



INDIA SURVEY REPORT 2025

Unveiling Trends in Digital Workplace Transformation

prepared by :  Zoho Workplace










MATURITY SCORE BY REGION

Legend for key indicators: ● High maturity | ● Moderate maturity | ● Low maturity

Region	Maturity scores	Workplace indicators	Employee performance indicators
World average	62.3	<ul style="list-style-type: none"> ● Tools ● Processes 	<ul style="list-style-type: none"> ● Productivity ● Collaboration ● Security
Asia	63.2	<ul style="list-style-type: none"> ● Tools ● Processes 	<ul style="list-style-type: none"> ● Productivity ● Collaboration ● Security
India	64.6	<ul style="list-style-type: none"> ● Tools ● Processes 	<ul style="list-style-type: none"> ● Productivity ● Collaboration ● Security

MAPPING THE DISTRIBUTION OF INDIAN RESPONDENTS ACROSS MATURITY LEVELS

Level	Global %	India Percentage (respondents)
Level 1 (advanced)	1%	1% 
Level 2 (early)	24%	3.4% 
Level 2 (advanced)	13%	23.9% 
Level 3 (early)	16%	44.7% 
Level 3 (advanced)	24%	19.4% 
Level 4 (early)	16%	6% 
Level 4 (advanced)	5%	1% 



KEY TRENDS: PRODUCTIVITY

Workplace calendar usage:

Effective calendar usage plays a pivotal role in managing tasks and deadlines, impacting productivity and time management. Using digital workplace calendars, syncing them across multiple apps, automating scheduling and notifications is a sign of maturity.

Integrated and automated calendars are used by 56% of Indian respondents—significantly higher than the global rate of 44%.

Conversely, 10% don't use any workplace calendar, and another 10% rely on personal or third-party apps.

Task progress management:

Effective task progress management identifies bottlenecks, ensures accountability and minimizes delays. Mature tools and processes, such as project boards and tracking tools, help teams stay aligned with project goals and foster transparency.

About 38% of managers use project boards to track progress, with very large teams and leadership showing particularly high engagement.

Approximately 41% of managers also hold routine team meetings, with retail and sales teams reporting the highest rates (around 60%).

Service request management:

Streamlining how service and support requests are submitted, tracked, and resolved minimizes delays and ensures efficient resource allocation.

The adoption of ticketing tools becomes essential when the volume of requests or issues (tickets) is high. Automated ticketing systems see higher adoption in technology (44%) and large enterprises (38%), where IT infrastructure and team interdependencies are substantial, the need for structured, automated request management tools is naturally higher.

In contrast, government and education sectors report lower adoption rates (around 20%). This indicates that sectors with fewer interdependencies may not prioritize such tools.

Task delegation:

The effectiveness of task delegation significantly impacts how teams operate, in dynamic environments. Tools like emails, project management platforms, help desk tools, and shared inboxes are essential for task delegation. Interdependency among team members often drives structured task delegation.

About 37% of Indian respondents rely on manual methods for task delegation, with even higher reliance among remote employees (around 53%).

Overall adoption of automated task delegation remains low at 14%, though it is more prevalent in large enterprises and the healthcare sector.



KEY TRENDS: COLLABORATION

Collaboration across workplaces

In interdependent workplaces, tools and processes assist in cross-departmental collaborations to minimize operational delays, and prevent missed deadlines and achieving project goals.

Over 53% of India respondents use tools like request management, ticketing systems, or self-service portals to streamline internal requests and facilitate cross-team collaborations for services such as design, branding, compliance, and legal reviews.

Approximately 69% of respondents prefer team chat tools for handling low-volume cross-team requests, enabling seamless collaboration. The preference for lightweight tools like chat platforms highlights a trend toward quick, informal communication for smaller, less complex tasks.

Nearly 29% of respondents report that challenges in managing requests and collaboration significantly hinder productivity and negatively affect employee experience.

Channels of announcements

Channels of announcements operate at multiple levels, from organization-wide broadcasts to team-specific updates, each serving distinct purposes. While organization-wide channels share overarching policies or changes, team-level announcements focus on details that matter to smaller groups.

63% of the organization announcements happen over email, whereas 68% of the team announcements happen through chat.

Social intranet tools are pivotal in driving digital transformation by centralizing communication, fostering collaboration, and ensuring better departmental alignment. They enable long-form discussions, opinion sharing, and interactive conversations. Globally, and in India, their adoption rates stand at 16%, reflecting parity in leveraging these tools to enhance workplace connectivity.

In India, social intranets are primarily adopted by large organizations and enterprises. This is because these tools, while transformative, often come with significant costs, making them less accessible for smaller businesses.

Feedback

Over 45% of respondents report that direct and specific feedback significantly enhances their productivity. Whether it's reviewing documents, emails, presentations, or code, such feedback is vital for tasks like responding to RFPs, preparing reports, and conducting code reviews.

Among Indian respondents, 35% have adopted features like inline comments, track changes, and co-editing to streamline collaboration and boost productivity. While this is a significant portion, it falls short of the global average of 43%, underscoring a gap in the region's utilization of these high-impact digital tools.



