The Invisible Impact of Gray Work

What lies beneath the surface of the modern way we work?

Over 1,000 technology leaders shared thoughts on their current state of work and how standard technology solutions don’t support the dynamic way teams need to work:
in real-time, across functions, in highly complex data environments.

This leads to “gray work,” the slow, manual way our teams get by because their technology doesn’t work for them. It bogs down your people, makes work harder, and impacts revenue.

The standard tools we are given

The way work actually gets done

Too Many Choices
Respondents are collectively using 77 different platforms and solutions to get their work done

Wasted Time & Wasted Effort
Close to 70 percent of employees spend upwards of 20 hours a week chasing information from different technologies instead of doing their job

Gray Work
Spreadsheets
Emails
Word Documents
Databases
3rd Party Apps

Frustration Setting In
51% are overwhelmed by the amount of software solutions needed to get work done

More Work, But Less Impact
58% spend less than half of their workweek on meaningful work that drives results for key projects

Separate Tools, Stuck Information
65% of people feel prohibited from easily sharing project information because of using multiple project management solutions

Quickbase surveyed 1,032 people in March-April 2023 who have software purchasing authority or influence across the United States. These decision makers spanned across industries, and had job functions including project management, business operations, IT or engineering, digital transformation, or executive/general management responsibilities.

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