

# The Distributed Business Index (DBI)

## The benefits and limitations of distributed working in the 21<sup>st</sup> century

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Quocirca Ltd

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# Background to research

Carried out November and December 2007

315 respondents from enterprises > 1000 employees

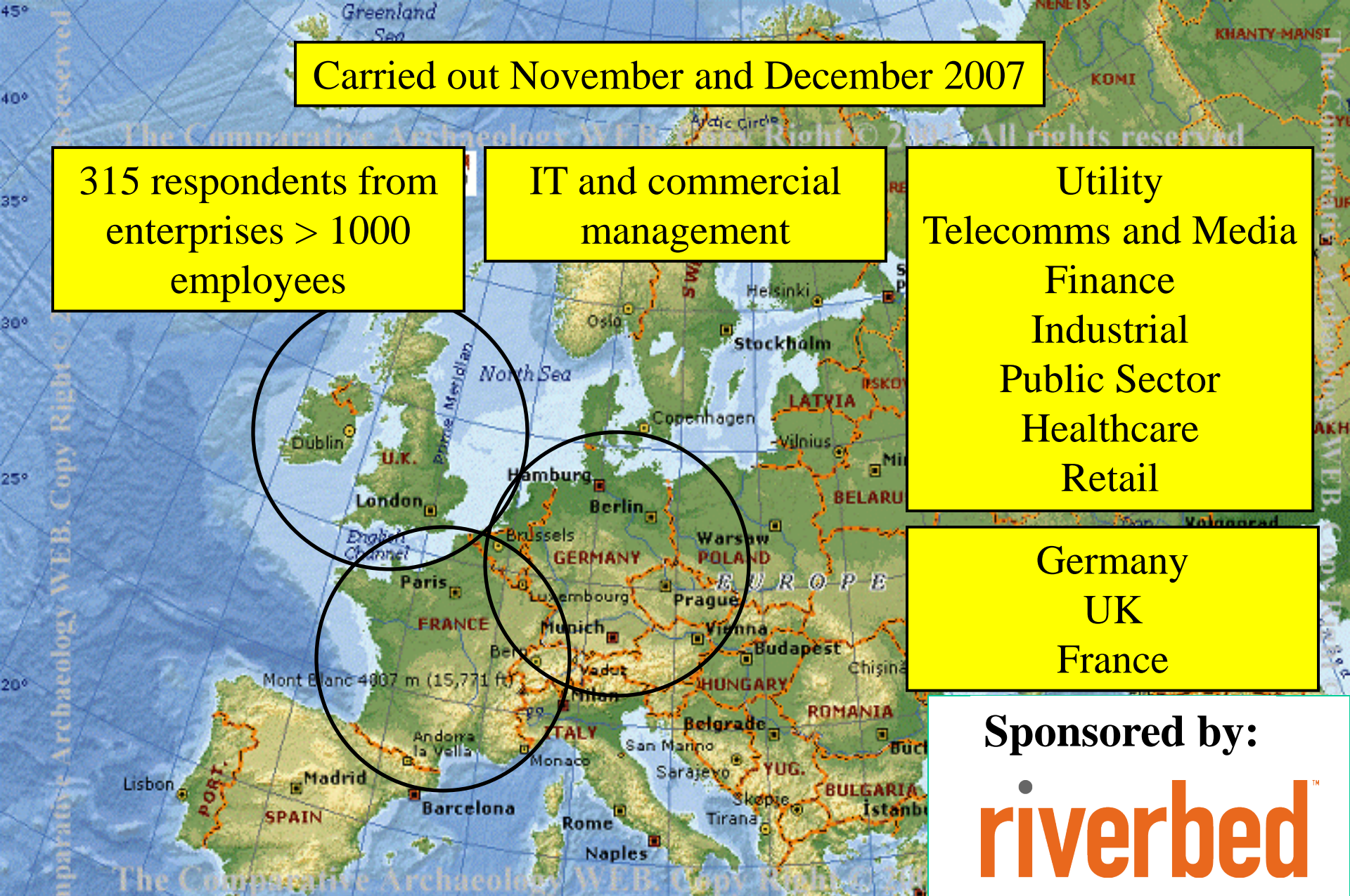
IT and commercial management

Utility  
Telecomms and Media  
Finance  
Industrial  
Public Sector  
Healthcare  
Retail

