openpath

office technology study

March 2019

survey
topics

pain points

credential types
credential numbers
frequency lost
time lost

security

loaned pass keys
terminated employees
safety concerns

smart office

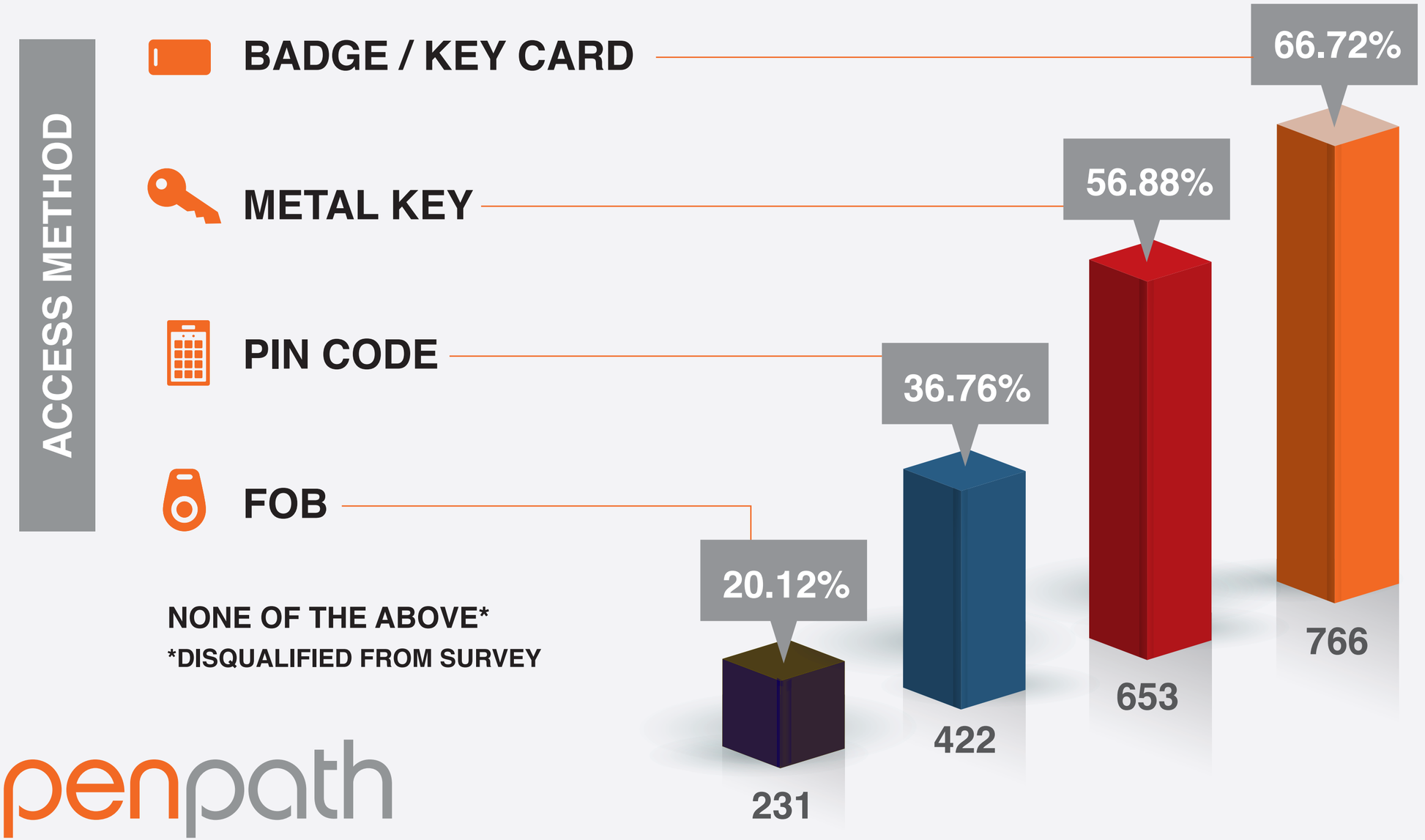
smart home users
office expectations
phone credentials
priorities

pain points summary

- **53.31%** of all respondents use more than one access method.
- **44.34%** of respondents misplace their keys, badges or key cards, and fobs – or forget their PINs– at LEAST once a month
- **Nearly 1 in 4** misplaces their credentials at least once a week!
- **3.50 hours per year** is the average spent by each respondent looking for credentials to get into their office.

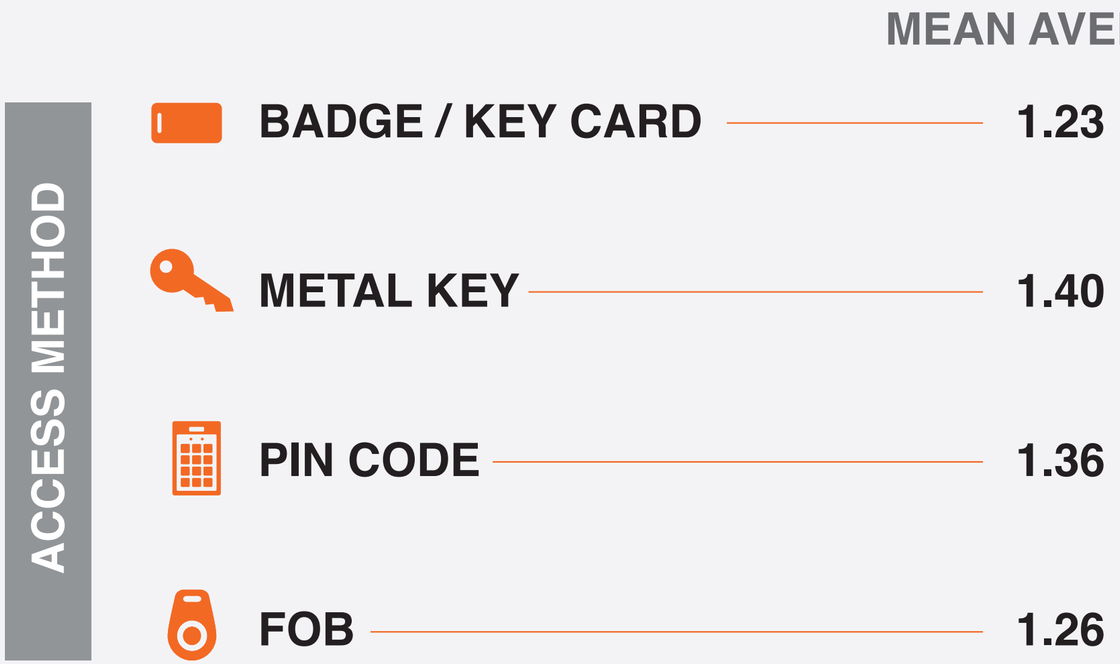
pain point question:

Which of these do you need to get into your office, including parking and elevators? Please check all that apply.



pain point question:

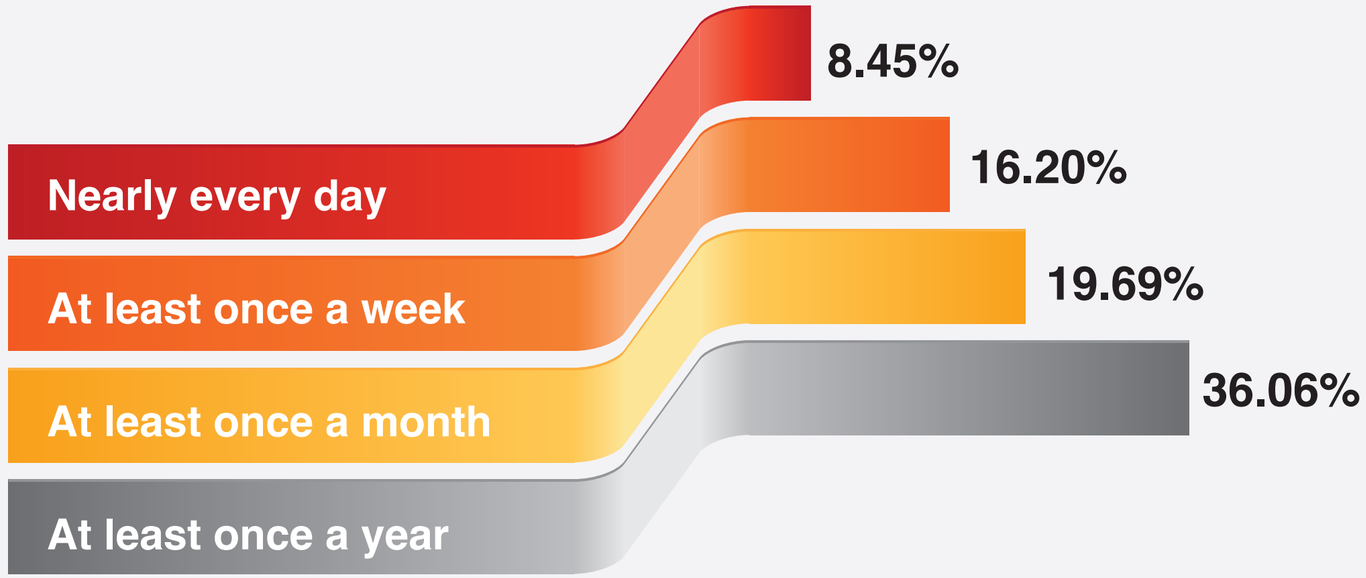
How many of each of these do you need to get into your office, including parking and elevators?



- **53.31%** of all respondents use more than one form factor
- PIN codes are most commonly used with other form factors

pain point question:

How often do you have to search for at least one misplaced office key, badge, key card, and/or fob - or forget your PIN?



Nearly 1 in 4 misplaces their credentials at least once a week!

44.34% of respondents misplace their keys, badges or key cards, and fobs – or forget their PINs– at LEAST once a month