KEY TRENDS: SECURITY TOOLS/ PROTOCOLS

Tools/ protocols	Global adoption	India adoption	Demographics with highest adoption rate ●
Cybersecurity awareness training	41%	37%	More than 10 years of experience: 43% Technology: 44% Large orgs (5000+ employees): 45% Internal services (IT, admin support): 44%
Advanced authentication methods	49%	63%	11-20 years of experience: 63% Finance: 53% Technology: 67% Small orgs (1 - 100 employees): 60% Small team (2 - 5): 63% Administrative teams (HR, payroll, finance): 61%
Data protection procedures	43%	42%	Technology: 50% Hybrid: 52% Very large team (51+): 56%
Reports security incidents	22%	25%	Technology: 37% Very large team (51+): 36% Prospect facing (sales, social media): 40%
Adheres to secure remote work guidelines	30%	33%	11 - 20 years of experience: 43% Technology: 47% Very large team (51+): 44% Internal services (IT, support): 46% Partner/ vendor facing: 56%
Prevents insider threats and social engineering	28%	27%	Finance: 39% Internal services (IT, support): 44% Very large team (51+): 43%
Complies with industry-specific regulations	24%	22%	11-20 years of experience: 42% Healthcare: 40% Very large orgs (5000+ employees): 40% Very large teams (51+): 41%
Follows physical security protocols	28%	31%	Very large orgs (5001+ employees): 38% Very large team (51+): 43%
Receives updates on security protocols	28%	31%	11-20 years of experience: 34% Very large orgs: 29% Small team (2-5): 28%

Handling suspicious emails

Effective handling of suspicious emails is critical to maintaining organizational security. A well-defined process ensures that threats like phishing, malware, and social engineering are identified and mitigated before causing harm.

17% of Indian workplaces implement advanced security alert systems for suspicious emails, though the government sector stands out with a 36% and Development 39% adoption rate.

74% of Indian organizations have any direct means for employees to identify and alert on suspicious emails within the email client, whereas the remaining 26% rely on manual judgment, indicating a gap in proactive threat detection.

Access to shared accounts

Shared credentials management can significantly impact an organization's security posture. Implementing structured, secure practices ensures traceability and controlled access and minimizes credential leaks and misuse, reducing the likelihood of security incidents.

Password management tools: 33% of Indian respondents adopt password management tools in their workplace, matching APAC and surpassing the global adoption of 29%. This reflects India's growing commitment to strong password security.

Role-based access: 39% of Indian respondents rely on role-based access for sharing passwords. Retail teams see the highest adoption because these teams handle customer payment information, loyalty programs, and personal details. Role-based access minimizes unauthorized access, safeguarding sensitive data.



SHADOW APPS

Shadow apps are tools not officially provisioned or approved by an organization's IT team. While these tools can boost individual efficiency and adaptability, they pose significant challenges for organizations, such as security vulnerabilities, compliance risks, and lack of oversight.

File sharing & storage (e.g. Google Drive, Dropbox, Box)	47.3%
Communication (e.g. WhatsApp, Telegram, Discord)	41.5%
Note-taking & documentation (e.g. Evernote, Notion)	28.6%
Voice & video calling (e.g. Skype, Zoom, Webex)	26%
AI tools (e.g. ChatGPT, Midjourney, SlidesAI)	25%

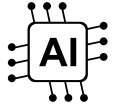


CHANGE IN THE WORKPLACE

Workplace tool changes present opportunities for improvement, driven by the need for better features and streamlined processes.

- Overhauling workplace suites (e.g., Zoho Workplace, Microsoft 365) impacts all aspects of work, requiring significant reconfiguration and employee training.
- Replacing tools like ERP, CRM, or help desks deeply affects functional teams, demanding steep learning curves and smooth integration with existing systems.
- Specialized tools like Trello, Slack, or Jira address specific pain points, boosting efficiency while laying the groundwork for broader improvements.
- Minimal changes, often reflect stagnation, limiting exposure to modern tools and hindering long-term transformation.

Change Type	% who experienced change	Average maturity score	% of respondents with +ve EX	% of respondents with -ve EX	Categories that have experienced the change
Complete overhaul of workplace tools	31.3%	66.7	64%	12%	Government: 48% Education: 47% Mid size orgs: 42%
Operational tools (ERP, CRM, help desk)	15%	65.2	37%	11%	Government: 28%, Manufacturing: 25%
Specialized tools (project management, collaboration tools etc)	22.1%	66.6	43%	21%	Finance: 35% Technology: 29%
No significant tool changes	31.5%	61	45%	20%	Enterprises: 38% Small orgs: 36%



AI IN WORKPLACE

AI usage type	Global adoption %	India adoption %	Characteristics of respondents
Automated content creation	29% ●	44% ●	Technology: 52% Marketing operations: 53% Leadership: 49%
AI-powered communication enhancement	43% ●	52% ●	Technology: 57% Education: 57% Internal services: 61%
Predictive analytics for business insights	29% ●	33% ●	Retail: 43% Prospect facing teams: 63% Leadership: 59%
Automated reporting and data visualization	32% ●	31% ●	Technology: 40% Customer support: 54%
AI-driven chatbots for customer support	28% ●	33% ●	Customer support: 47% Technology: 41% Internal services: 49%
Workflow and task automation	34% ●	39% ●	Technology: 49% Manufacturing: 47% Development: 52%
Resource allocation and optimization	23% ●	21% ●	Manufacturing: 39% Finance: 38% Leadership: 36% Administrative teams: 35%
Threat detection and security monitoring	23% ●	23% ●	Technology: 48% Manufacturing (33% Development: 39%
AI-enhanced search and knowledge retrieval	28% ●	35% ●	Technology: 49% Customer support: 42%



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