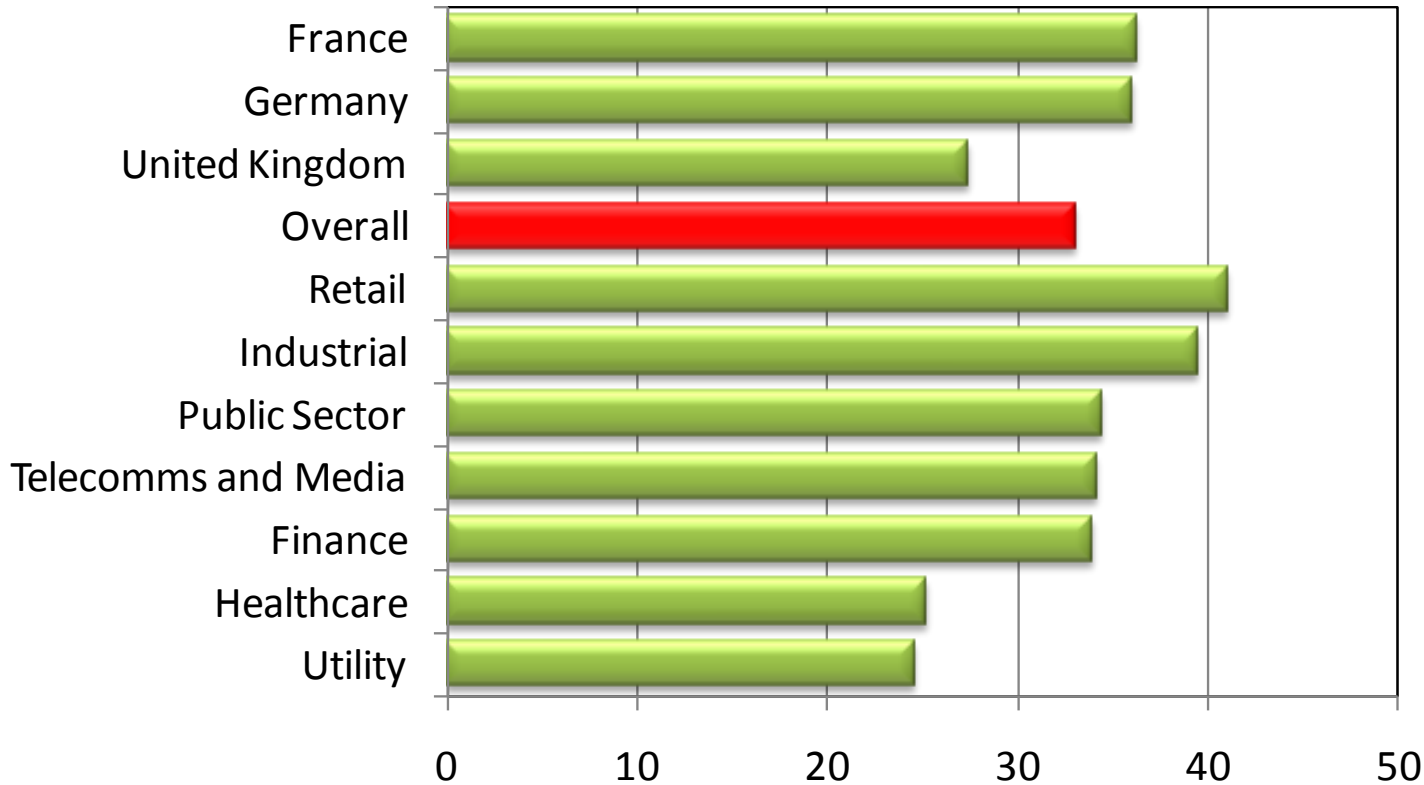
Germany  
UK  
France

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# Average number of physical locations