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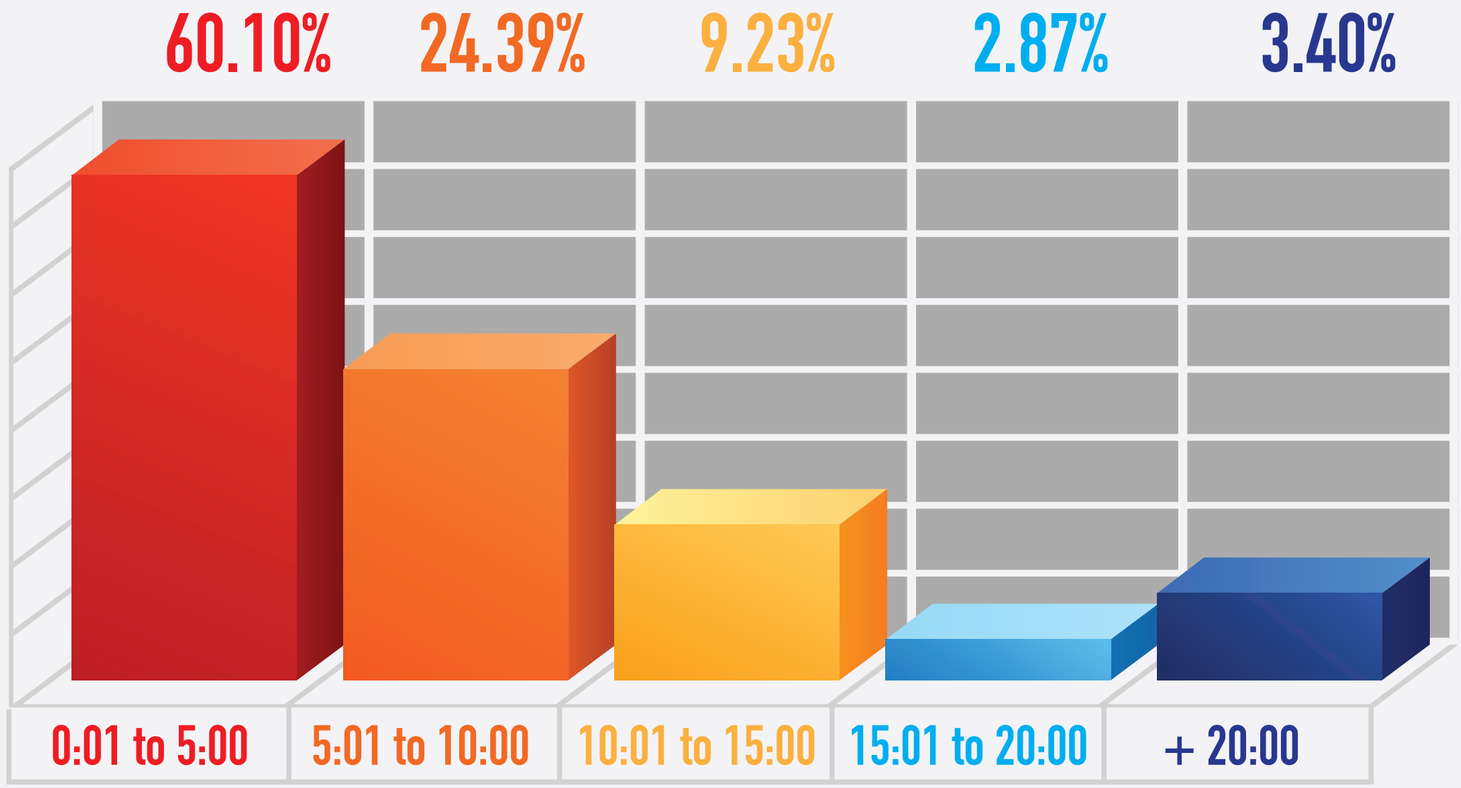
pain point question:

How many minutes do you think you lose each time you misplace, lose, or forget your key, badge/key card, fob, and/or PIN?



Combining these responses with previous frequency responses, each respondent spends an average of

3.50 hours per year

looking for credentials to get into their office.

security summary

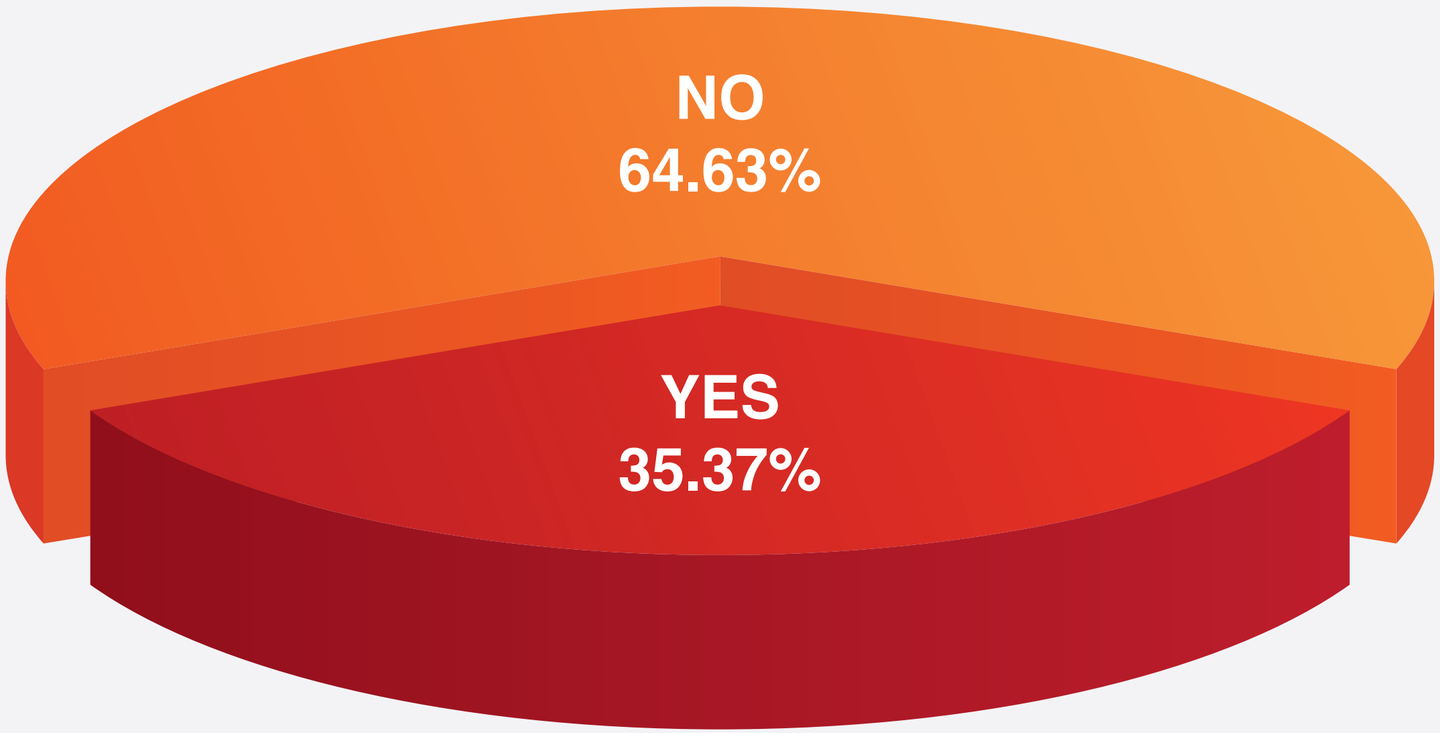
- **More than one third** of all employees have loaned out their access credential to someone else.

