Agile Work Ready

Working Remote is Here to Stay. Do You Have a Working From Home Policy?

The trend towards remote working has been drastically accelerated and, while unplanned, has proven to be largely successful. Generally, employees have become more productive with remote working, and there is every indication businesses will need to adapt to remote work for the long haul. Here are some of the key considerations every business should be looking at as part of the planning process.

1 Hi Speed Internet

First things first. Have your employees each got an Internet connection at home capable of providing access to your business systems, applications plus voice and video? Fibre to the Cabinet (FTTC) providing on average 60-70Mbs download and 10-20Mbs upload will do the job where available.

2 Moving Inbound Telephony/Contact Centre to the Cloud

If your business has teams or individuals who manage inbound calls or a contact centre and even help desks. Then moving this function into the cloud will mean they can operate from anywhere, supporting customers and colleagues.

3 Moving Your Phone System to the Cloud

Via a reputable UC provider for voice, video and messaging, integrated into your critical business applications, such as Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) across the entire organisation, will provide scalable future proof business agility

4 Provide the Right Devices

Employee with the right devices are more productive. Consider: Computer/laptop, smart phone, extra screen, camera, separate keyboard and mouse and headset/microphone

5 Move Desktop Workspace to the Cloud

Secure your date and enable access to the information your employees need to work, by using either Work Space as a Service or Desktop as a Service for implementing Active Directory for file sharing policy.

6 Remote File Sharing

Colleagues collaborating. Consider providing file sharing via MS Office 365 (OneDrive); Google G-Suite (G Drive); Dropbox; Box.com

7 Plan for the Longer Term

Think about your core network. In other words is that office to office MPLS network needed if more people are now working remotely and they access their applications via the cloud rather than the back of office server room. Is it time to look at SD-WAN options, network based security and endpoint protection?

8 Consult your Trusted Advisor

For speed, to help you demystify the market and the technologies. Save you time and resource making and implementing your plans to pivot to the cloud and enable an agile workforce.

In summary, think about planning for permanent remote work for those employees that can and choose to continue working remotely, making sure your employees have the right hardware such as computers and webcams to help them get their work done effectively from anywhere. As part of your move to a new enabling network, provide proper security measures and policies to allow employees to operate safely from home or on networks that may not benefit from the same security policies available internally. As well as permanently adopt cloud applications for all employees as a means to allow them to work from anywhere on any device. Finally, Invest in a communications solution that allows your employees to communicate effortlessly with each other and with your customers regardless of location and device.

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