GLOBAL SURVEY REPORT 2025

Unveiling Trends in Digital Workplace Transformation

Prepared by: Zoho Workplace

ZOHO

METHODOLOGY

We built a "Workplace DX Maturity Model" to analyze the "Digital Workplace Transformation Survey."

THE QUESTIONNAIRE

The questionnaire was designed to evaluate key performance indicators (productivity, collaboration, security preparedness) and workplace indicators (tools, processes, employee experience, and change). It aimed to assess the alignment of workplace tools and processes with organizational goals and employee expectations.

Performance indicators

Workplace indicators

	Productivity	Collaboration	Security preparedness	Employee experience	Change
Workplace tools	Email, tasks, calendar, file sharing, office tools, support desk, GenAI	Team chat, video conference, social intranet	File storage, access control, MFA, vault, reports	Unified dashboards and search Widgets and extensions Cross-functional access Navigation	Integrated systems Employee onboarding Adopting new Workplace suite AI integration
Processes	Recurring tasks, reminders, calendar sync, ticket management	Project management, approvals, updates, delegation, assigning	Incident report, provisioning, password rotation, compliance		

MATURITY SCORES

The model explores four levels of digital workplace transformation.

Level 1	Informal operations	21-34
Level 2	Standardization	35-55 56-59
Level 3	Structured operations	60-63 64-70
Level 4	Optimization	71-80 81-100

** To progress across maturity scores, at least one of the employee performance indicators has to improve.

** To progress across maturity levels, improvements in both workplace indicators are typically required.

*** Note: These observations are based on trends from a large sample size and should not be interpreted as mandatory requirements.*

We surveyed a sample size of more than 4,900 professionals. Here's their maturity scores by region. We classified the workplace indicators and employee performance indicators into high maturity, moderate maturity, and low maturity.

Legend for key indicators:

High maturity | Moderate maturity | Low maturity

Region	Maturity scores	Workplace indicators	Employee performance indicators	Maturity (org size: 10,000+)
Global	**62.3**	Tools Processes	Productivity Collaboration Security	**62.1**
MEA	**64.6**	Tools Processes	Productivity Collaboration Security	**66.9**
Asia	**63.2**	Tools Processes	Productivity Collaboration Security	**65.7**
North America	**62.2**	Tools Processes	Productivity Collaboration Security	**62.9**
South America	**60.3**	Tools Processes	Productivity Collaboration Security	**61.9**
ANZ	**60.1**	Tools Processes	Productivity Collaboration Security	**56.1**
Europe	**59.4**	Tools Processes	Productivity Collaboration Security	**57.5**

Organizations in developing nations may be at the cusp of digital workplace transformation, where professionals are actively involved in transitioning from legacy systems to modern tools. This active involvement may result in higher perceived maturity scores as employees witness improvements in workflows and efficiency directly during this transition.

