HOW MANAGED IT HELPS BUSINESSES MEET THE CHALLENGES OF THE MODERN WORKFORCE

access one

Technology Solutions, Delivered with Care
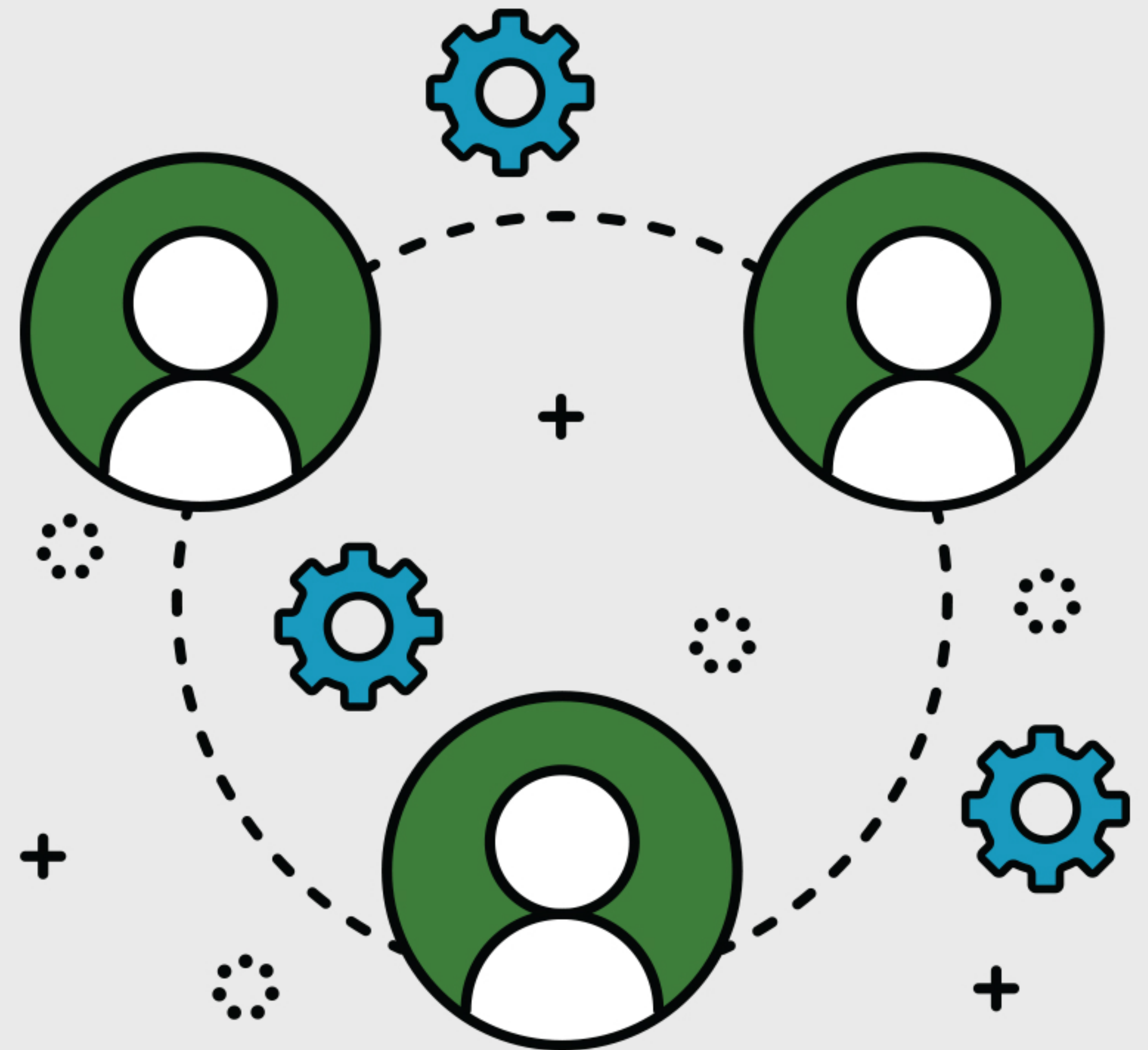
PERMANENT CHANGES FOR THE MODERN WORKFORCE

As a result of working remotely during the COVID-19 pandemic, workers have developed a preference for remote employment. The World Economic forum reports that 98%[1] of people now want the option to work remotely for the rest of their careers.