- **Nearly 1 in 3 people** do not feel safe at work

- **Nearly 1 in 5** have permanently left a job without giving back their active credential.

security question:

Have you ever lent your badge/keycard, key, PIN or fob to someone - for example a friend or co-worker?

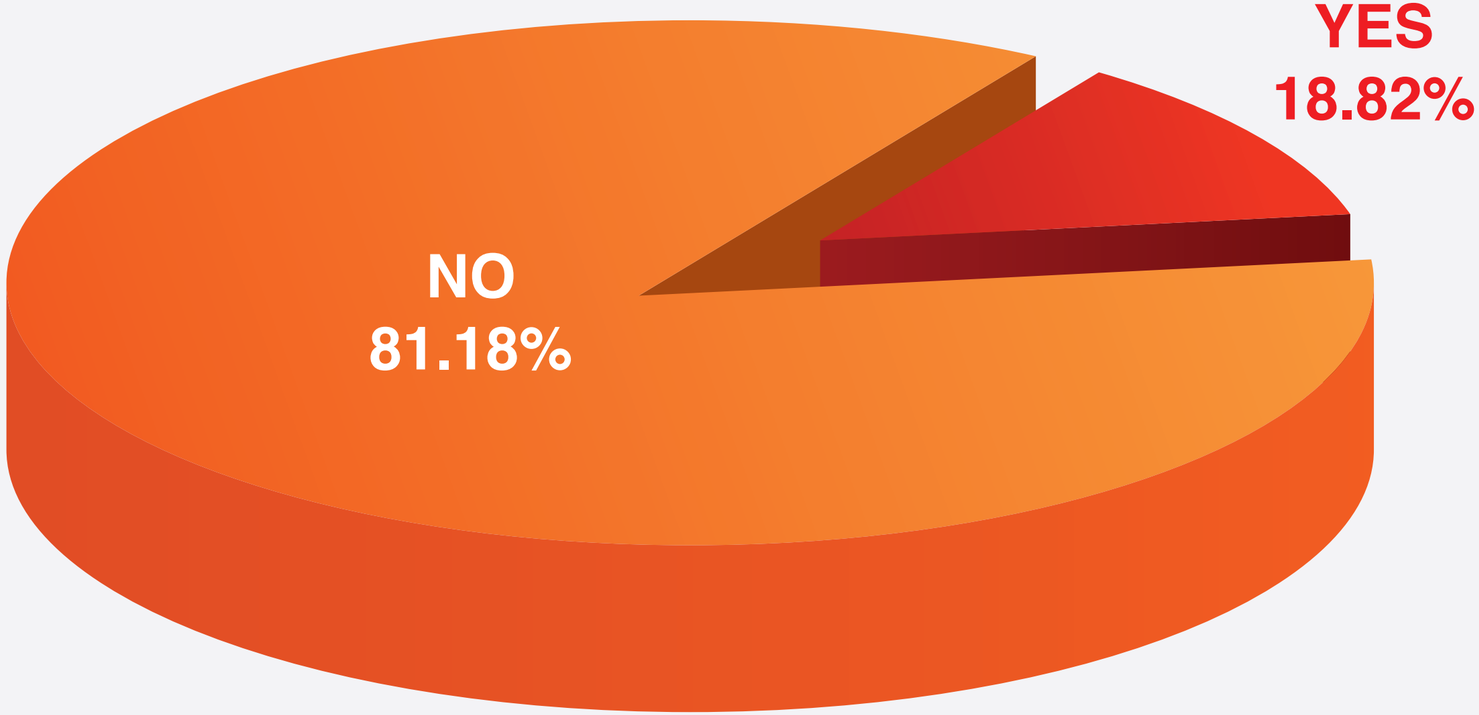


More than one third
of all employees have loaned out their access credential to someone else.

security question:

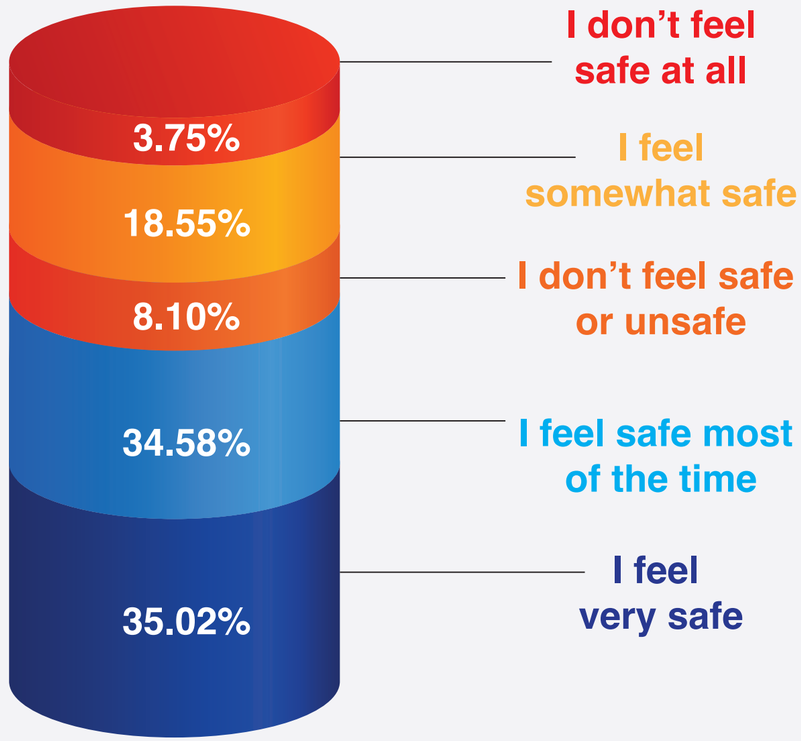
Have you ever stopped working for a company without turning in your keys, badge, key cards, and/or fobs?