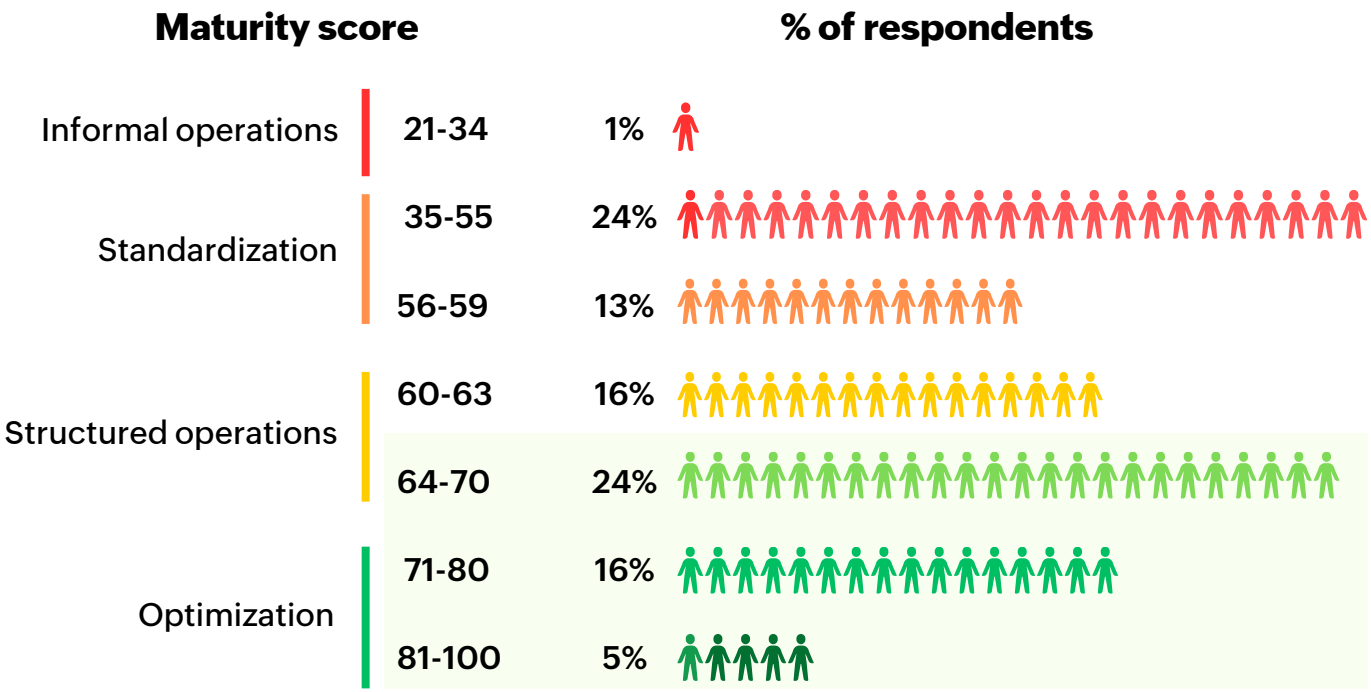
- Organizations adopt new workplace tools to streamline processes and enhance efficiency, not just for their novelty. However, their success relies on proper training and effective integration. Without these, their impact remains limited.

- Productivity tools are often adopted at a team level, leading to localized benefits, while collaboration and security tools are deployed organization-wide, creating a broader impact on maturity.

- Security transformations are typically driven by reactive factors like incidents or regulations, rather than proactive strategies, often resulting in delayed alignment with maturity goals.

- Developing nations have the advantage of leapfrogging technologies, often skipping intermediate phases of transformation. By learning from the mistakes of early adopters in developed nations, they can implement streamlined solutions, directly aiming for higher maturity across tools, processes, and performance indicators.

MAPPING THE DISTRIBUTION OF RESPONDENTS ACROSS MATURITY LEVELS



Experience	Total Maturity
< 1 year	(59.12)
1-5 years	(63.31)
6-10 years	(63.53)
11-20 years	(62.88)
> 20 years	(59.34)

Org size (employee count)	Total Maturity
11-100	(61.25)
101-500	(62.6)
501-1,000	(63.68)
1,001-10,000	(64.57)
10,001-50,000	(62.44)
50,001-100,000	(62.27)

41% of respondents have a maturity score of over 65.

However, the average maturity score across the demographics lies in the range of 59-64 only. This denotes that high DX maturity is concentrated in no single demographic type but distributed across all types.