What does this mean for businesses? To succeed in the long-term remote work game, you need the right technology. Read on to learn about what's facing businesses on the technology front and how managed IT can help wrangle the modern workforce.

1. https://www.weforum.org/agenda/2020/06/coronavirus-covid19-remote-working-office-employees-employers/

SHIFTING TECHNOLOGY NEEDS FOR REMOTE AND HYBRID WORK ENVIRONMENTS

Keeping the modern workforce engaged, productive, and secure requires businesses to reexamine the technology strategies that were in place before the pandemic.

Some of the technologies that worked well in the office don't meet the demands of remote employees:

- ✔ Work-from-home employees create new and more security vulnerabilities

- ✔ IT management and monitoring needs to be handled differently for remote and hybrid teams than for premise-based workers

Now that virtual meetings are the norm, many businesses are opting for cloud-based communications tools.

These changes have all presented serious security challenges.

SECURITY CHALLENGES ABOUND
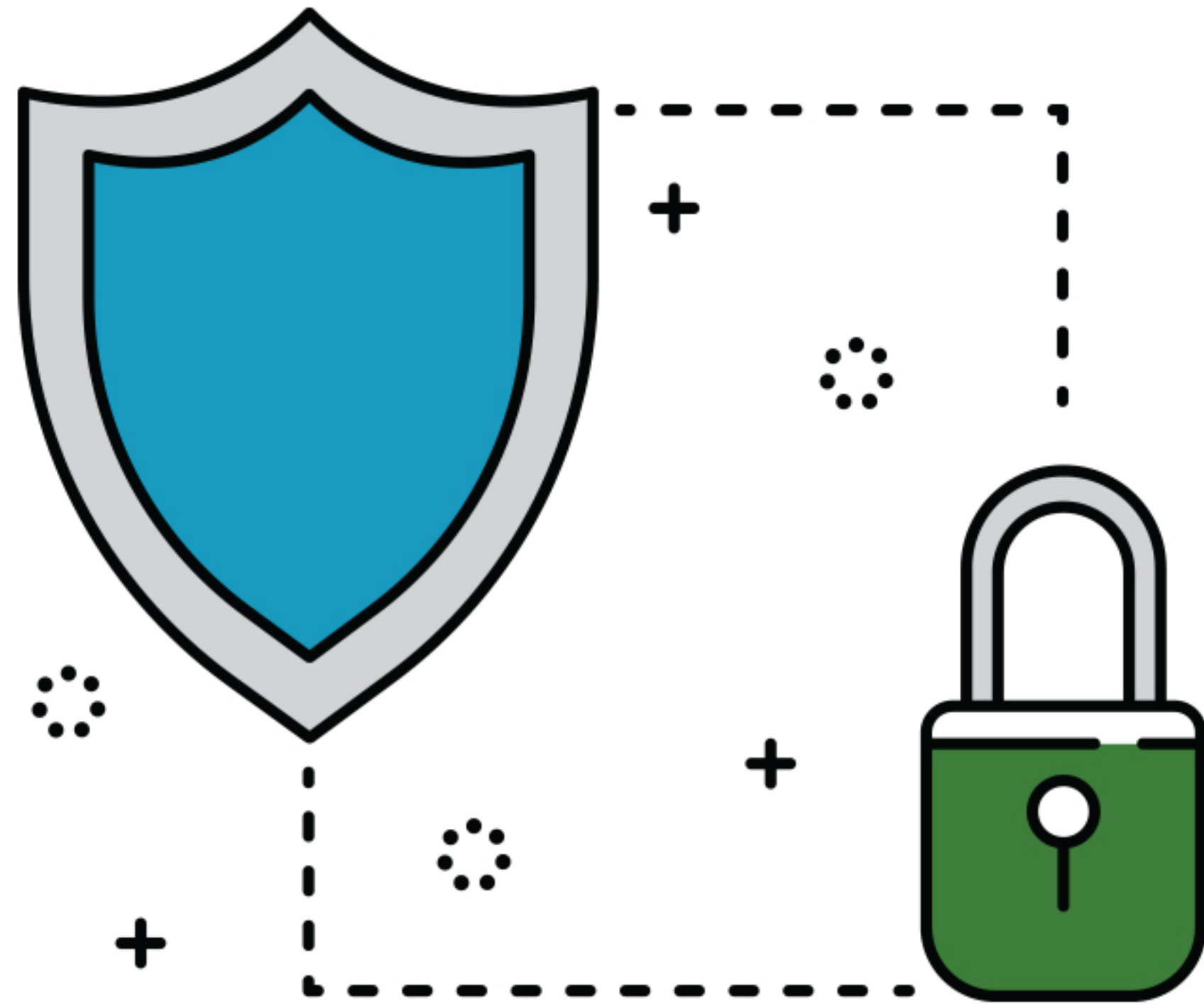
Your cyber security strategy needs to evolve to suit remote and hybrid work arrangements. There are a few security challenges specific to the modern workforce that you need to address:

