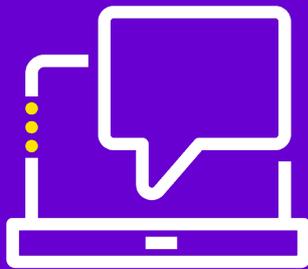# Leverage existing technology to enable remote working and team collaboration

Some sectors – like those employing field staff or those who offer out-of-hours remote services – have no choice but to support mobile working. Other organisations, until very recently still had a choice about how they utilised technology to enable staff to communicate, but in the unprecedented situation we now find ourselves in, they too are having to enable teams to work effectively from home.

Understandably, some organisations are nervous about this change. You can't see your remote employees, so how do you know they are working? And how do you build a team that works closely together when some members are in a completely different physical place? How do you give them access to the systems and data they need to do their jobs? What is the wider impact of having people based outside the office? These are all legitimate concerns. But they can also be addressed to help you build a distributed workforce that delivers value for the client and your organisation.

Technology

Thanks to broadband connectivity and the Internet, it is now much easier to enable access to corporate IT systems. Many of the applications you use are probably already hosted in the cloud, for instance. Once issued with a username and password, employees can access and use these systems from any location, allowing them to be productive at all times.

The same is true of your internal communications systems, like telephone and instant messaging. Hosting voice in the cloud allows remote staff to remain connected anywhere, enabling them to access the company switchboard using a desktop handset or mobile app.

Indeed, Unified Communications brings together telecoms with core productivity tools like calendars, email and files. Almost everything needed to work can be accessed from a single interface at home or in the office. Your workers can accept incoming calls or join an inter-office video conference call with just a few mouse clicks.

The Unified Communications approach has the added advantage of collecting analytics about how the platform is used. As well as 'presence' indicators that show who is online and available, analytics allow managers to report on the activities employees have been engaged on and ensure they're being as productive as expected.

Consistency

Inconsistency is the enemy of productivity. As you investigate remote working provisions you should also take a look at the tools and systems already used by employees. Supply an unfamiliar IT experience and you can expect a corresponding drop in output.

Consolidating and standardising processes and software will help employees to be more effective – and help to reduce your annual spend. Ideally, you're looking to create a platform that works in the same way for workers wherever they are located.

Education

The best tools in the world are useless if your people don't know how to use them. Beyond standardising the platform that everyone uses, you also need to ensure that staff are properly trained to get the most from the available tools.

Over time employees develop bad working habits, defaulting to certain tools because they are "easier". Remote workers may decide to make calls direct from their mobile because it's a few less taps, for instance. Although seemingly easier for the remote worker, your organisation loses out on the additional analytics and reporting data that is recorded when they use their Unified Communications app.

Training staff to use the chosen systems will give them the confidence and knowledge they need moving forward. Then, when they make the move into the field, your workers will take the same habits and practices with them delivering a consistent experience for your key stakeholders too.

Conclusion

The world of work is definitely changing, and your organisation may find itself in a position to take remote working seriously from today.

Yes, there are barriers to remote working – but they can all be overcome to deliver a better experience for all. Discover more at our #FeelConnected information hub and learn how you can bring your clients and teams closer together with Unified Communications.

Gamma

ypo®

Contact us today to find out how you can leverage your existing technology to enable remote working and team collaboration.

0333 014 0000
marketing@gamma.co.uk
www.gamma.co.uk