

The State of Email Security in 2020

There has been a massive change in the way businesses are operating. With the shift towards remote work, enhancing security infrastructure and optimizing business operations are top priorities. As IT leaders evaluate the ROI of their security tools and consider amendments, most are implementing new tools that are accompanied by strong support teams and fast onboarding.

Pulse and Zix surveyed 100 IT executives to illustrate how organizations are prioritizing the improvement of security infrastructure, especially as more companies have shifted to a distributed workforce model.

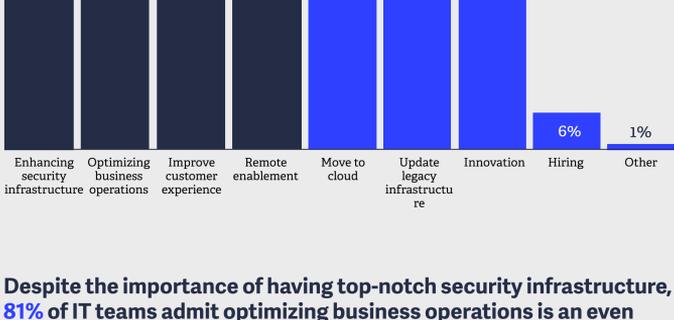
Data collected from July 20-August 10, 2020

Respondents: 100 IT executives

With COVID-19 perpetuating the remote work shift, security infrastructure and business operations are a top priority

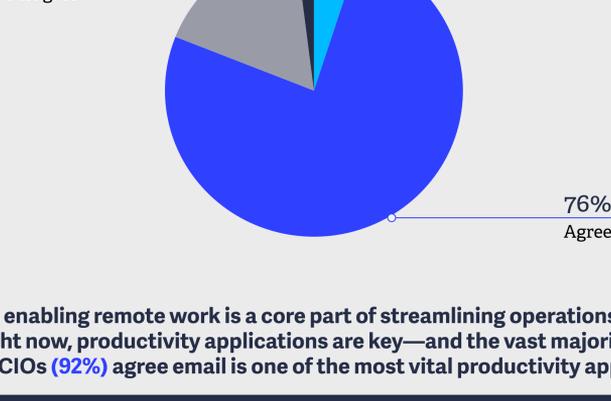
For the remainder of the year, IT leaders are mostly putting their energy into enhancing security infrastructure (59%), optimizing business operations (48%), and improving customer experience (45%).

WHAT ARE YOUR TOP THREE IT PRIORITIES FOR THE REST OF 2020?



Despite the importance of having top-notch security infrastructure, 81% of IT teams admit optimizing business operations is an even greater priority than cybersecurity as a result of COVID-19.

WOULD YOU AGREE THAT, DUE TO COVID-19, YOUR COMPANY'S IT TEAM HAS HAD TO PRIORITIZE BUSINESS OPERATIONS OVER ENHANCING SECURITY INFRASTRUCTURE?



As enabling remote work is a core part of streamlining operations right now, productivity applications are key—and the vast majority of CIOs (92%) agree email is one of the most vital productivity apps.

DO YOU AGREE THAT EMAIL IS A TOP BUSINESS PRODUCTIVITY APPLICATION, PARTICULARLY IN LIGHT OF THE REMOTE WORKING ENVIRONMENT?



Security infrastructure is inherently at the forefront for IT teams—but improving business operations requires more attention

Luckily, as teams balance both operations and security, the majority of respondents have either seen a slight decrease (43%) or no change (36%) in the number of cybersecurity threats affecting their organizations.

HAS THE NUMBER OF CYBERSECURITY THREATS AGAINST YOUR COMPANY INCREASED OR DECREASED DURING THE COVID-19 PANDEMIC?



However, at a time when teams are relying on email to boost their productivity more than ever, the most common type of cyberattack is social engineering, which can originate through unsecured email. In the past quarter, more than four-fifths (83%) of cybersecurity threats and attacks have fallen into the social engineering category.