✔ Remote-work policies designed for partial remote work often don't include specific cyber security guidelines

✔ Employees at home are more likely to fall for phishing and social engineering scams

✔ Workers often forget to patch or update their personal devices and software – creating vulnerabilities

Employees may not be connecting to the company network via a secure connection.

What can you do?

TACKLE TODAY'S THREATS WITH MANAGED SECURITY SERVICES

If the sudden shift to remote work had you playing catch-up at the start of the pandemic, managed security services will help you get ahead. A managed security provider will:

✔ Assess your remote work policies to ensure security issues are specifically addressed

✔ Provide security awareness training to minimize common remote worker errors

✔ If employees are sending and receiving sensitive data through insecure connections, the security expert will help you implement a VPN

✔ Automate software patching and updates so you'll never worry about personal devices creating vulnerabilities

Security is just one of a few remote work issues managed IT will help you address.

REMOTE IT MONITORING AND MANAGEMENT CHALLENGES

IT reached a new level of complexity when entire workforces started working from home. Many companies had to quickly deploy new technologies in order to make the shift – complicating IT management.

Even in an office setting, technology implementation can be challenging for some end-users. At home, employees became frustrated attempting to use new technology without in-person support.

And how is your IT staff supposed to keep track of who's on what device using what network in an at-home setting?

Managed IT addresses the IT management challenges of remote and hybrid teams.

# MEETING THE IT MANAGEMENT DEMANDS OF THE MODERN WORKFORCE

What your remote end-users need most is personal support – something a managed IT services provider like Access One can provide.

When your internal IT staff – if you have one – is spending all their time functioning as a help desk, they can't focus on the technology strategy to help your business needs during challenging times.

A good managed IT provider will remove daily tasks from your IT department's plate so they can focus on what matters. Ensuring effective remote collaboration is one such priority.