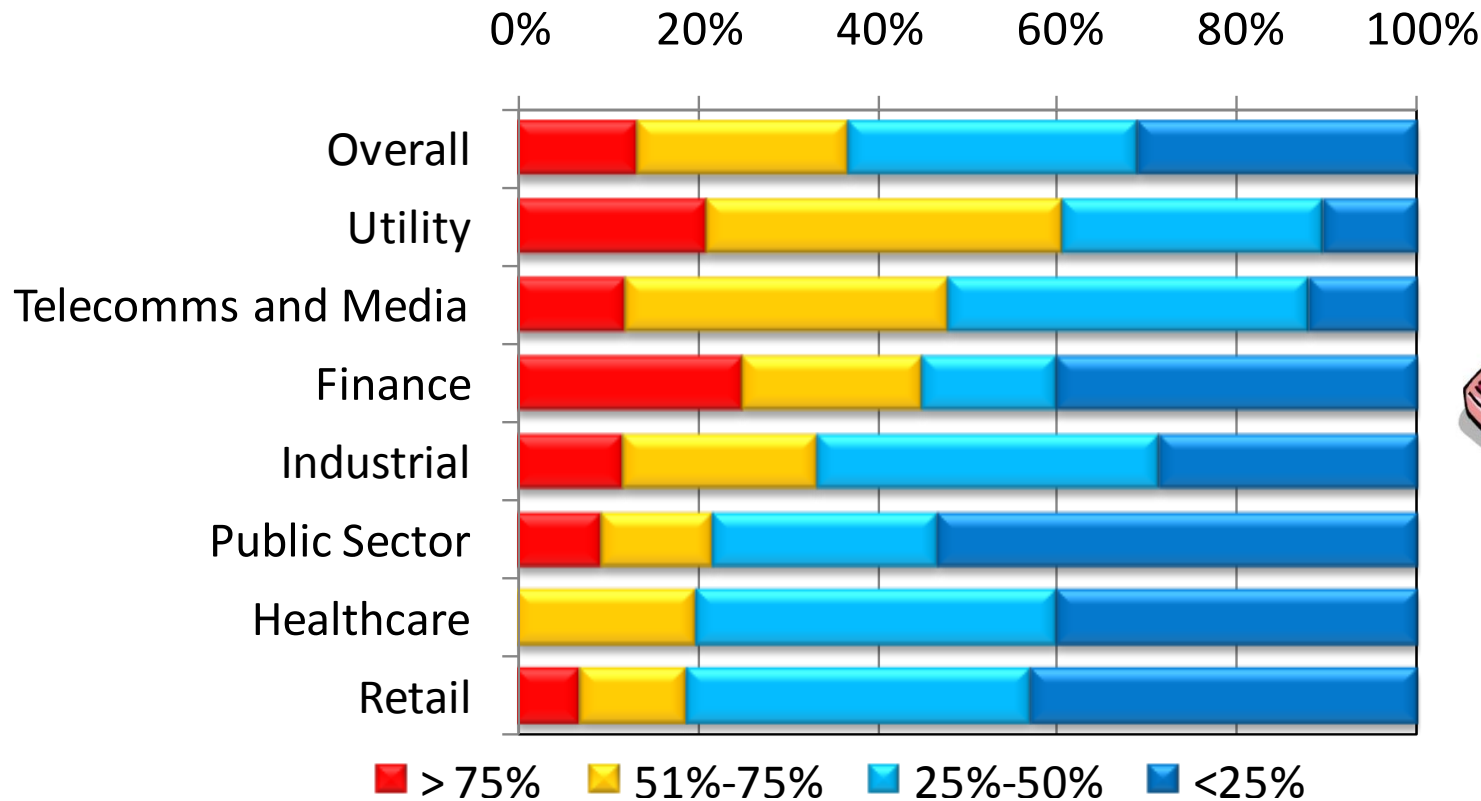


Mostly 1 HQ, with smaller branches

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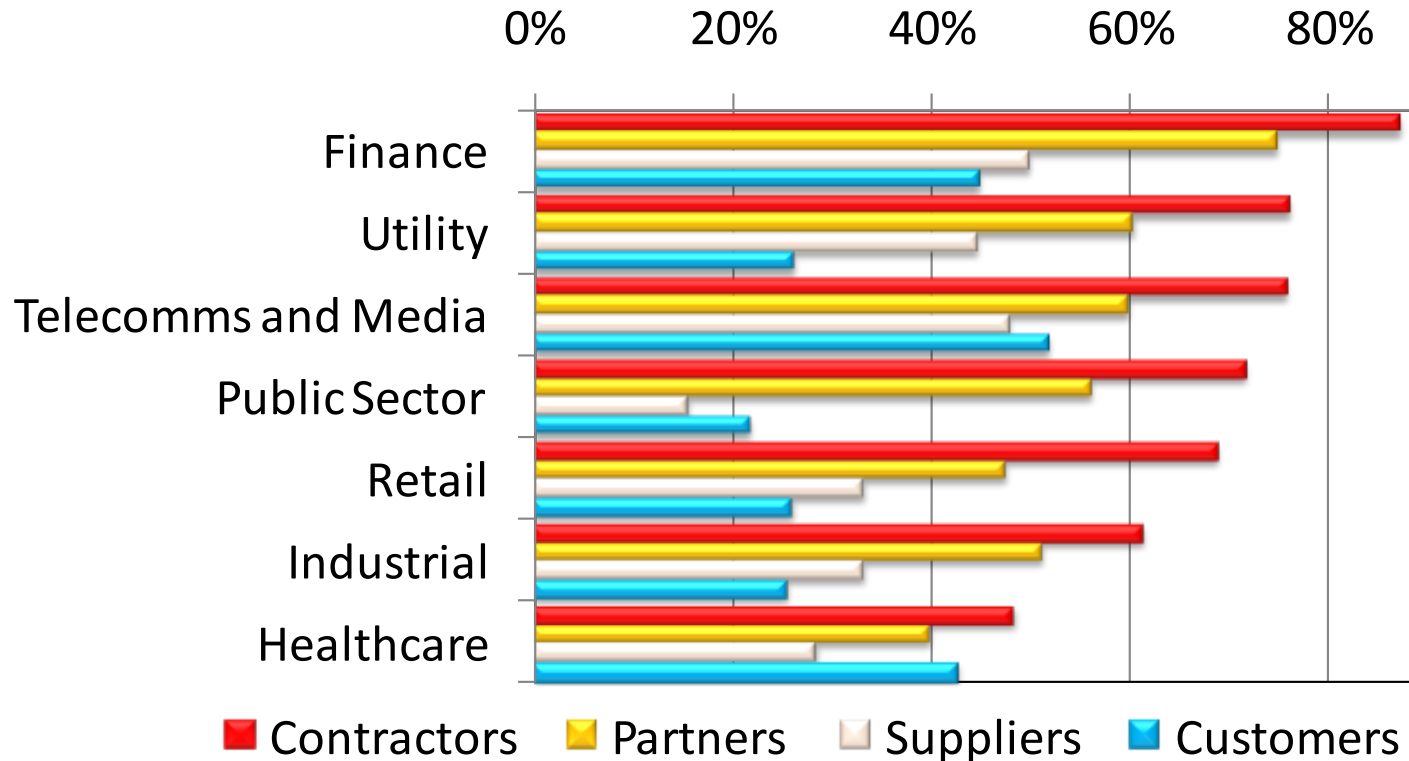
# Percentage of employees working remotely at some point during the week



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# Percentage saying external users are provided access to internal systems



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## Number of branches

Assign : 1 for 2 branches  
2 for 3-5 branches  
3 for 5-10 branches  
5 for 10-20 branches  
7 for 20-50 branches  
10 for more than 50 branches

## Mobile users

Assign: 0 for none  
1 for <10% of employees  
3 for 10%-25% of employees  
5 for 26%-50% of employees  
7 for 51%-75% of employees  
10 for > 75% of employees

## External users

Assign: 0 for none  
3 for 1 out of contractors, partners, customers and suppliers  
5 for 2 out of contractors, partners, customers and suppliers  
7 for 3 out of contractors, partners, customers and suppliers  
10 for all of contractors, partners, customers and suppliers

