

# REMOTE WORKER ENABLEMENT

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

More and more businesses have moved to some form of a hybrid home/office work environment. For many, the days of all employees being centralized in a single place seem to be behind us. Whether your business has already made this transition, or you are considering it, we can help to provide a technology environment where users can continue to be productive and remain secure from outside cyber security threats.



### 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.



### CONTACT CENTER IN 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.



### PHONE SYSTEM IN 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
- Collaboration
- Mobile App
- CRM Integration



### MOVE YOUR CONTACT CENTER TO THE CLOUD

Do your employees respond to customer phone calls, emails and text messages? Do your customers call in to schedule, change or cancel appointments? Are Yelp, Google or Facebook reviews important to you? If the answer is yes to any of these, then your business can benefit from cloud contact center technology. Our team of CX (Customer Experience) experts can work with you to find the best cloud-based solution.



### IDENTIFY & PROVIDE NECESSARY DEVICES

Having a mobile or hybrid workforce means employees need reliable secure devices that will allow them to connect to the cloud safely and effectively from anywhere. Our trusted advisors can work with you to be certain that your users' work is never compromised by cyber threats due to unsecure devices or are not able to handle work outside the office.

- Laptops, Chromebooks, Tablets
- Bluetooth headsets, mobile devices
- Endpoint protection, Zero Trust or VPN technology



### 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

We can help put a work-at-home technology plan in place. Contact us and let's get started!