THE REMOTE COLLABORATION PROBLEM
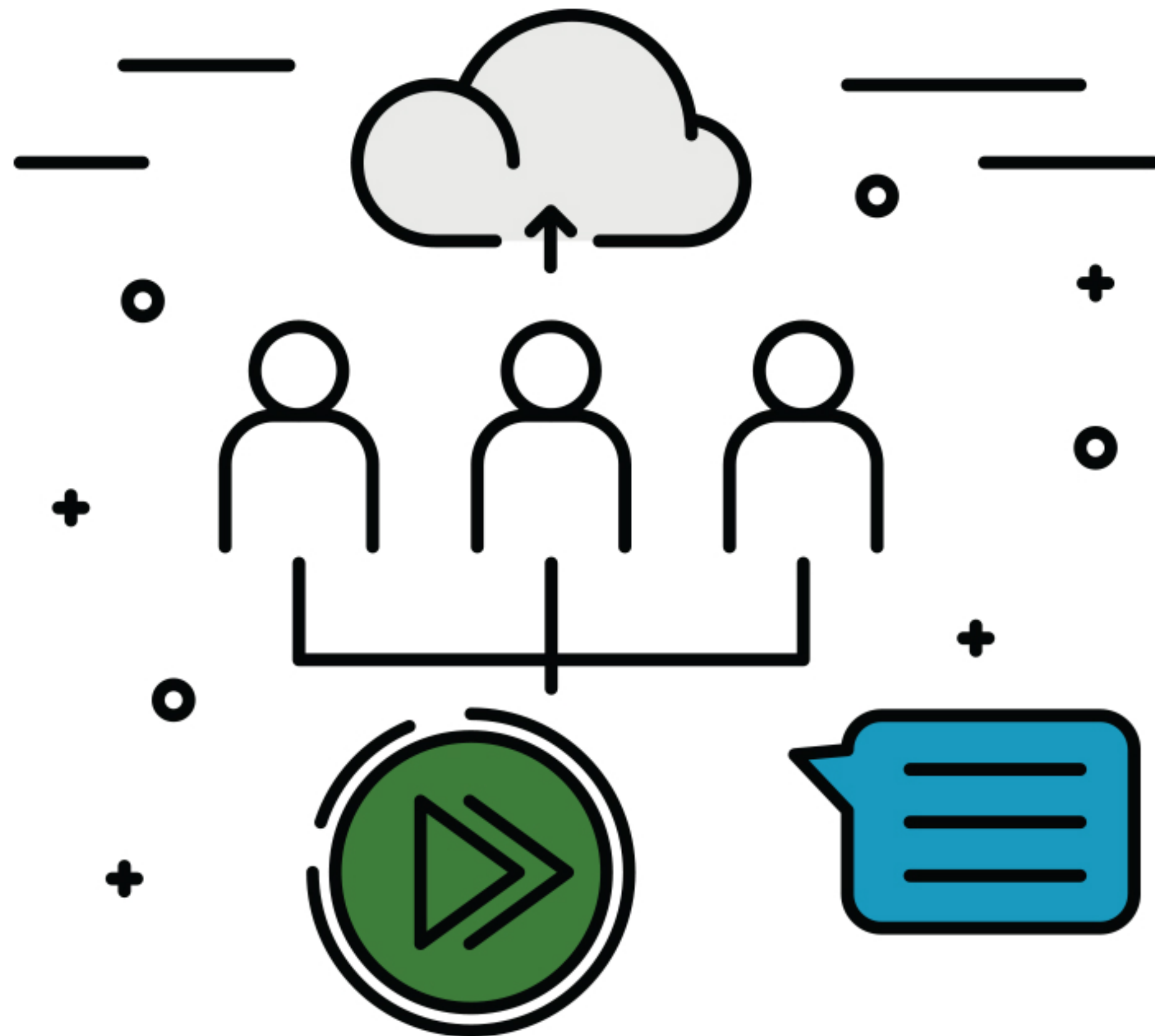
One of the most immediate challenges presented by the transition to remote work was keeping employees connected – both to each other and to customers – from wherever they were. A recent study revealed 20%[1] of remote workers identify communication as an obstacle – one that needs to be resolved in the face of long-term remote work.

It's important to ensure your business has adequately addressed your remote communication needs in a way that's future-proof. Fortunately, there's a managed solution that will help.