WHAT TYPES OF CYBERATTACKS HAVE BEEN LAUNCHED AGAINST YOUR ORGANIZATION IN THE PAST QUARTER?



Organizations are looking to generate ROI through security tools

To enhance both business productivity and security, a number of IT leaders want reliable security solutions that reduce the impact of cyber threats and are cost-effective.

WHAT IS THE MOST IMPORTANT MEASUREMENT OF ROI WHEN CONSIDERING YOUR SECURITY SOLUTIONS?



In fact, due to budget constraints resulting from the COVID-19 pandemic, 68% of respondents have looked at the ROI generated by their security solutions in the last three months.

DUE TO THE STATE OF THE ECONOMY, HAVE YOU REVIEWED THE ROI GENERATED BY YOUR EXISTING SECURITY SOLUTIONS IN THE PAST QUARTER?



Upon evaluating revenue generated by their security tech stack, 77% of IT leaders are exploring new security tools to optimize their current arsenal.

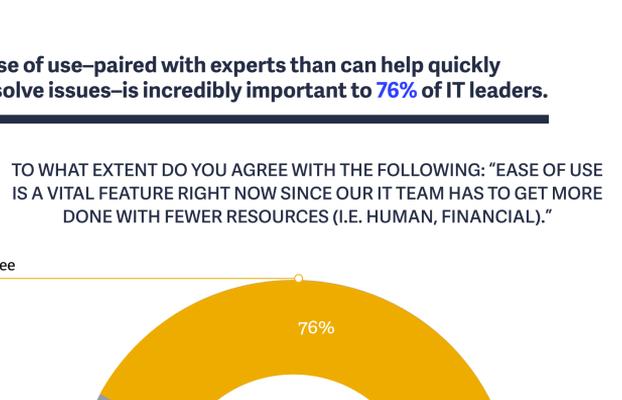
ARE YOU PLANNING TO EITHER REPLACE SECURITY TOOLS THAT DON'T GENERATE ROI OR ADD NEW SECURITY TOOLS BEFORE THE END OF 2020?



Having experts on-hand to ensure ease of use and quick onboarding for security tools will help IT executives overcome those challenges

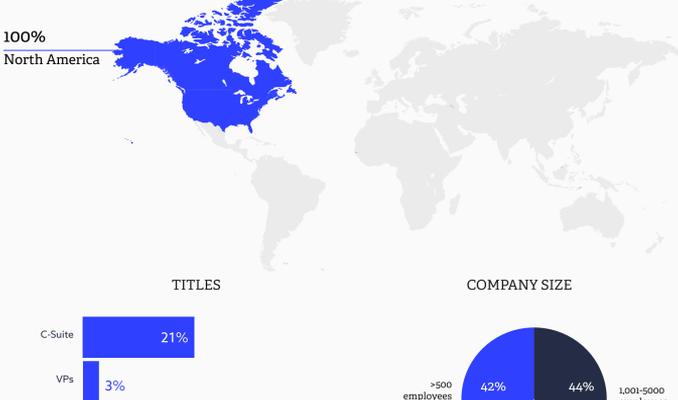
In choosing a security solution, most IT executives are looking for a knowledgeable and readily available technical support organization (56%), followed closely by quick implementation (54%) and strong metrics (51%).

WHAT FEATURES ARE MOST IMPORTANT IN A SECURITY SOLUTION?



Ease of use—paired with experts than can help quickly resolve issues—is incredibly important to 76% of IT leaders.

TO WHAT EXTENT DO YOU AGREE WITH THE FOLLOWING: “EASE OF USE IS A VITAL FEATURE RIGHT NOW SINCE OUR IT TEAM HAS TO GET MORE DONE WITH FEWER RESOURCES (I.E. HUMAN, FINANCIAL).”

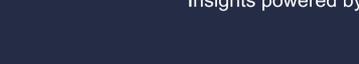


RESPONDENT BREAKDOWN

REGION



TITLES



COMPANY SIZE