Nearly 1 in 5 have permanently left a job without giving back their active credential



security question:

Based on how your office doors are kept secure right now, how safe do you feel at work?



smart office summary

- **Almost 40% of people** today are already using their mobile phones to control smart devices at home.

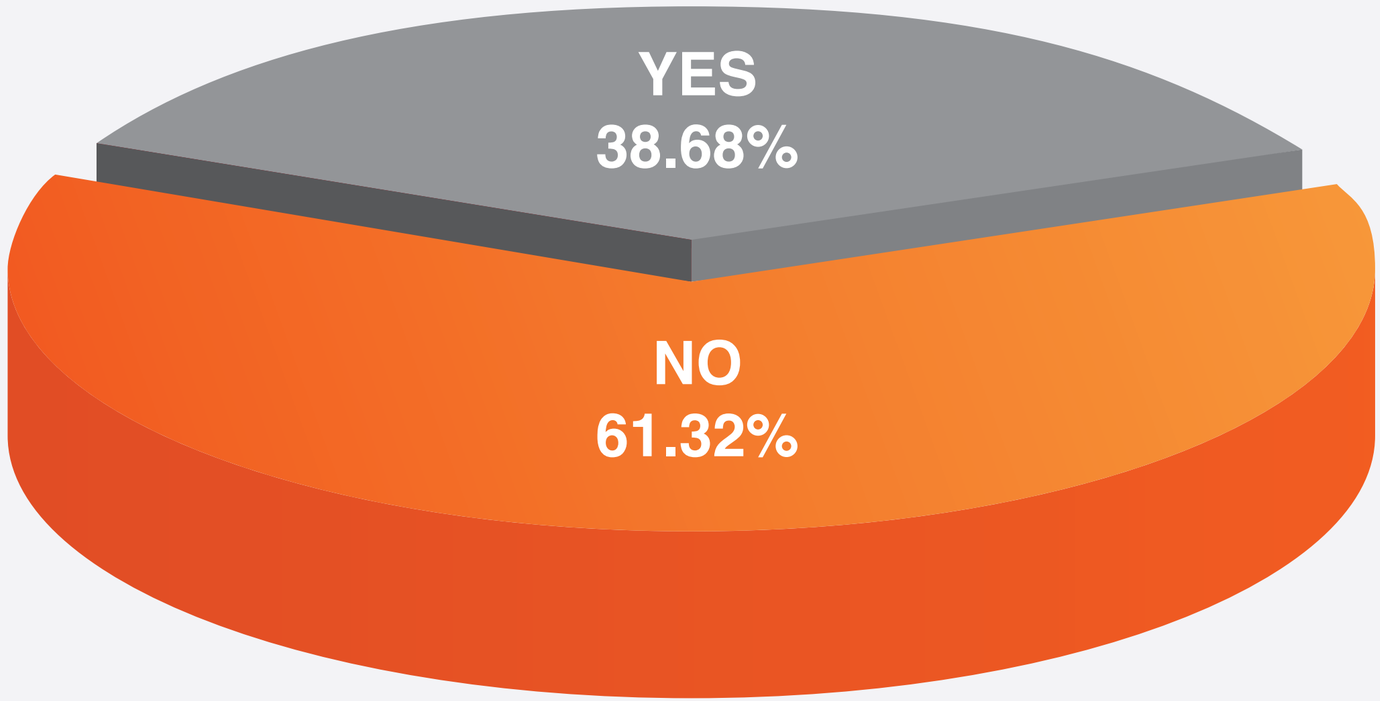
- **Over 50%** expect to be able to control smart devices in the workplace with their mobile phones in the next five years.

- **More than HALF** would prefer to only carry their mobile phone as a door key instead of a separate badge, card, or fob.

- When ranking priority considerations for controlling access to the office, these were the top 4 concerns: security, ease of use, convenience, and latest technology.

smart office question:

Do you use your mobile phone to control any of your smart home devices - like your thermostat, lighting, or video cameras?

