



Mobile Device Usage and Document Security Survey Results

Litéra Corp. 2012

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Executive Summary

In early 2012, Litéra Corp. conducted a survey of Mobile Device Usage and Document Security. A total of 303 mobile device users completed the survey.

The questions were grouped into General, Mobile Devices Used, How Mobile Devices Are Used for Access to Business E-mail, and Business Documents. Also looked at were views and systems in place for reducing risk both from disclosure of information via document metadata and from e-mail encryption.

The 22-question, web-based survey was distributed to knowledge workers across multiple industries. Some of the questions in the survey were posed specifically for, and answered only by, those in an IT role.

Notable Findings From the Survey

- 96% of business professionals polled are using mobile devices to store, access and send sensitive material, and the majority are doing so without e-mail encryption or scrubbing metadata, thus posing significant security risks to their companies.
- BlackBerry, iPad, and iPhone are the most widely used mobile devices (28.1%, 20.7%, and 24.4%, respectively), although BlackBerry and iPhone are the primary device types used (37.5% and 33%).
- One-fifth of the respondents have an iPad, but only 6% use it as the primary device.
- The respondents predict that there will be less use of BlackBerry mobiles in 2012, falling from 28.1% down to 18.7%. The iPad usage is predicted to increase from the current 20.7% to 28.7%.
- For tablet usage, the IT respondents appear to prefer iPads but predict that there will be a rise in the use of other tablets as well as the iPad during 2012.
- 96% of respondents access business emails from their mobiles every day, with 86.1% of them doing so multiple times per day.
- 88.8% of respondents store business documents on their mobile devices.
- 86.1% of respondents forward e-mails with documents attached at least once per month (30% do so multiple times during one working day).
- 91.7% of the IT respondents have a metadata scrubbing solution in place, although only 31.6% have a solution that covers e-mails sent from mobile devices.

This report looks at the survey results in greater detail and includes some quotes from responses to the following question “How do you think mobile access to business applications and security and document control will evolve in 2012?”

“The mobile platform is skyrocketing due to its convenience, price, and ease of use. I see it at least doubling in use by the end of 2012.”

Demographics

Industry and Location of Head Office

The majority of the respondents are from law firms, with the next set being from life sciences, financial services and professional services. Additionally, 6% of respondents are from “other” industries.

Ninety percent of respondents are from businesses headquartered in the United States with the remaining respondents being based in Europe/Russia and Australia/New Zealand.

Size of Firm/Business

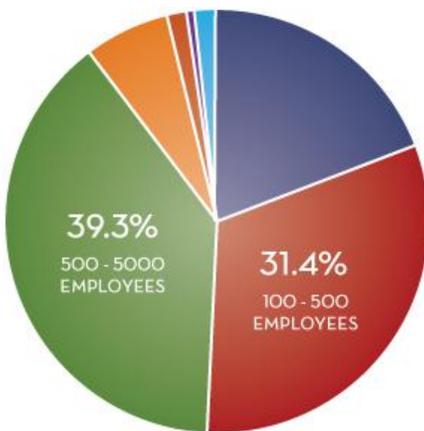
With the high level of respondents from law firms, it is not surprising that the majority are in firms/businesses with 100-5000 employees (31.4% from 100 to 500, 39.3% from 500 to 5000)

Respondents’ Role

Two-thirds of the 303 respondents function in IT roles.

Additionally, 12% of the respondents are C Level, 16.8% are directors, and 36% are managers.

Size of Firm/Business



“More users will acquire tablets and want to access server-based documents.”

Mobile Devices Used

All respondents use at least one mobile device. BlackBerry, iPad, and iPhone are used most widely (28.1%, 20.7%, and 24.4%, respectively) although BlackBerry and iPhone are the primary devices (37.5% and 33%, respectively) indicating that the iPad is viewed as a secondary device.

Android phones are more widely used than Windows mobiles (11.9% compared to 1.9%). According to respondents, 5.2% use netbooks, and 4.7% use other tablets.

The following question was asked on the survey: “What mobile devices do you plan to use over the next 12 months in your professional life?” Respondents said there will be less use of BlackBerry mobiles, from 28.1% down to 18.7%. The iPad usage is predicted to increase among these mobile device users from the current 20.7% to 28.7%. Usage of all other devices will increase slightly, with the exception of Netbooks will show a slight loss (5.2% to 3.6%).