**The maximum is 30**

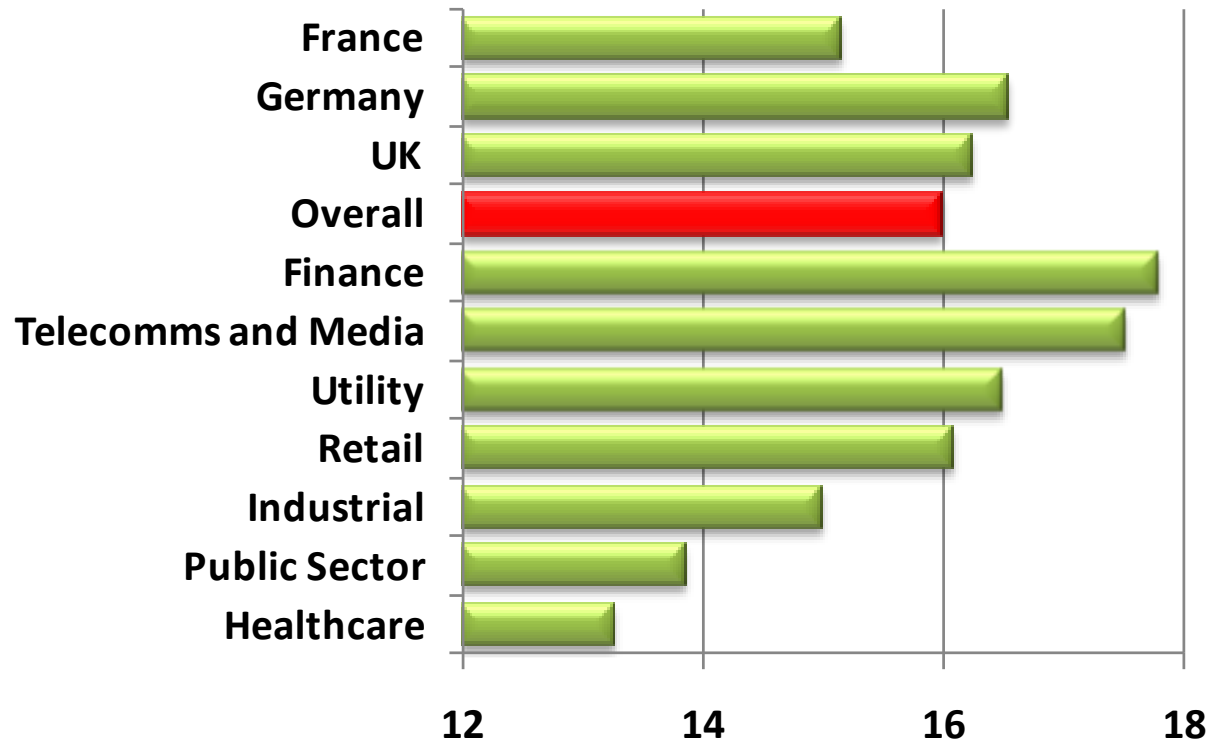
The DBI Pulls all 3 together:

- Branches
- Mobile workers
- External workers

**Maximum = 30**

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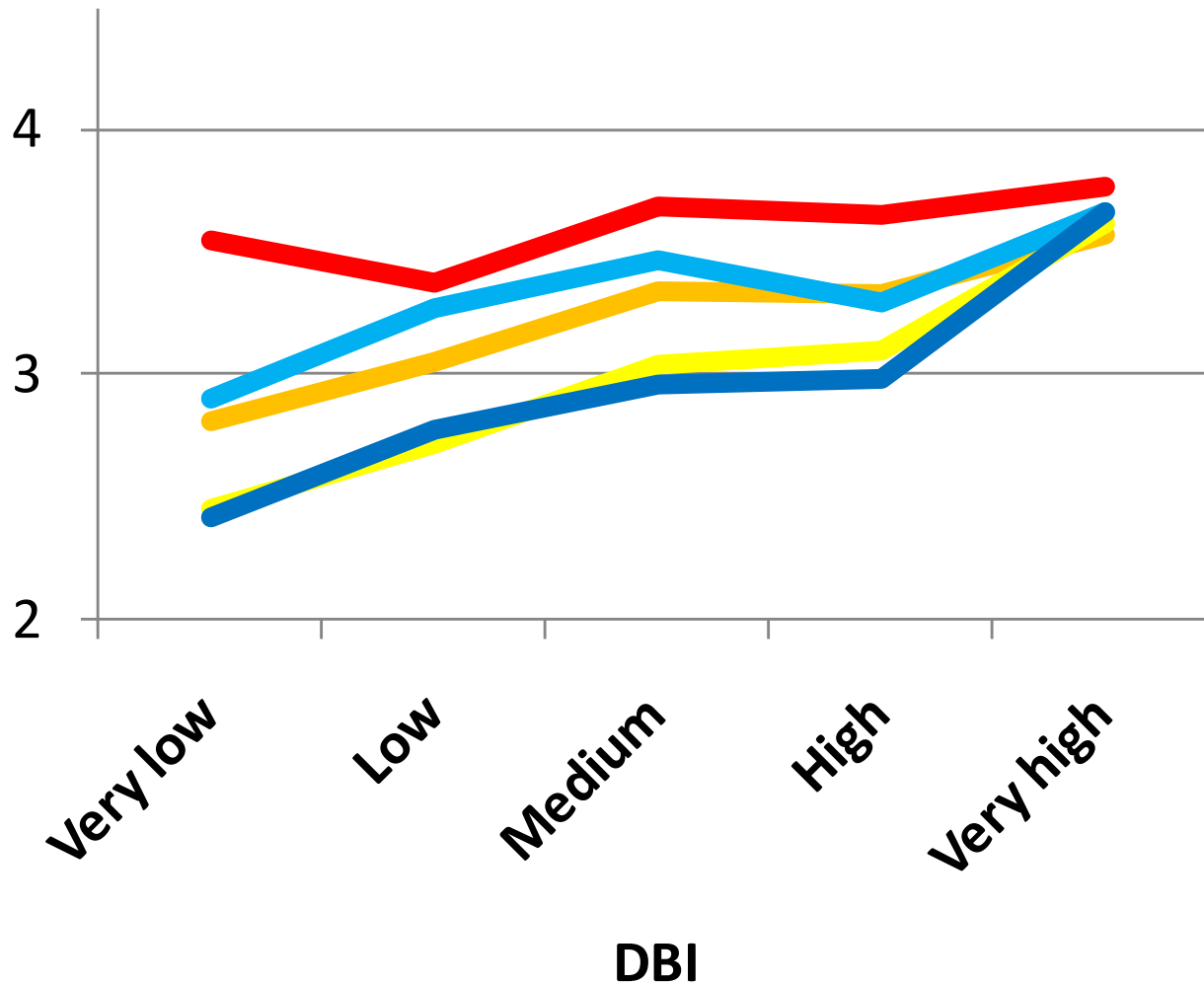
*“Distribution is not just a function of the business a particular organisation is in; it is as much a function of the degree to which an individual business embraces the opportunity to be run more efficiently”*