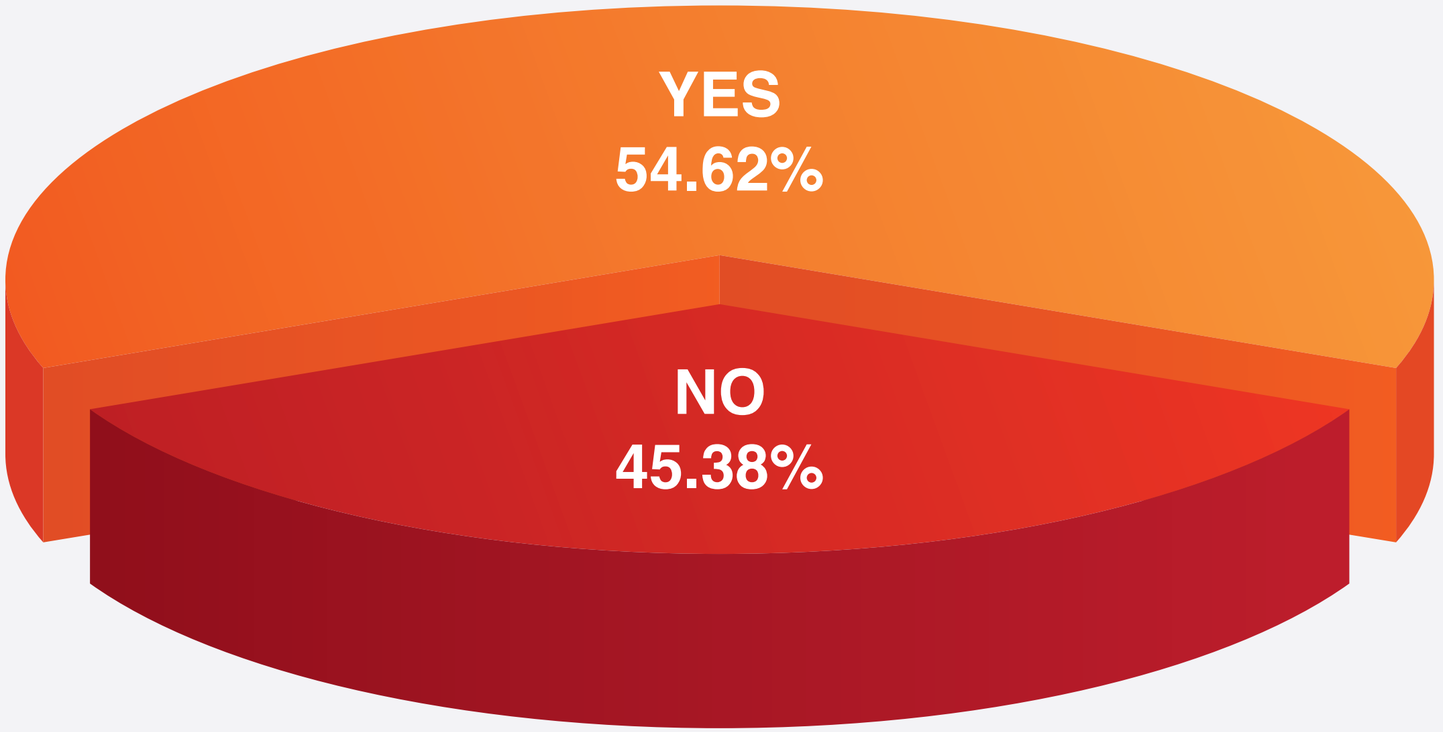


Almost 40% of people today are already using their mobile phones to control smart devices at home.

smart office question:

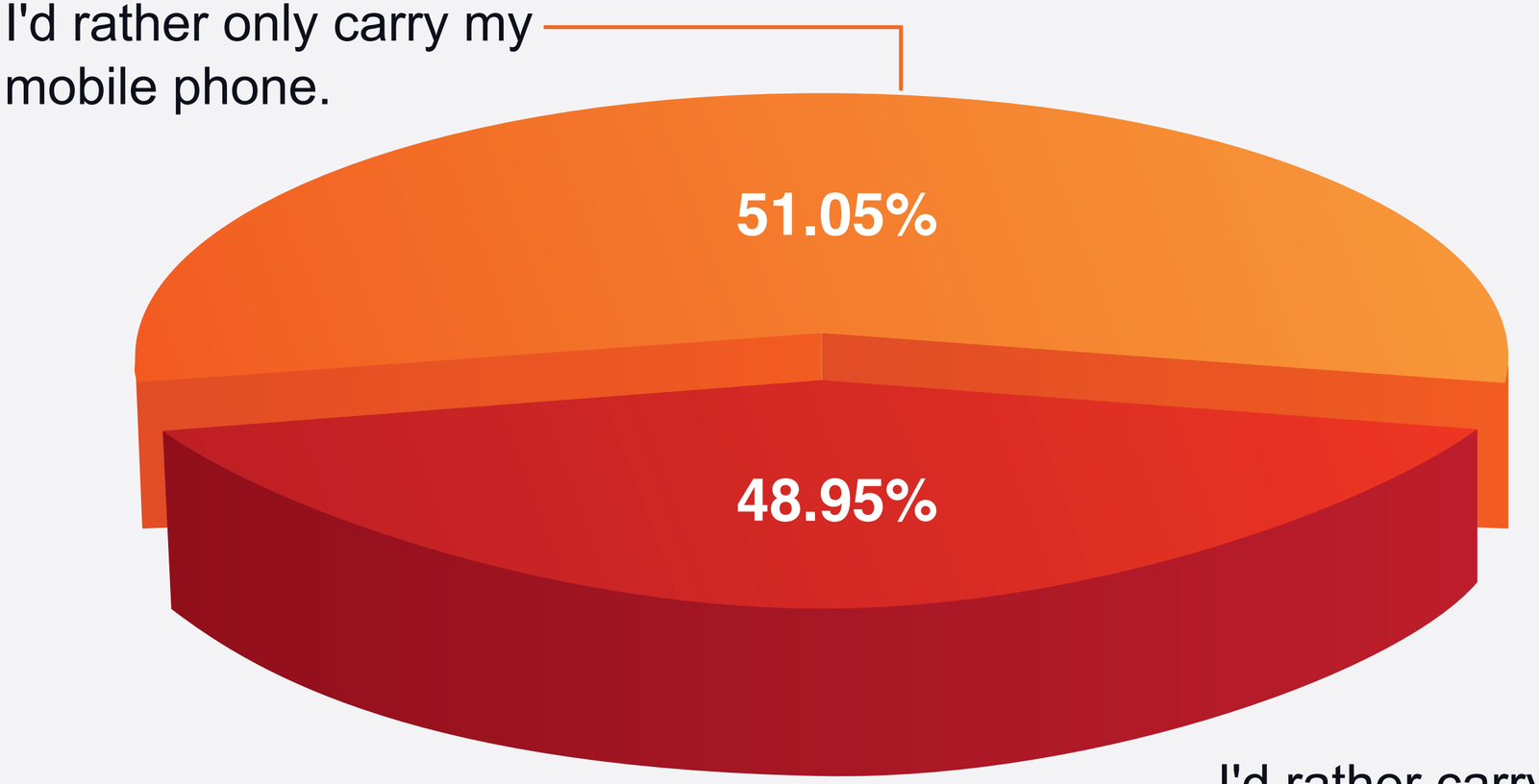
In the next five years, do you expect to be able to control devices at the workplace with your smartphone like you do at home?