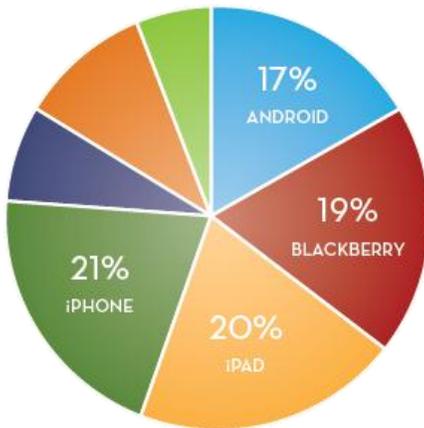
Note that the respondents were asked to state ALL devices that they used.

Nearly three-quarters of the respondents use their mobiles for both business and personal use. The remainder keep their business and personal use of mobile devices separate.

Respondents in an IT role were asked their views on mobile devices across their firm/business. In general their usage reflects that of the other respondents as detailed above. The one area that differs is that the projected use of tablets is spread between iPads and other types of tablets. Those in IT are looking at iPads, but they believe other tablets will need to be supported.

Of IT respondents, 77.9% have personal devices supported by businesses.

What mobile devices do you expect will be in use within your firm/business over the next 12 months?



“The issues with separating personal and business data will gradually find a middle ground, particularly as the devices become more capable.”

“IT will have to loosen the reigns somewhat to accommodate users who would like to edit documents outside the corporate ‘container’ and still use corporate e-mail to send/receive.”

How frequently do you forward emails with attachments from your mobile device?



Access to and Processing of E-mails

This survey found that 96% of respondents access business e-mails from their mobile devices every day, with 86.1% of respondents doing so multiple times per day.

E-mail Attachments

When asked about e-mail attachments, respondents said that 35% review documents on their mobile devices each day (14.2% do so multiple times per day); in addition, 40.6% do so at least once per month.

However, e-mails with documents attached are forwarded from mobile devices multiple times a day by 30% of respondents, every day by 29.4%, and at least once per month by 26.7%.

Fewer make actual edits (25.8% one or more times per month – 8.6% of whom do so once or more per day). It will be interesting to see how this changes with the projected increase in use of tablets.

Over one-third of the respondents, 39.7%, attach a document to an e-mail that they send from their mobile devices at least once per month (8.3% multiple times per day, 9.9% each day and 21.5% at least once per month).

Access to Business Documents

The majority of respondents, 88.8%, store business documents on their mobile devices, with 33.7% of all respondents having access to their business’s document system, such as a document management system.

“There will be more mobile access to business applications, which will require a great deal of time spent making sure that the security on documents and encryption on e-mails is stronger and more reliable as well.”

Risk of Information Leaks via Electronic Documents

Over one-third of the IT respondents believe there is a high risk of sensitive information leaking via document metadata. Less than one-quarter hold the opposite view.

Most IT respondents, 91.7%, have a metadata scrubbing solution in place, although only 31.6% have a solution that covers e-mails sent from mobile devices.

Encryption of E-mails

Only 11.3% of the IT respondents view e-mail encryption as an issue of low importance (47.1 high; 41.7 medium). However, the same respondents say that three-quarters (74.9%) encrypt at least some e-mails, and 16.2% encrypt all emails.

Of these 16.2%, over half (55.9%) use a server-based encryption solution, 30.9% use a desktop solution, and 13.2% use a cloud-based solution.

About Litéra

Litéra enhances professional productivity and risk reduction through a comprehensive suite of document creation, collaboration, comparison, control, and cleansing solutions. Litéra's patented applications eliminate the need for tedious, manual reviews and give true content confidence across complex spreadsheets, documents, presentations, and PDFs.

Metadact^{®e} is a server-based metadata-cleaning solution that includes mechanisms for central policy management and a patented unified platform for mail gateways, including webmail and attachments. This user-friendly utility provides a mechanism to analyze and clean documents before they are sent out. Metadact^{®e} integrates with multiple e-mail systems and Microsoft Exchange servers. Protect yourself, as well as your company's and your clients' confidential information with Metadact^{®e}.

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