MATURITY DISTRIBUTION OF RESPONDENTS IN EACH LEVEL ACROSS DIFFERENT INDICATORS

● High maturity | ● Medium maturity | ● Low maturity

	Stage	Tools	Processes	Productivity	Collaboration	Security
Standardization	Level 2 (Early)	● 3% ● 9% ● 88%	● 18% ● 19% ● 63%	● 5% ● 17% ● 79%	● 14% ● 19% ● 67%	● 12% ● 27% ● 61%
Standardization	Level 2 (Advanced)	● 12% ● 21% ● 66%	● 35% ● 25% ● 41%	● 12% ● 29% ● 59%	● 31% ● 25% ● 43%	● 40% ● 37% ● 40%
Structured operations	Level 3 (Early)	● 25% ● 35% ● 41%	● 48% ● 27% ● 34%	● 22% ● 33% ● 45%	● 43% ● 25% ● 32%	● 27% ● 40% ● 27%
Structured operations	Level 3 (Advanced)	● 53% ● 33% ● 14%	● 53% ● 23% ● 24%	● 43% ● 36% ● 22%	● 55% ● 21% ● 22%	● 47% ● 40% ● 13%
Optimization	Level 4 (Early)	● 90% ● 6% ● 0%	● 69% ● 17% ● 14%	● 76% ● 18% ● 5%	● 77% ● 16% ● 7%	● 80% ● 16% ● 3%
Optimization	Level 4 (Advanced)	● 100% ● 0% ● 0%	● 72% ● 17% ● 11%	● 97% ● 2% ● 0%	● 95% ● 3% ● 2%	● 100% ● 0% ● 0%

- The transition from Level 2 (early) to Level 2 (advanced) requires at least one organization-wide tool change or addition (productivity or collaboration tools) or organization-wide process changes. The transition takes at least 1.5 years and cost per employee could reach more than $100/year.

- To transition from Level 2 to early Level 3, and to advanced level 3 stage, organizations have to undergo some major tool and process changes, such as integrated suites and workflows. To transition from Level 2 to Level 3, workplaces take more than 2 years, and to transition to advanced level 3, they can take more than 5 years. The cost per employee could range from $250-$500/year.

- To transition from Level 3 to Level 4, organizations implement advanced platforms in their workplace, and it takes a great deal of process optimization across all departments within the organization. Such an organic transition could take more than 10 years. The cost per employee can range from $500-$1,000/year.

MATURITY VS EMPLOYEE EXPERIENCE

Positive experience | Moderate experience | Negative experience

	Category	Employee experience	Total maturity	Workplace indicators	Employee indicators
WORK EXPERIENCE	< 1 year	46% 30% 24%	(59.12)	Tools Processes	Productivity Collaboration Security
	1-5 years	42% 40% 18%	(63.31)	Tools Processes	Productivity Collaboration Security
	> 20 years	34% 42% 24%	(59.34)	Tools Processes	Productivity Collaboration Security
SECTOR	Technology	49% 36% 16%	(66.45)	Tools Processes	Productivity Collaboration Security
	Government	30% 40% 30%	(59.35)	Tools Processes	Productivity Collaboration Security
WORK MODE	Remote	45% 39% 16%	(62.61)	Tools Processes	Productivity Collaboration Security
	Hybrid	37% 41% 21%	(63.45)	Tools Processes	Productivity Collaboration Security
	Office	40% 41% 19%	(61.79)	Tools Processes	Productivity Collaboration Security

New employees, despite working in low DX maturity environments (59.12), report a positive workplace experience of 46%. In comparison, only 34% of experienced professionals and executives feel the same, even in more mature environments. This shows that factors beyond tools and processes, like expectations and culture, influence employee experience.

Workplace tool maturity shows a stronger correlation with positive workplace experiences compared to other factors like processes, productivity, collaboration, and security. This trend holds true even when overall maturity, which encompasses all these elements, does not consistently align with workplace experience.

Negative workplace experiences vary significantly across sectors. A notable 30% of respondents from the government sector and 24% from healthcare report negative experiences. In contrast, only 16% of respondents from the technology and finance sectors express negative experiences.

Respondents working in hybrid setups—despite having higher overall maturity compared to remote and office-based employees and benefiting from strong workplace processes and collaboration—report a lower percentage of positive workplace experiences (37%) and a higher percentage of negative experiences (22%). In contrast, remote workers show 45% positive workplace experiences and only 16% negative, highlighting a more favorable employee sentiment.

Enterprises with 10,001 to 50,000 employees report the highest percentage of respondents (47%) experiencing positive workplace satisfaction. Startups with fewer than 50 employees also rank highly in positive workplace experiences. Despite a high overall maturity score (64.5), large organizations with 1,000 to 10,000 employees show only 35% of respondents reporting positive workplace experiences. However, they also have a lower percentage of negative experiences, with the majority falling into the "moderate experience" category.

