

**Infographic  
Global Digital Employee  
Experience Survey**

**Energy Industry Results**

The Energy and Utilities industry is going through a transformation marked by a shift toward renewable energy sources, digital transformation, and a growing focus on sustainability. Striking a balance between meeting growing energy demands, reducing environmental impact and new climate regulations on the horizon will remain a central challenge for the industry. As part of this transition, the advancement of digital technologies plays a crucial role. With consumer trends and preferences continuing to evolve, providing a seamless digital experience for the increasing younger generation workforce in the Energy sector has never been more important.

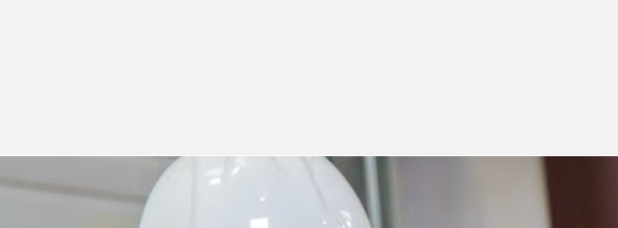
The Riverbed Global Digital Employee Experience (DEX) Survey explores generational expectations, hybrid work, IT's evolving role, and obstacles and strategies for delivering an exceptional digital experience.

The survey, fielded by Sapio Research, and published in September 2023, polled a combined 1,800 IT decision-makers (ITDMs) and business decision-makers (BDMs) across ten countries and seven industries, including more than 100 respondents working in the Energy sector.

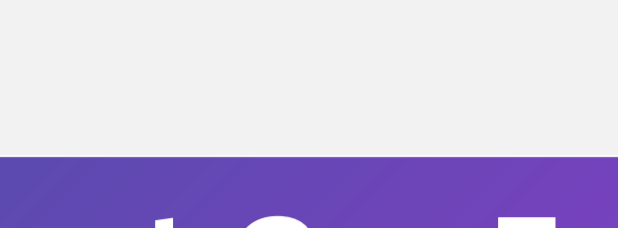
Here's what the Energy leaders have to say:

**A Seamless DEX Is a Top Priority for Energy IT Leaders**

With the adoption of emerging and digital technologies powering modernization in the Energy and Utilities industry, CIOs and digital leaders need to understand how to align technology investments with strategic business goals:



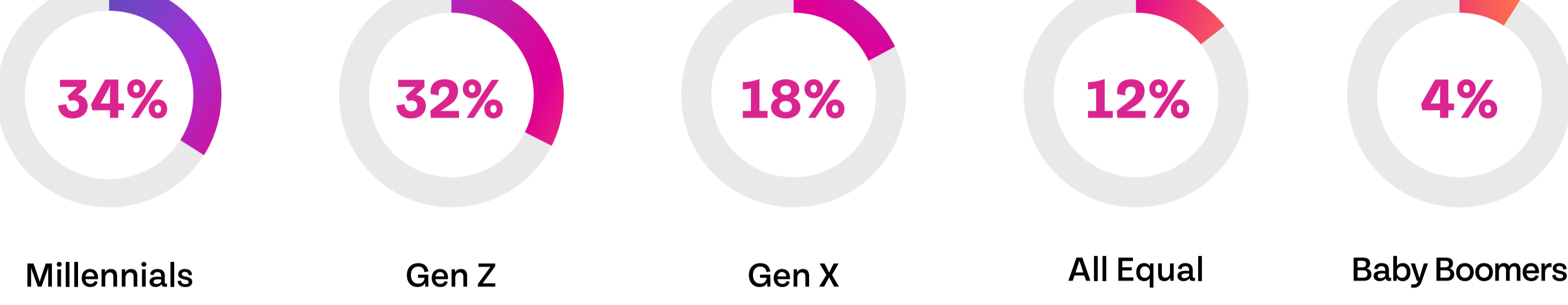
Of Energy leaders said delivering a seamless digital employee experience (DEX) is important (44% critically important) to remain competitive



Agreed investing in DEX is among their top priorities for the next five years

**Next-Gen Energy Employees Have High Digital Expectations**

Which generation of Energy employees expects the most from their technology and digital experience according to leaders?



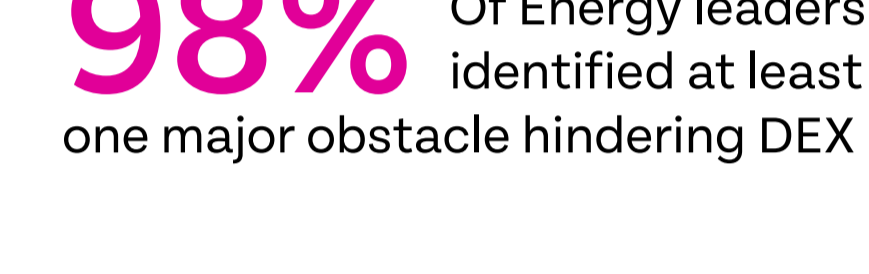
Failing to meet the digital experience demands of younger generations – Millennials and Generation Z – can have major consequences according to business and IT leaders, especially as older generations age out of the workforce.