Over 50% expect to be able to control smart devices in the workplace with their mobile phones in the next five years.



smart office question:

If your mobile phone could act like a door key, which would you prefer?



More than HALF would prefer to only carry their mobile phone as a door key instead of a separate badge, card, or fob.

smart office question:

Please rank the following considerations when you think about controlling access to your office.

When ranking priority considerations for controlling access to the office, these were the top 4 concerns: security, ease of use, convenience, and latest technology.

1 security
trusting that your access control system uses the safest, most encrypted system for protection of people and property

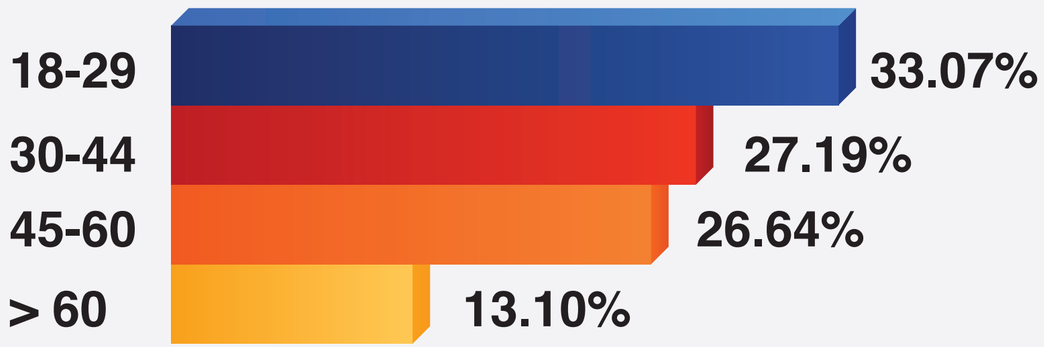
2 ease of use
only needing the touch of a finger (or elbow) to unlock doors instead of searching for a key/badge/phone in your bag or pocket

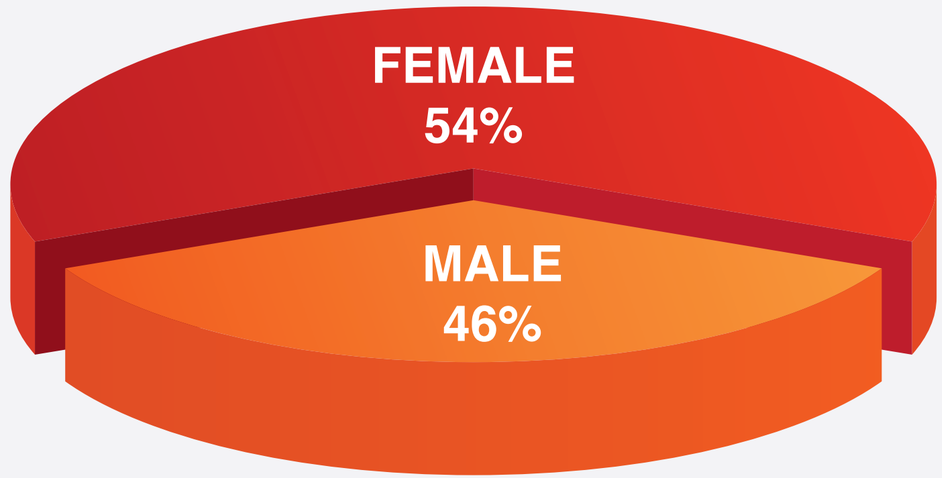
3 convenience
carrying fewer items to be responsible for, not needing multiple keys and badges to enter your office everyday

4 latest tech
having sleek, modern design that integrates IoT technology and creates a smart-office environment

