

QUARANTINE TECH

WAKE-UP CALL

A new survey of 2,000 Americans found...

Americans found...



3/4

said they've had a **wake-up call** about how reliant they are on **digital services**



6 IN 10

have used a **NEW DIGITAL SERVICE** during **quarantine**

TOP DIGITAL SERVICES USED DURING ISOLATION



FINANCIAL SERVICES

94%



SOCIAL MEDIA

93%



ENTERTAINMENT
STREAMING

89%



7/10

said they're likely to continue using these **new digital services** once things return to normal



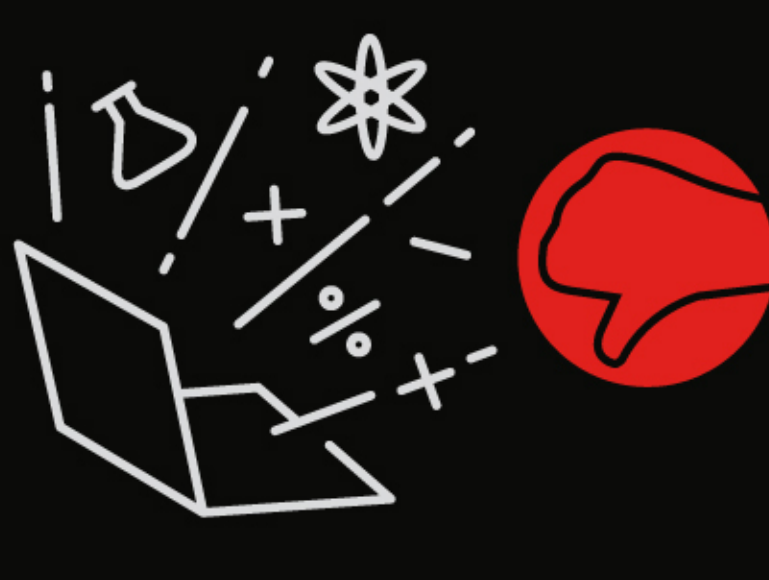
75%



HAVE STRUGGLED TO MAINTAIN THEIR NORMAL LIFE DUE TO technical difficulties experienced during quarantine



DURING QUARANTINE, RESPONDENTS HAVE EXPERIENCED 6 TECH-RELATED ISSUES

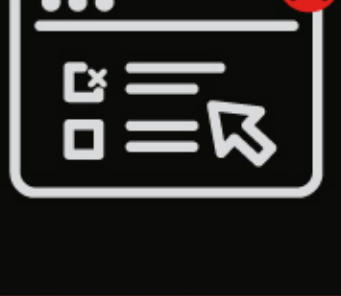


DUE TO TECHNOLOGY ISSUES
EXPERIENCED DURING LOCKDOWN

55%



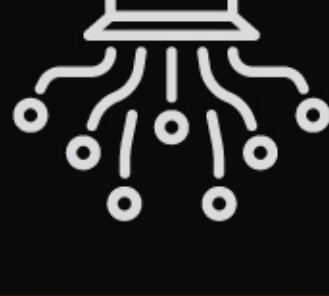
have changed service providers or service levels



41%



plan to change service providers in the near future



83% SAID BUSINESSES SHOULD USE THE COVID-19 PANDEMIC

as an example of how they should improve their digital services



**SUNGARD
AVAILABILITY
SERVICES**