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# Concern about the experience of users

5 = a major concern  
1 = not a concern at all



- Main office
- Branch office
- Laptop
- Handheld
- External

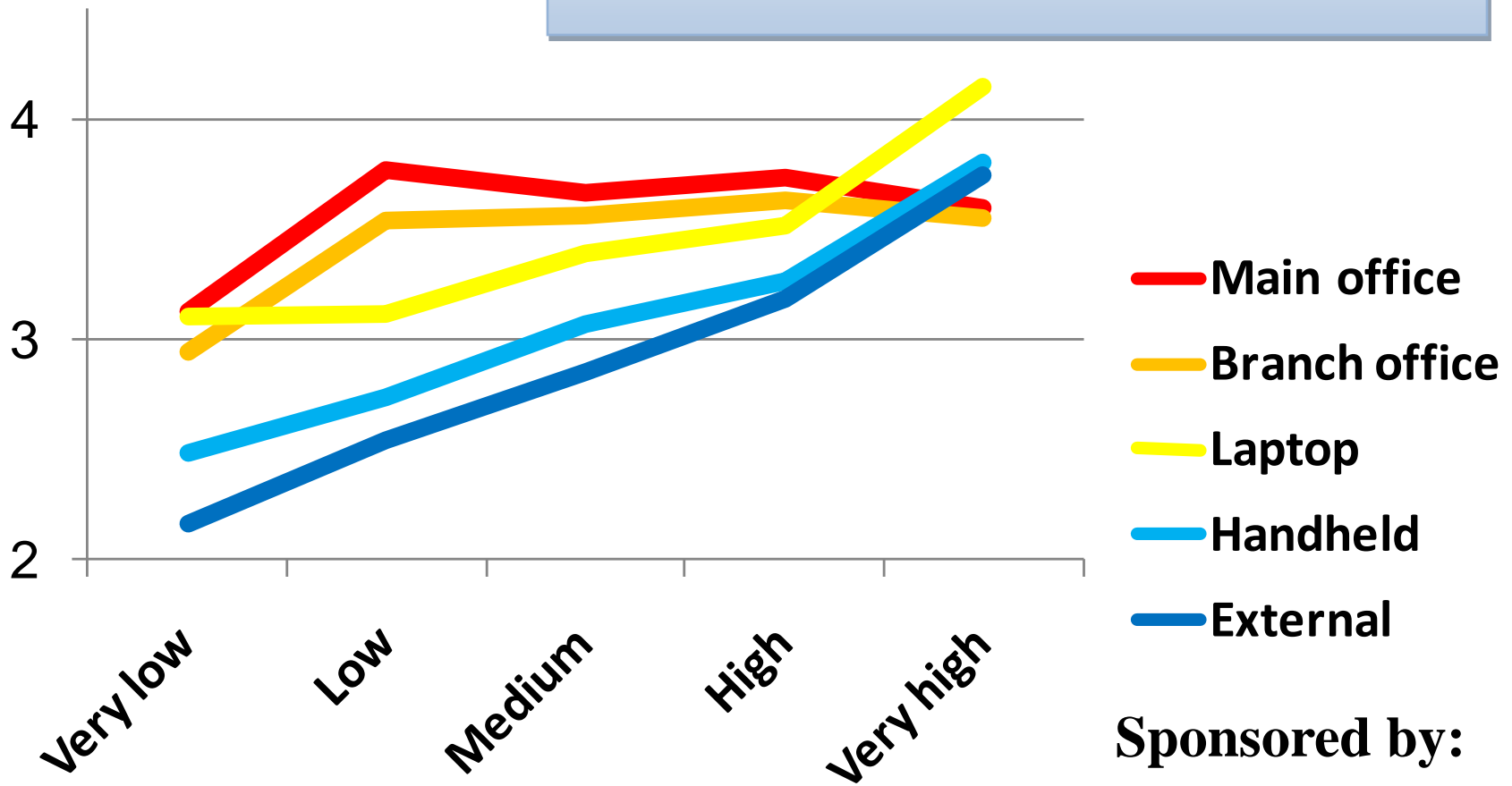
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# Impact if access is unavailable

5 = Major impact  
1 = Minor impact

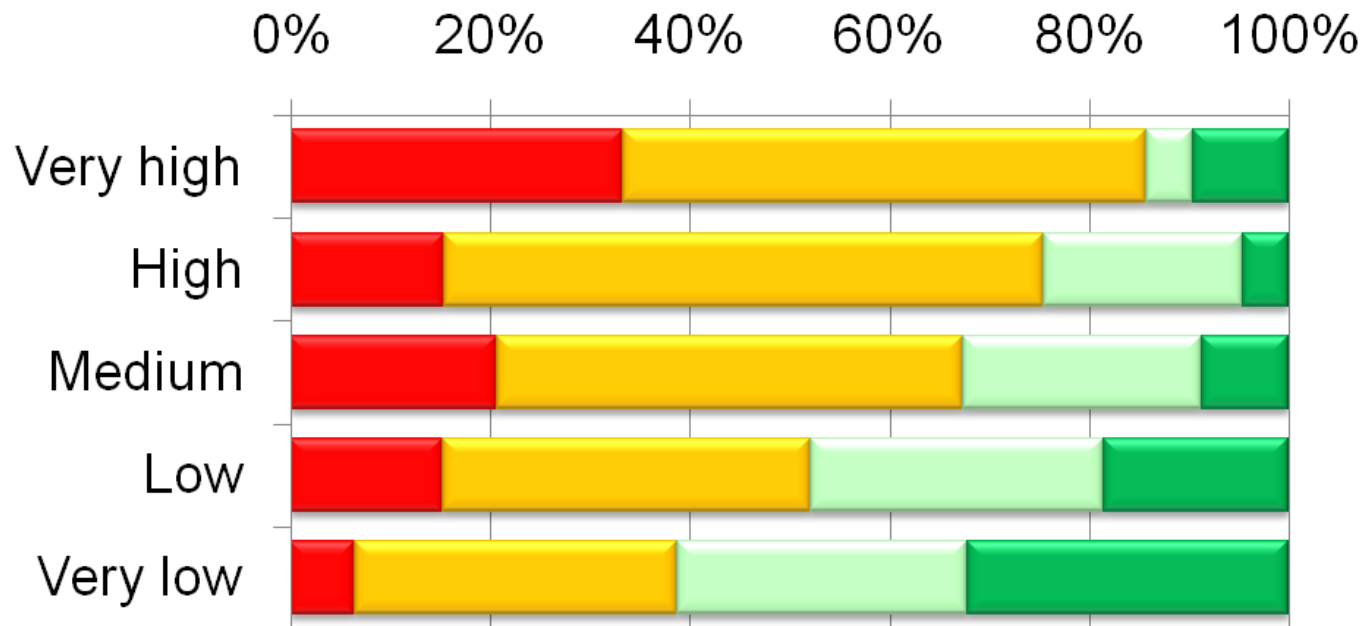
*To reap the benefits of being a highly distributed business requires remote workers to be connected all of the time*



