

# COVID-19 & REMOTE WORKER ENABLEMENT

## AS A BUSINESS LEADER, HERE'S WHAT YOU NEED TO KNOW:

Work at home declarations from the CDC and other government agencies may become the new normal. Not only could it become a temporary law, but it's also the best way to protect your employees from exposure to the novel virus. So how can you as a business owner prepare to transition your workforce into a work-at-home team that still performs at a high level? We've created a step-by-step process to help you prepare.

### 1 HIGH-SPEED INTERNET

The first thing you need to do as a business owner is to survey your employees to see what kind of broadband they are using at home. To run business voice and video calls, they're going to need plenty of throughputs. A good standard that should provide enough horsepower is 50 Mb down, 5 Mb upload speed.

### 2 MOVE YOUR PHONE SYSTEM TO THE CLOUD

Here are the key features of UCaaS that will enable your work-at-home employees by leveraging the benefits of unified communications in the Cloud:

- ▶ Video Conferencing
- ▶ Mobile App
- ▶ Collaboration
- ▶ CRM Integration

### 3 MOVE DESKTOP WORKSPACE TO THE CLOUD

With Active Directory, you can ensure certain file-sharing rules within your own Local Area Network. Two promising technologies address these features and move them all to the Cloud while maintaining centralized control over access permissions.

- ▶ Workspace as a Service
- ▶ Desktop as a Service

### 4 MOVE CONTACT CENTER TO THE CLOUD

Does your business have a contact center or help desk in-office? Having a Cloud Contact Center solution allows your employees to support your clients while working from home.

### 5 IDENTIFY & PROVIDE NECESSARY DEVICES

Don't let Coronavirus hold your company back; make sure that your employees have the technology they need:

- ▶ Mobile or soft phone
- ▶ Desktop or lap top computer

### 6 REMOTE FILE SHARE

When you send your workers home, they must be able to share, collaborate on, and store files in the Cloud. The most popular cloud file storage providers are:

- ▶ Microsoft Office 365 - OneDrive
- ▶ Google G-Suite - Google Drive
- ▶ Dropbox
- ▶ Box.com

### ➤ HOW FAST CAN YOU MAKE THE PIVOT?

If you'd like assistance in putting a work-at-home technology plan in place, contact us, and we'll get you in touch with our trusted advisors.