1. https://review42.com/remote-work-statistics/

UCAAS: THE COMMUNICATIONS SOLUTION FOR REMOTE AND HYBRID TEAMS
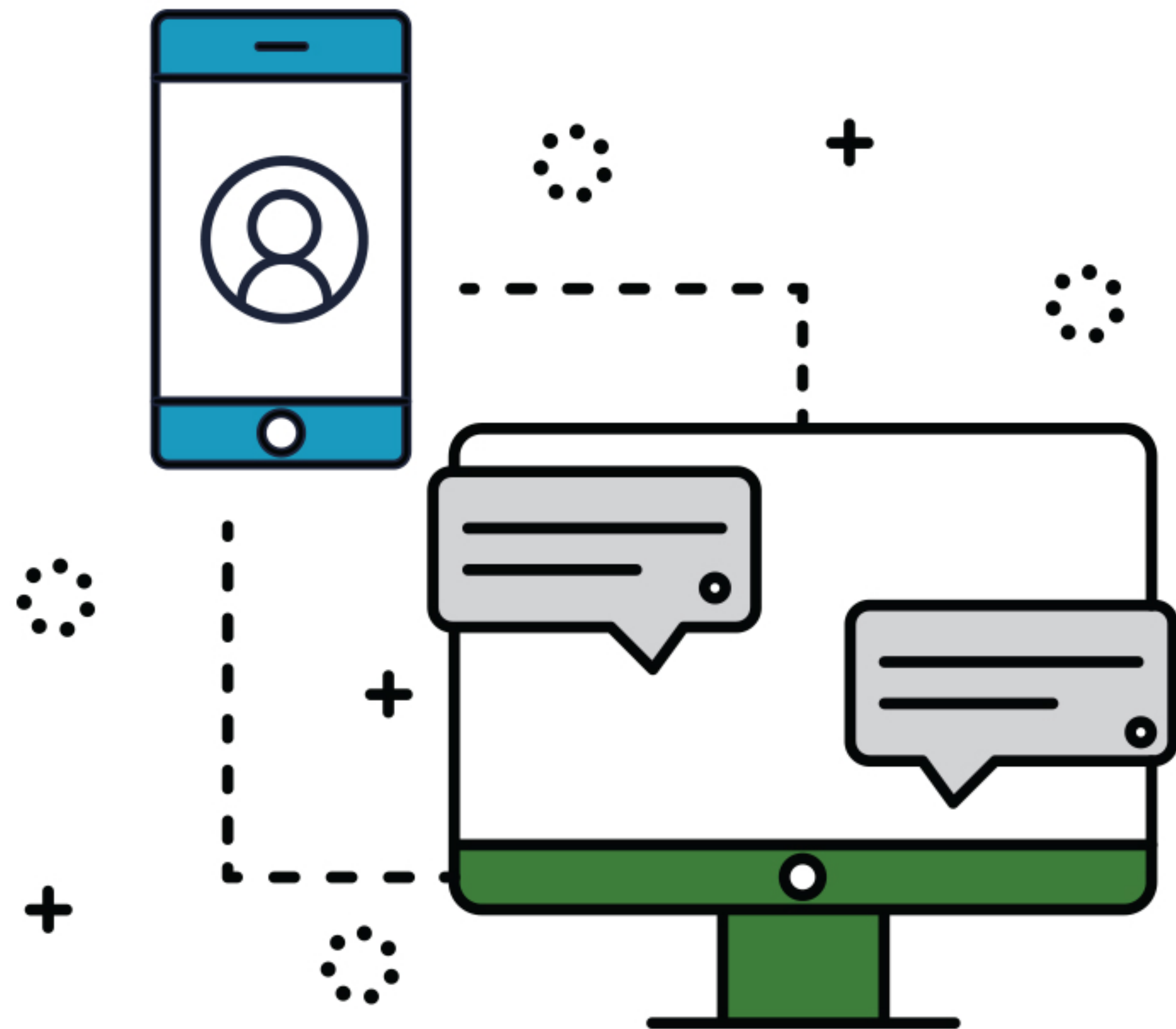
Businesses that have implemented unified communications as a service (UCaaS) have been the most successful in maintaining communication as usual despite remote or hybrid work environments. UCaaS gives you:

✔ Audio/video and web conferencing for more effective virtual meetings

✔ Features such as auto attendant that route calls directly to the appropriate employee's mobile device

✔ Access to the same collaboration tools workers had in the office – on any device

UCaaS is just one of many managed solutions that will keep your remote employees effective from home for the long haul.

MANAGED IT: LONG-TERM SUPPORT FOR THE MODERN WORKFORCE

The COVID-19 pandemic has permanently changed the needs of the modern workforce. Flexible working environments that create better work/life balance will be essential for both employee satisfaction and productivity moving forward.

Managed IT services give businesses the solutions and support required to sustain remote and hybrid working environments for the long term. From managed security to cloud-based communication solutions such as UCaaS, these innovative technologies give you flexibility and peace of mind.

So, what's next?

GET STARTED WITH ACCESS ONE MANAGED IT SERVICES

It's clear that the modern workforce won't be reverting to the office-based models of the pre-COVID era. If you are working toward creating a resilient, flexible work environment, turn to Access One managed IT services for the right tools and support.

We provide personalized solutions that will help you sustain productivity – no matter how your working environments might change. **Contact us** today for the support you need now and into the future.

accessoneinc.com | info@accessoneinc.com | (800) 804-8333