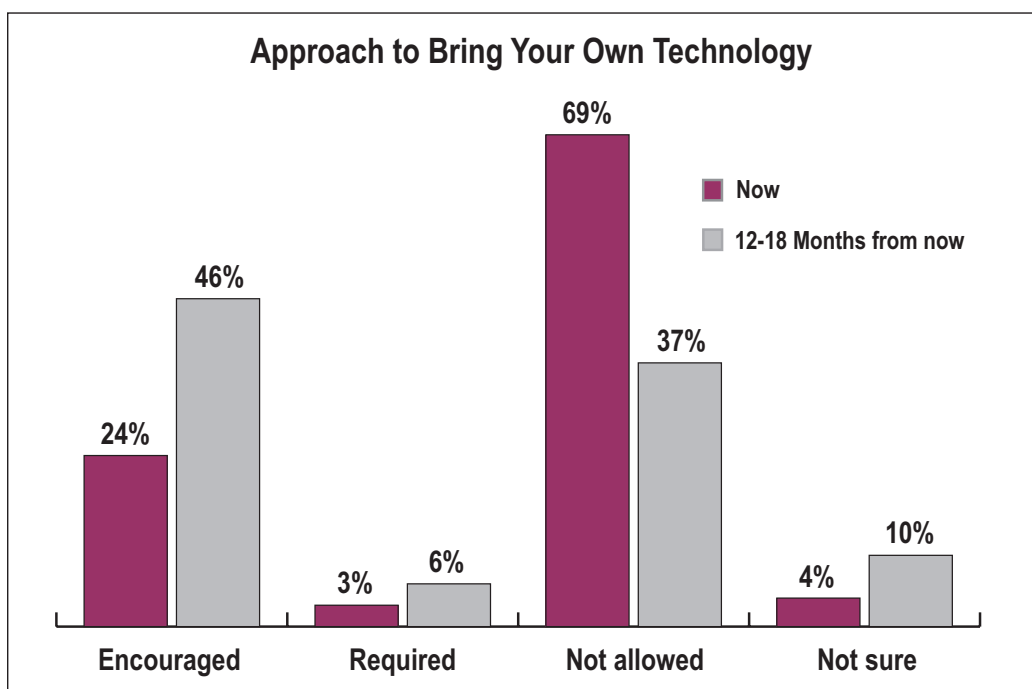
Exclusive Research  
from CIO magazine

# CIO BRING YOUR OWN TECHNOLOGY (BYOT) SURVEY

## EXECUTIVE SUMMARY

### Employers Increasingly Asking Workers to Bring Their Own Technology to Work

Companies are increasingly encouraging their employees to purchase their own devices such as smartphones, tablet pcs and laptops to use at work according to a recent survey by *CIO* magazine conducted in July and August, 2011. Twenty-four percent of the 476 technology decision-makers surveyed currently encourage employees to buy and bring their own technology to use at work (BYOT) while 46 percent will encourage employees to do so in the next 12 to 18 months. A small percentage of respondents (3 percent) say their organization currently requires workers to buy and bring their own technology. Among those currently encouraging or requiring BYOT, roughly three quarters (76 percent) allow employees to choose whatever technology they want; 38 percent provide a suggested product list but it is not mandatory that employees stick to the list while 38 percent leave it up to the employee to decide. Only 22 percent require their employees to choose which devices to buy from a specified product list.



Smartphones (95 percent) are the most frequently cited type of device employers currently encourage or require workers to purchase to use for work followed by tablet PCs (80 percent), laptops (52 percent) and netbooks (35 percent).

### Employees Typically Assume Cost to Buy and Repair Personal Devices Used for Work

Survey results suggest the cost to buy and repair personal devices falls on the employee in most cases. Sixty percent of technology decision-makers whose organizations currently encourage or require BYOT say the employee is responsible for covering the cost of all personal devices used at work while 36 percent provide a capped allowance or stipend to help cover the cost. Just 4 percent of respondents say their company covers the entire cost of personal devices used at work. If the device breaks, eighty-two percent hold the employee responsible for both getting it repaired and covering the cost while 12 percent hold the employee responsible for repairs but pay for fixing it. Just 5 percent assume responsibility for fixing employee-owned devices using corporate or outsourced resources.

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### **BYOT Benefits: Reduced Hardware Spending and Labor for Support**

Nearly one third (31 percent) of technology decision-makers currently encouraging or requiring BYOT have reduced both hardware spending and labor for support as a result of allowing employees to bring their own technology to use for work while 9 percent have lowered hardware spending and 5 percent have reduced labor for support. Forty-three percent aren't able to quantify the cost savings to their company as a result of BYOT.

Most respondents have a formal policy in place surrounding BYOT (57 percent) or are in the process of developing one (34 percent). Policy varies when an employee leaves the company. Twenty-nine percent of respondents with a formal policy in place simply shut off employee access to corporate applications and data; data removal is not necessary since company data doesn't reside on the employee's device. The type of device dictates the policy for 27 percent while 25 percent remove corporate applications and related data only from an employee's personal device. Fifteen percent wipe the device completely clean, including the employee's personal data.

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## METHODOLOGY & RESPONDENT PROFILE

The CIO Bring Your Own Technology (BYOT) survey was conducted with the objective of collecting the opinions of technology decision-makers regarding the trend of allowing employees to select and purchase personal devices such as laptops, and smartphones for use at work. Members of the CIO LinkedIn Forum were invited to take an online survey between July 25, 2011 and August 3, 2011. As an incentive to complete the survey respondents had the option of signing up to receive a copy of the survey results. Results are based on 476 respondents who indicated they are involved in technology purchase decisions at their organizations. Not every respondent answered every question.

A broad range of industries is represented including high tech, telecom & utilities (15 percent), manufacturing (15 percent), financial services (14 percent), government & education (14 percent), healthcare (9 percent), retail, wholesale & distribution (8 percent), and business services (7 percent). Forty-one percent of respondents work in small or mid-size companies with fewer than 1,000 employees (SMB) while 59 percent of respondents work in large companies with 1,000+ employees. Fifty-five percent of respondents are from the United States, followed by Western Europe (19 percent) and Asia Pacific (11 percent).

Percentages for questions where respondents could select only one answer may not sum to 100 due to rounding. Respondents were given the following definition at the beginning of the survey:

*“By Bring Your Own Technology (BYOT) we mean the strategy of allowing employees to select and purchase the device or devices they want to use to do their jobs, such as PCs, laptops, smartphones or tablets. These devices are the property of the employees, who take them along if they leave the company.”*