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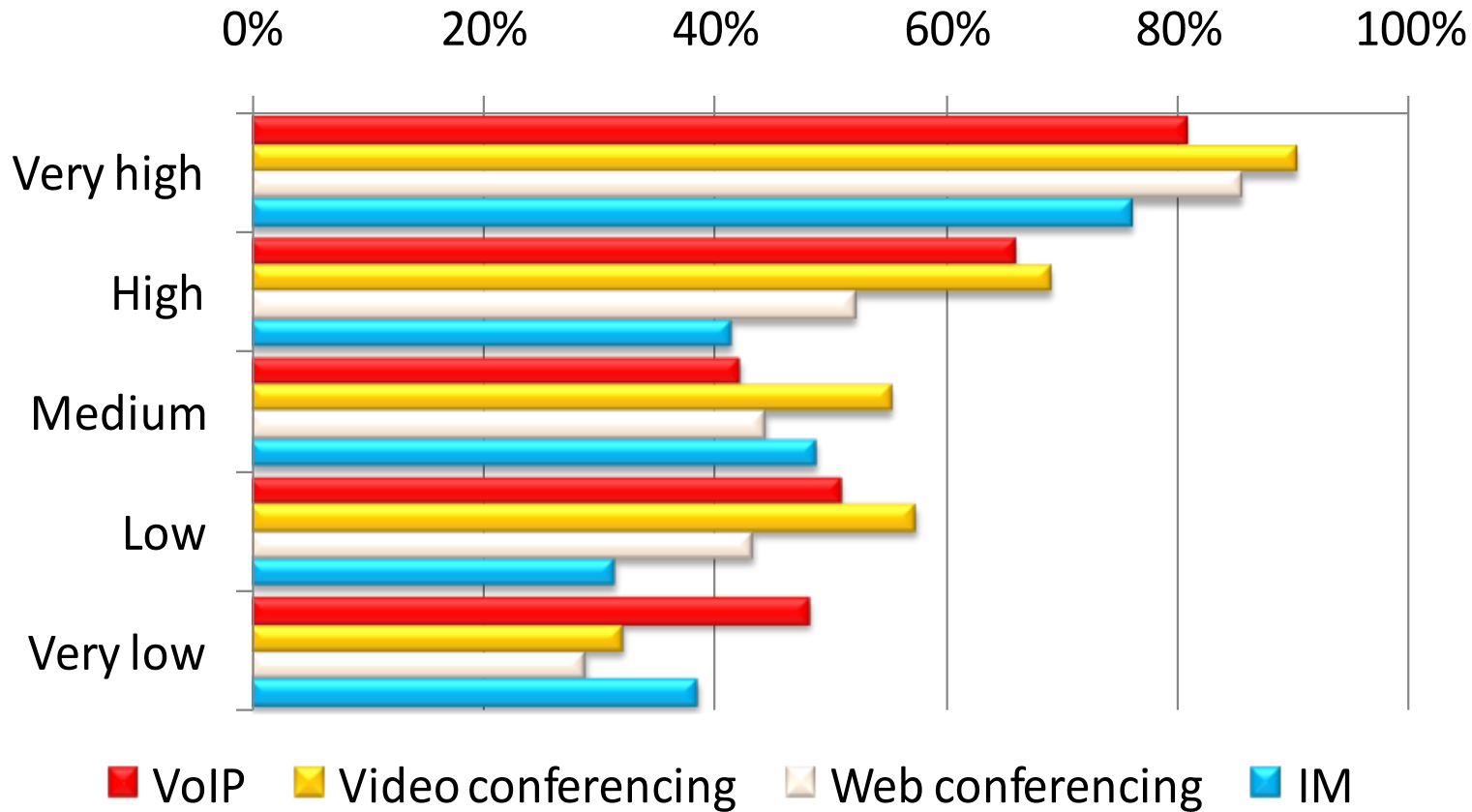
- Fundamental to many business processes
- Fundamental to few business processes
- For the convenience of users
- Low or no usage

*What makes highly distributed organisations stand out is not the devices they make available to their workers, but the fact that their use is embedded in to business processes.*

