



Effects of COVID-19 on the bottom line



Malwarebytes surveyed **200 US IT professionals** to see how the pandemic—and its resulting mass migration to work from home (WFH)—impacted not only security operations, but the overall stability of their organizations.

We found that businesses large and small suffered broad financial losses, from wage freezes to layoffs.



Hiring freeze

Over half (**55%**) said they froze all hiring or only made a few exceptions for critical positions. This makes sense. With the short-term future of an organization in limbo, you do not want to make long-term commitments—except when the position is critical to your organization's success.

55%



No promotions/raises

Over one-third (**37.6%**) held off on promotions and pay raises, which is a logical consequence of short-term insecurity. If the company comes out of the crisis unhurt, it is easy enough to make raises retroactively effective.

38%



Travel restrictions

Almost half (**48%**) restricted travel expenses, which was not hard not to do with international travel banned to and from large parts of the world.

48%



Layoffs

Almost one-third (**30.7%**) stated they had to let people go, which is an unfortunate consequence of lost business, profits, and opportunities.

31%



Lost clients/contracts

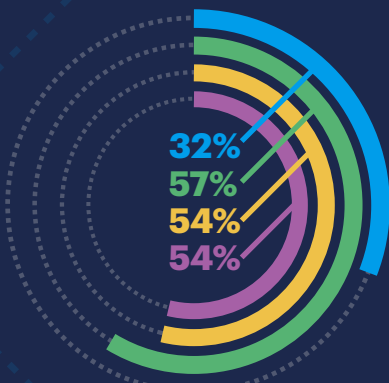
Almost one-quarter (**24.8%**) lost clients or contracts. However, organizations of 350–699 employees were least likely to lose them, with only a small percentage (**13.5%**) saying they suffered from such impact.

25%
14%



5K+ organizations

Organizations of 5,000 employees or more were most likely to suffer from nearly all of the above—layoffs, hiring freezes, promotion freezes, and restrictions on travel—with **32.4%** reporting layoffs, **56.8%** reporting hiring freezes, **54%** reporting promotion freezes, and **54%** reporting travel restrictions.



100-349 organizations

Organizations of 100–349 employees reported better resilience from travel restrictions and layoffs, with **36.4%** reporting travel restrictions and **24.2%** reporting layoffs—the smallest share of any size business.

36%
24%

These numbers show that, for the rest of 2020, several companies may be operating in a crouched, careful position, with fewer resources and fewer dollars to rely on. While that may imply that the actual workforces powering these companies will similarly suffer, the data, strangely, showed the opposite.

For the actual work—or productivity—taking place during the pandemic, little effect was found.