

# A TEN MINUTE GUIDE TO TELEWORKING

*Tips for Working Successfully from Home or the Road*

A Complimentary eBook from

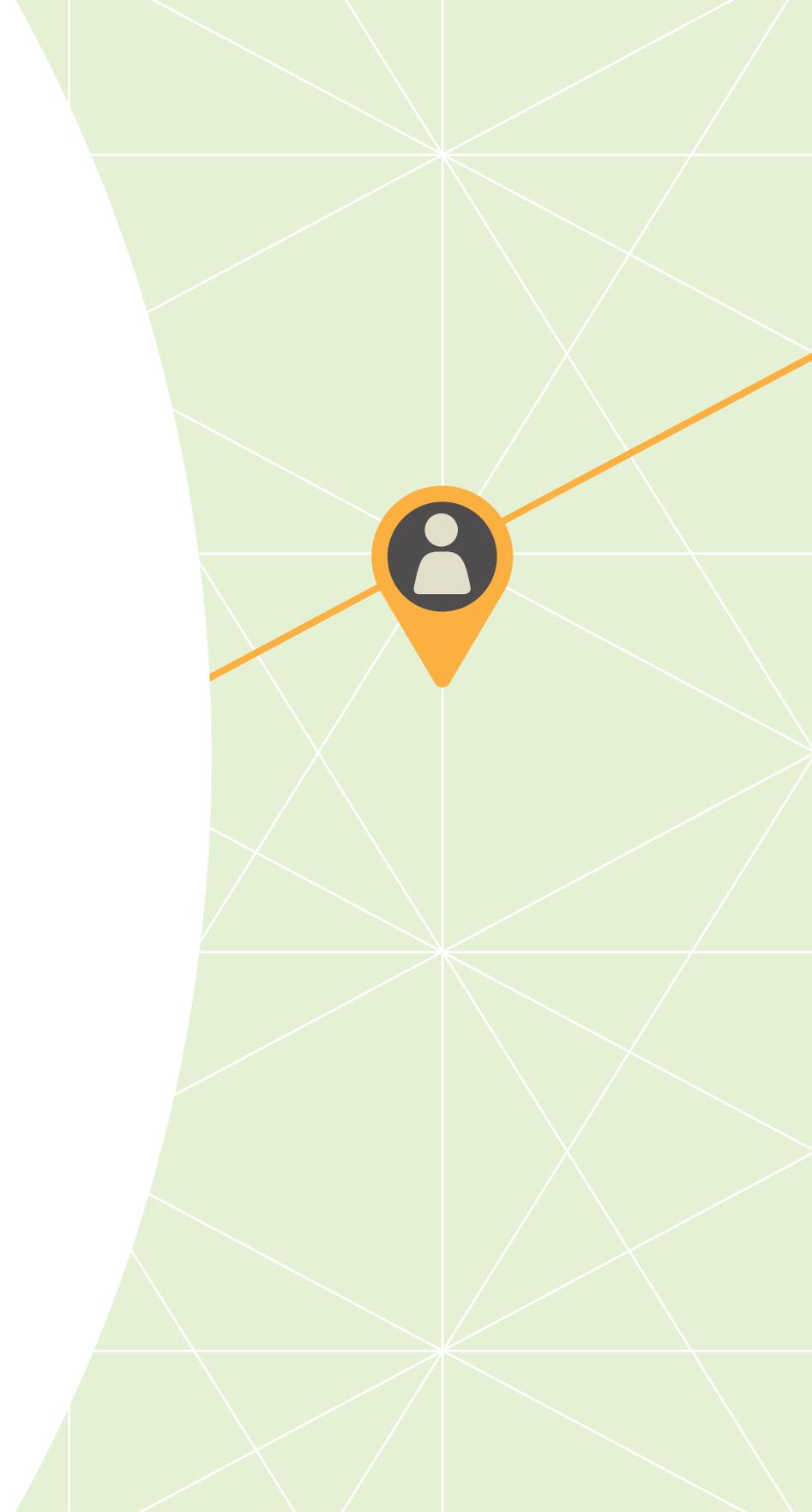


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## You'll learn about:

- *Benefits of teleworking for employees and employers*
- *Advantages of cloud-based unified communications solutions*
- *Productivity and project management apps for distributed teams*
- *How to set up an effective work space at home*



## Introduction

Thanks to broadband Internet and the cloud, working from home or the road is easier than ever. With the latest cloud-based communications solutions and productivity tools, today's workers can efficiently engage customers and collaborate with colleagues from any place, at any time.

Just about any business, regardless of size or industry, can benefit from teleworking. This eBook reviews the advantages of teleworking for employers and employees. We dispel some common misconceptions about telecommuters. And we review some affordable tools and simple guidelines for successful teleworking.



**Americans  
Telecommute**<sup>1</sup>

## teleworking

/telə,wɜrk ɪŋ/

*noun*

1. The use of computer and telecommunications technology to enable a person to work remotely while maintaining contact with colleagues or customers. Also called telecommuting.