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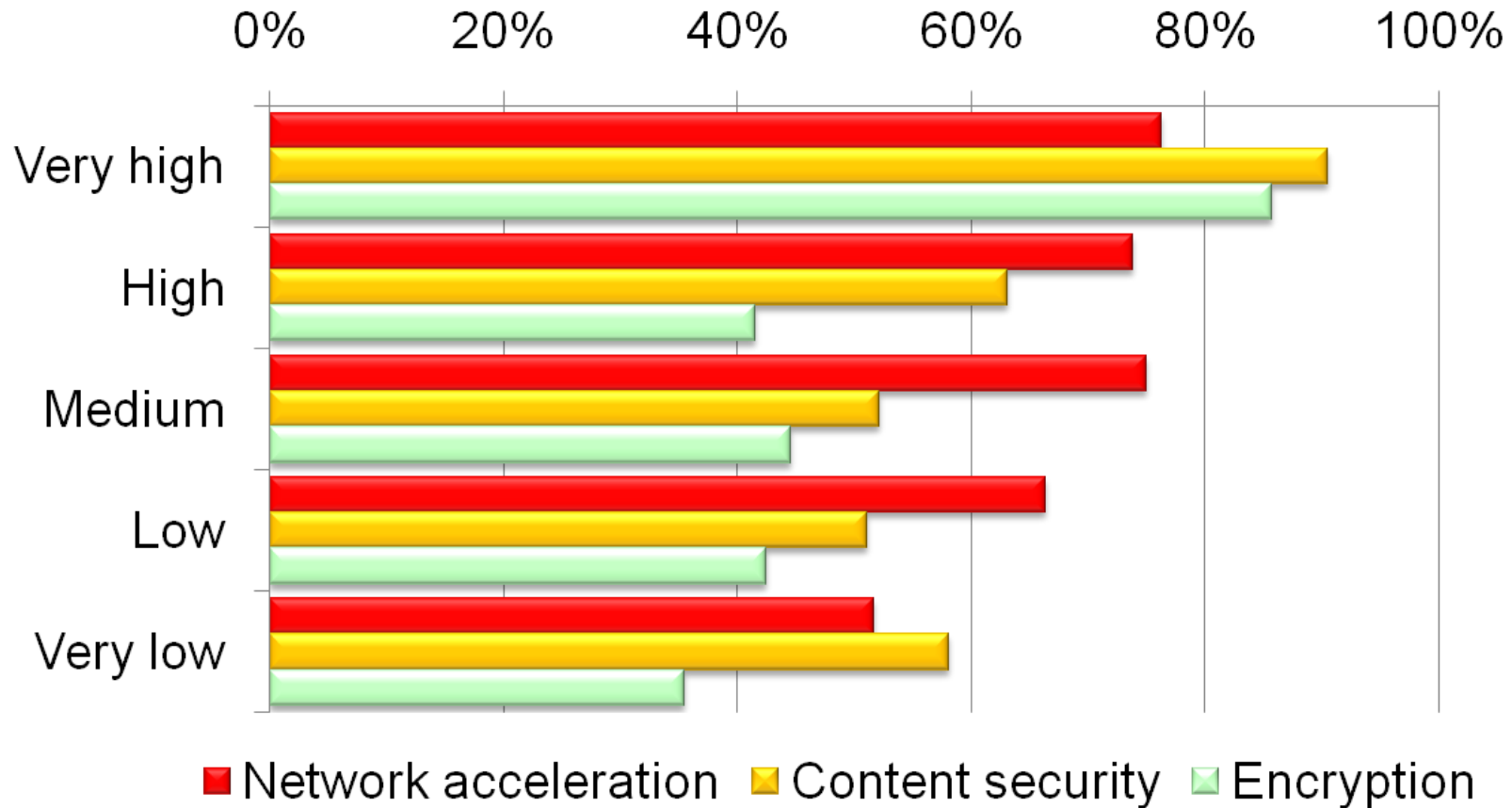
# Percent of organisations using communication technology by DBI



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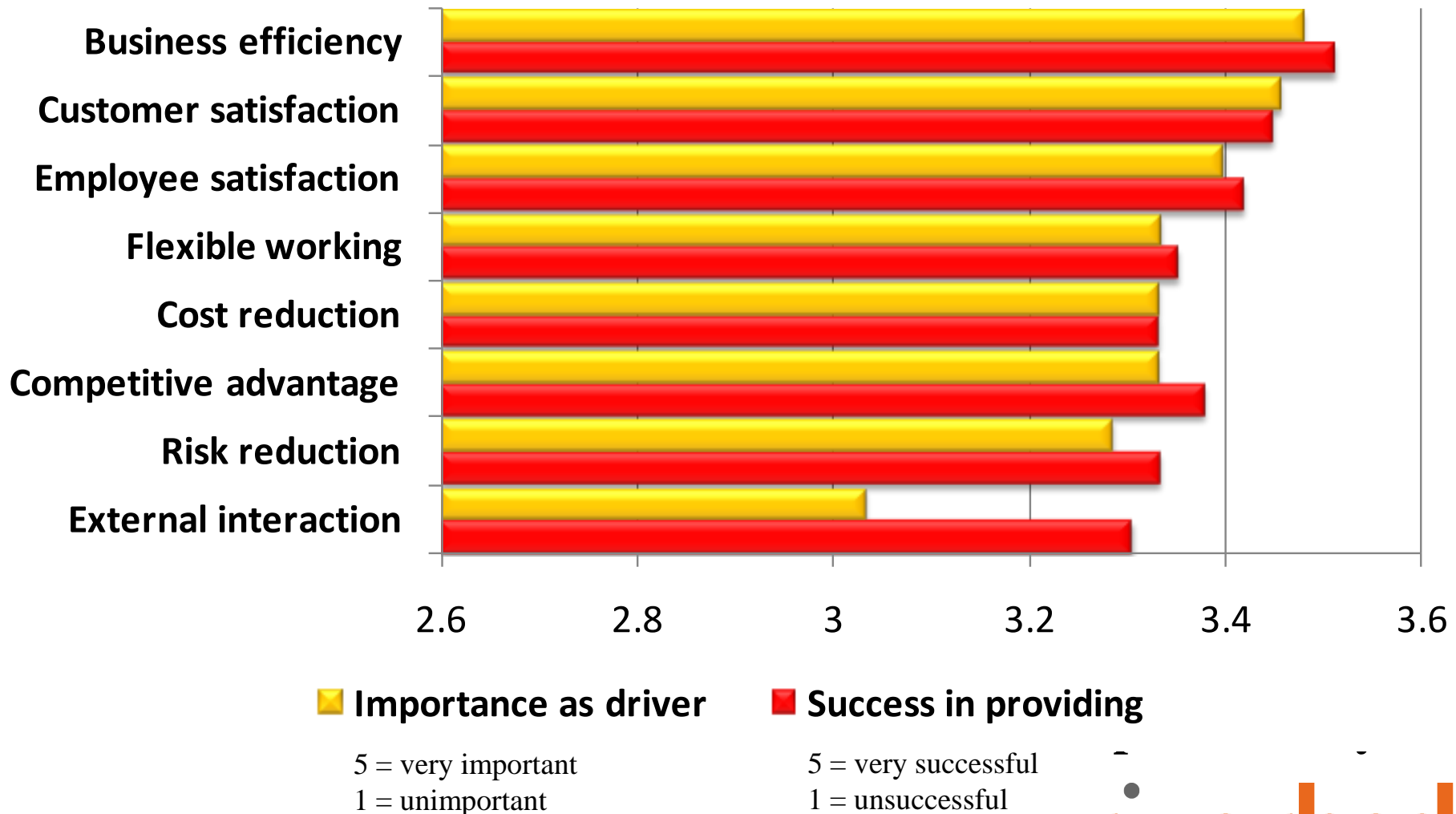
# Percent of organisations using network management technology by DBI