**Talent Drain** **Disruptive**

**67%** Believe they would consider leaving their company

**65%** Say it will impact productivity, reputation, and performance

**Energy Leaders Face Key Challenges to Delivering a Better DEX**



- The top five are:
- 37%** Inadequate observability tools
  - 33%** Talent shortage or lack of skilled personnel
  - 32%** Lack of appropriate cloud services and SaaS apps
  - 31%** Lack of buy-in from leadership on prioritizing digital experience initiatives
  - 27%** Budget constraints

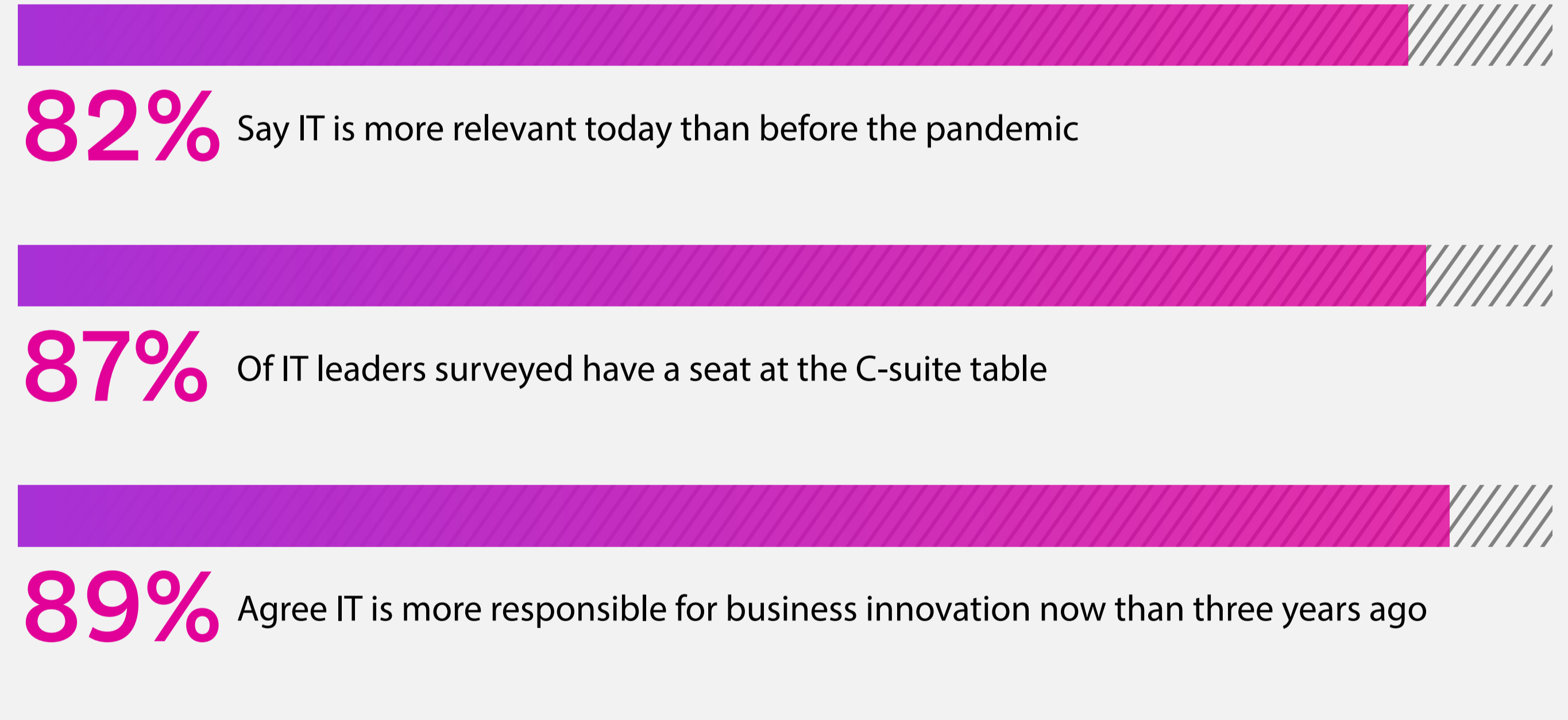
**Scalability and Security Remain Top IT Concerns**

When asked about the IT areas causing the most concern, the energy leaders identified:



**IT Has a Seat in the C-Suite, but Must Overcome Skills Gaps**

The COVID-19 pandemic, a shift to hybrid work, and a challenging economy have brought about significant changes in the perception and relevance of IT within the C-suite of Energy organizations.



A shift towards renewable energy sources and a greater reliance on digital technology, such as generative AI, is reshaping the talent needs in the Energy sector and has resulted in greater demand for workers with technical skills.