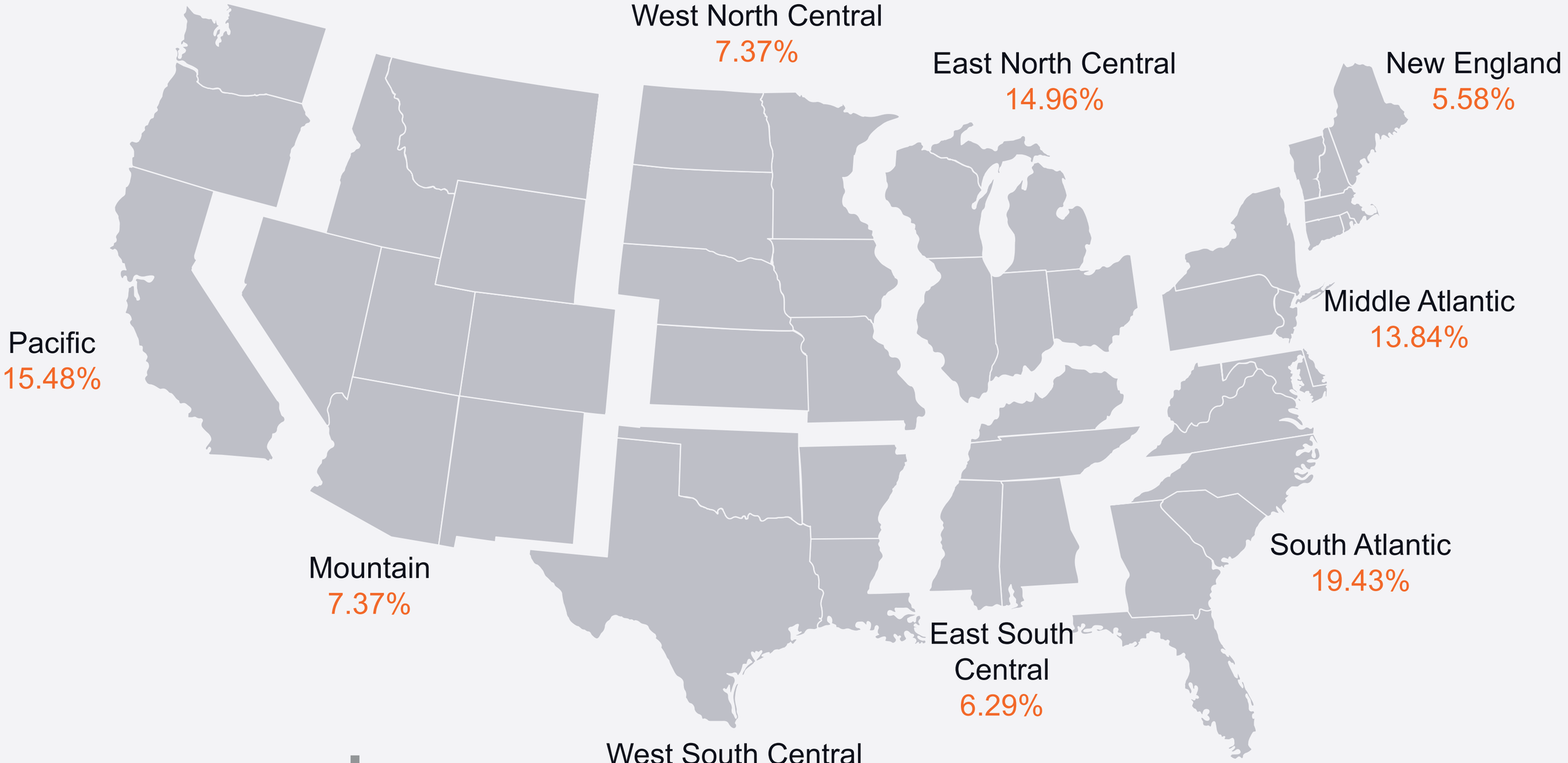
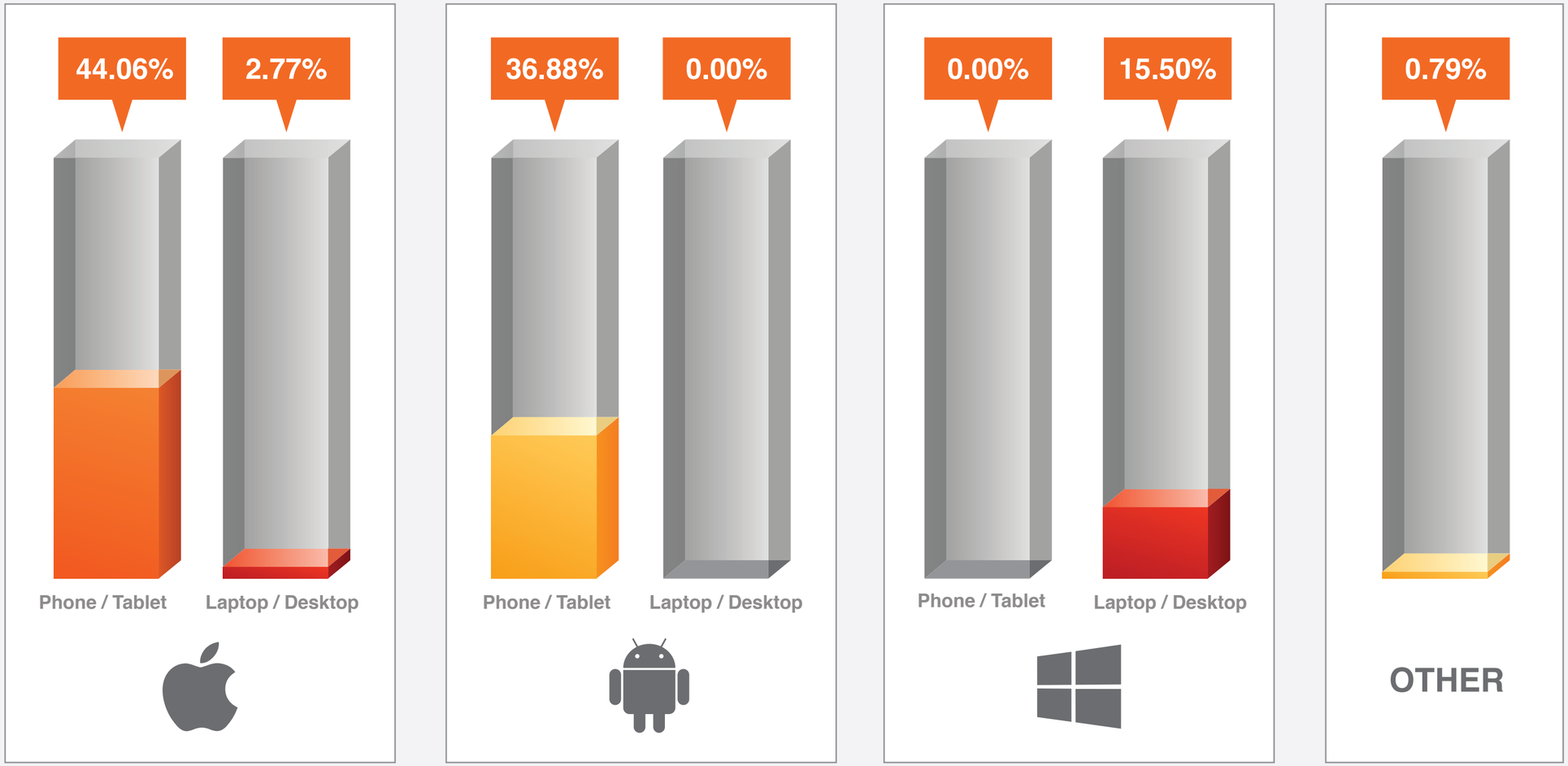
demographics

respondent demographics
age and gender





respondent demographics
geographic distribution



respondent demographics
device types