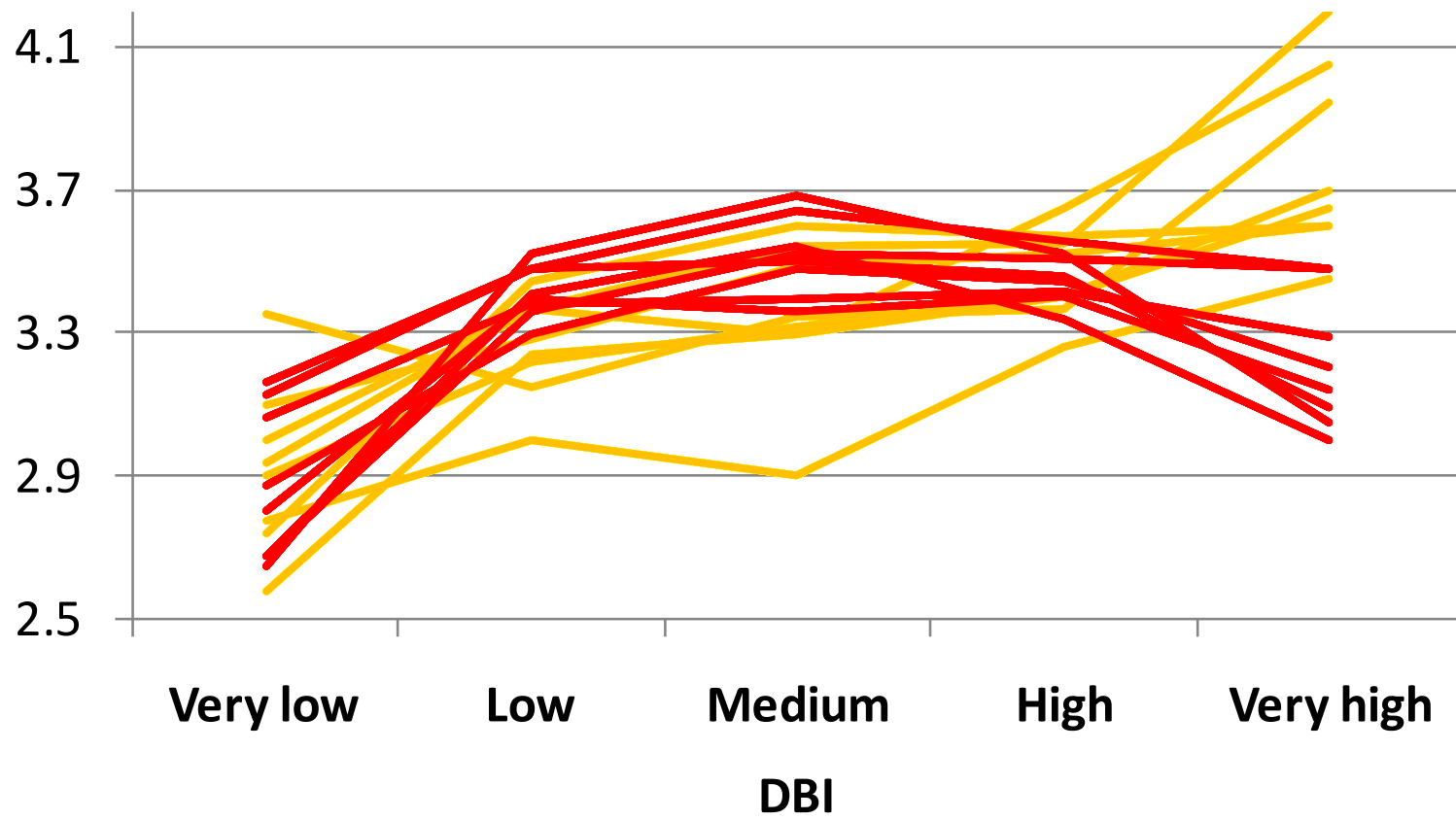
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# Drivers for enabling remote access and



# How the importance of the drivers for enabling remote access and the success in achieving them



■ Importance as a driver  
5 = very important  
1 = unimportant

■ Success in achieving  
5 = very successful  
1 = unsuccessful

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