**Energy IT leaders are currently grappling with a skills shortage**

- 43%** Face a shortage of IT personnel
- 76%** Have proactively allocated budget for retraining individuals where there is a skills shortage
- 34%** Have adequate IT personnel but lack the necessary skill set
- 92%** Believe unified observability can help bridge the IT skills gap (highest of any industry)

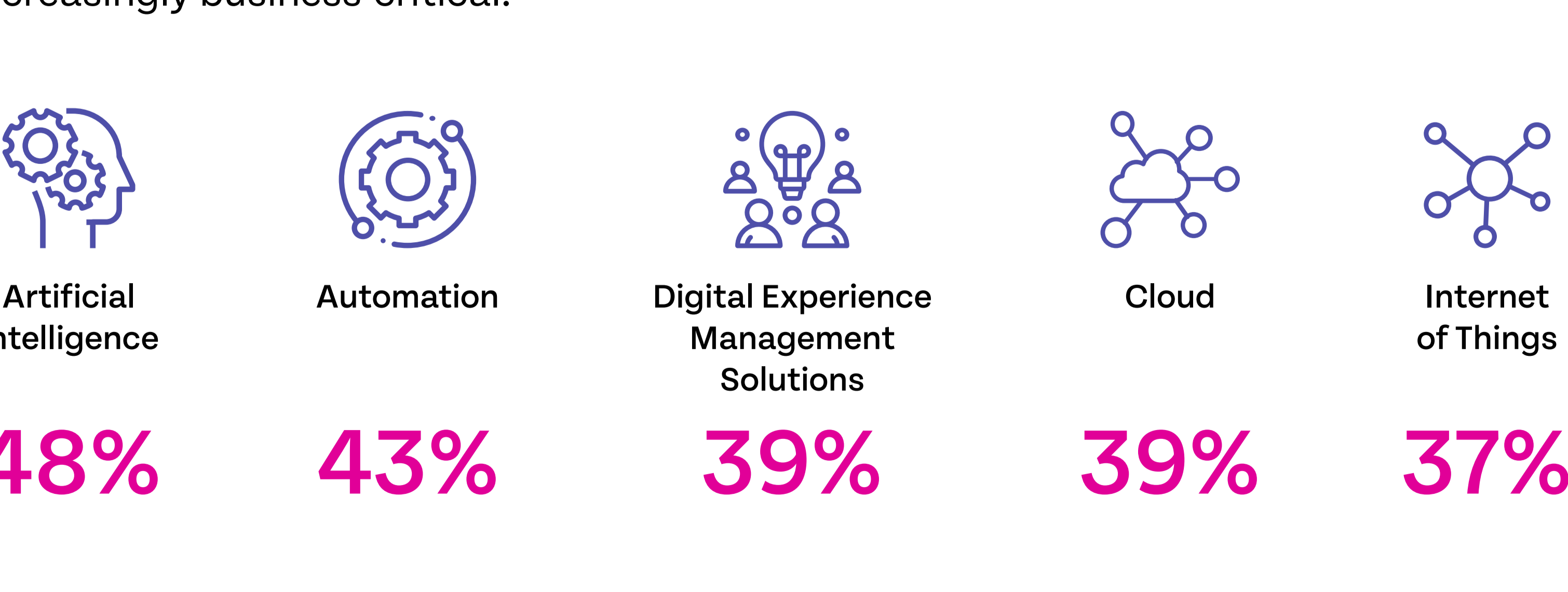
**Unified Observability Is a Must-Have for DEX**

- 93%** Of Energy leaders state unified observability is important (44% critically important) to stay competitive and deliver DEX
- 90%** Say there must be greater investment in unified observability

**Further Investment in Existing Technologies Will Make or Break a Business**

Energy companies are expanding the scale and scope of digital innovations to drive efficiency, transform operations, and diversify revenue.

In the next 18 months, Energy decision-makers cite these solutions as becoming increasingly business-critical:



**Overcome Your Challenges with Alluvio Unified Observability and Riverbed Acceleration**

Riverbed enables organizations to transform data into actionable insights and accelerated performance for a seamless digital experience. Riverbed offers two industry-leading portfolios.

Riverbed's **Unified Observability** portfolio is AI-powered and enables organizations to unify data, actions, and insights across the entire digital ecosystem. With Riverbed Unified Observability, companies can optimize their digital experiences, enhance operational efficiency, and drive performance and business growth.

**Riverbed Acceleration** solutions empower users to harness the full potential of enterprise applications and services, regardless of their location. With Riverbed Acceleration, users experience peak speed and seamless performance, enabling them to maximize productivity and enjoy better digital experiences.

For more insights into the priorities of IT and business leaders, check out the full Riverbed DEX Global Survey: [riverbed.com/DEXSurvey2023](https://riverbed.com/DEXSurvey2023)

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