WORKPLACE TOOLS ADOPTION VS EMPLOYEE INDICATORS (PRODUCTIVITY AND COLLABORATION)

WORKPLACE CALENDAR

Workplace calendars are role or department agnostic tools used in tracking schedules, deadlines, coordinating meetings across teams, ultimately impacting overall productivity and collaboration.

The survey reveals that 14% of respondents do not use any calendar in their workplace, and 18% do not use a digital calendar in their workplace.

SERVICE REQUESTS

Service request management ensures timely support and efficiency. Lack of structure like ticketing systems, or dedicated workflows can lead to delays, poor tracking, and reduced accountability, impacting productivity.

34.5% of respondents rely on informal channels such as emails or messaging apps for service requests, resulting in a lack of traceability and accountability, which can cause delays and information loss.

SOCIAL INTRANET

Social intranet tools play a crucial role in digital transformation by centralizing communication and fostering departmental alignment. However, due to their high cost, they are mostly suited for large organizations.

29.2% of respondents use them for announcements; adoption climbs to 55% in organizations with 10,000 to 50,000 employees.

DOCUMENT MANAGEMENT SYSTEM

The adoption trends of document management systems indicate that organizations prioritize foundational features, while advanced functionalities like AI and approval workflows remain underutilized. This gap suggests that digital transformation efforts are still maturing.

Features	Adoption %
Real-time collaboration	48%
Version control	34%
Document sharing and permissions	50%
Integrations	34%
Templates and formatting	25%
Offline work and automatic sync	29%
Review and approval workflows	24%
AI functionalities	19%

CYBERSECURITY TOOLS AND PROCESSES ADPOTION

This data highlights variations in cybersecurity adoption shaped by organizational priorities and contexts. While foundational practices like authentication are common, critical areas like reporting incidents and insider threat prevention remain underdeveloped in various workplace setups. These trends emphasize the need for cybersecurity strategies tailored to specific operational demands rather than a one-size-fits-all approach.

THE IMPACT OF WORKPLACE TOOL CHANGES ON EMPLOYEE EXPERIENCE AND MATURITY

Workplace tool changes present opportunities for improvement, driven by the need for better features and streamlined processes. Overhauling workplace suites (e.g., Zoho Workplace, Microsoft 365) impacts all aspects of work, requiring significant reconfiguration and employee training. Replacing tools like ERP, CRM, or help desks deeply affects functional teams, demanding steep learning curves and smooth integration with existing systems. Specialized tools like Trello, Slack, or Jira address specific pain points, boosting efficiency while laying the groundwork for broader improvements. Minimal changes, however, often reflect stagnation, limiting exposure to modern tools and hindering long-term transformation.

Change Type	% who experienced corresponding change	Maturity score	% who experienced positive work experience
Complete overhaul of workplace tools (O365, Zoho Workplace, Zoho One)	29%	66	51%
Major upgrade/replacement of key tools (e.g., ERP, CRM, help desk)	22%	64	34%
Implementation/replacement of specialized tools (e.g., project management tools, collaboration tools)	18%	64.4	32%
No significant tool changes	29%	56.5	37%

TOP 5 WIDELY USED SHADOW APPS IN THE WORKPLACE

Shadow applications	Adoption %
File sharing and storage (e.g., Google Drive, Dropbox, Box, OneDrive, Resilio Sync, Syncthing)	57.8%
Training and learning (e.g., Coursera, Udemy, LinkedIn Learning, Pluralsight, Quora)	39.4%
Project management (e.g., Trello, Asana, Monday.com, Basecamp, ClickUp, Wrike)	39%
Communication (e.g., WhatsApp, Telegram, Discord)	36.6%
Time tracking (e.g., Toggl, Harvest, Clockify, RescueTime, TimeCamp)	32.5%
Database management (e.g., Airtable, Notion, Google Sheets, Microsoft Access)	32.5%

The Digital Workplace Transformation Survey 2024-2025

GLOBAL SURVEY REPORT

Brought to you by : Zoho Workplace

ZOHO