## Who Should Read this eBook?



### **Employees**

*stay connected,  
engaged and  
productive*



### **Managers**

*stay in sync with  
on-the-go employees  
and distributed teams*



### **IT Planners**

*securely extend  
corporate IT  
services*



<sup>1</sup> Global Workplace Analytics

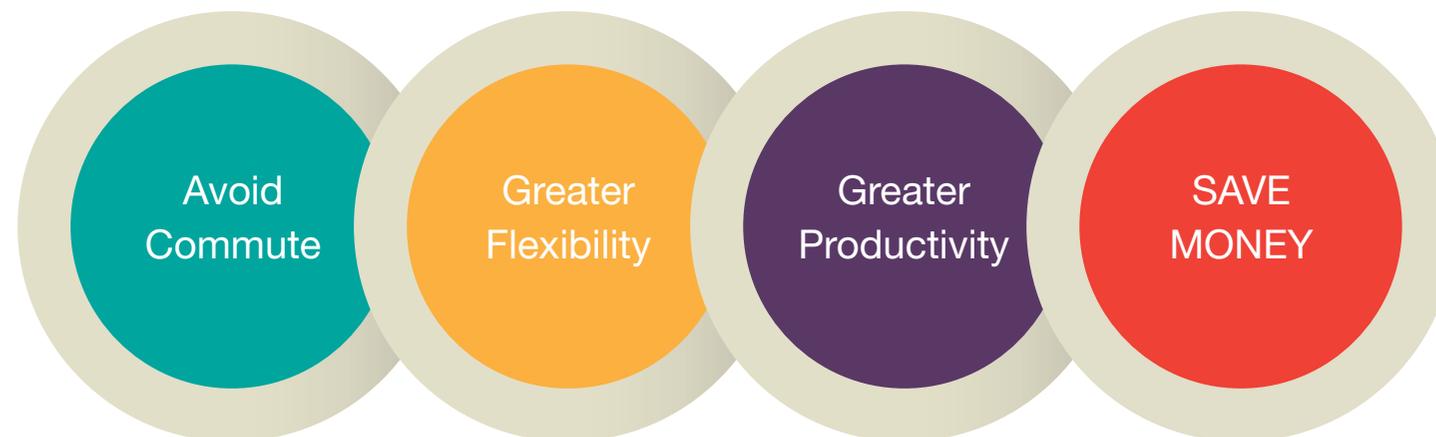
## Everyone Wins with Teleworking

Teleworking is good for businesses, good for employees and good for society.

- Companies can **reduce office expenses** and **maintain normal business operations** during weather events and emergencies.
- Workers can be **more productive, manage family emergencies** and enjoy a **better work-life balance**.
- And the general public can benefit from **reduced traffic congestion** and **lower greenhouse gas emissions**.

📍 **Employers:** Sanctioned teleworking policies are essential for attracting and retaining young talent. The latest generation of information workers grew up on the Internet. For them teleworking isn't a perk, it's a way of life.

### Top Reasons Employees Work from Home



Employees save an average of \$10,000 a year by working from home half-time.

Source: [Global Workplace Analytics](#)

### Cost Savings in Action

With more and more employees working from home and the road, many businesses are implementing *hoteling* programs to reduce real estate and energy costs.

Rather than having a dedicated office, on-the-go employees work out of shared workspaces, minimizing unoccupied office space.

At American Express, roughly 20% of the 5,000 workers at the company's Manhattan headquarters come to the office just a few days a week and work from unassigned desks.<sup>1</sup>

GlaxoSmithKline saved nearly \$10 million in real-estate costs by moving 1,200 North Carolina employees to unassigned offices.<sup>1</sup>

<sup>1</sup> Wall Street Journal, 2012

## Debunking Common Teleworking Myths

Some organizations may be reluctant to institute teleworking programs because of data security concerns or fears that remote employees are less connected and less productive than office workers. It turns out these worries are simply unfounded.

### MYTH 1 Teleworkers are inherently less productive than office workers

**FACT:** Teleworkers enjoy a better work-life balance and are generally more satisfied with their jobs and more productive. **British Telecom found productivity rose 31% among its 9,000 teleworkers** due to lack of disruptions, stress and commuting time.<sup>2</sup>

### MYTH 2 Teleworking impairs collaboration amongst team members

**FACT:** The latest cloud communications tools and office productivity suites are specifically designed to foster collaboration. Team members across the globe can work together on documents, participate in video conferences and online meetings, share desktops and exchange messages and files in real-time.

### MYTH 3 Teleworking introduces security risks

**FACT:** Most cloud-based applications and services provide robust security capabilities. Most support comprehensive user authentication and authorization features to control access to applications and information, as well as strong encryption capabilities to protect confidential data and sensitive communications. Many companies are already using cloud-based tools, so teleworking poses no new security risks.

## University Researchers Find Teleworkers are Productive and Collaborative

A *University of Illinois study* found telecommuting improves employee performance, while creating a more positive, cooperative and friendly work environment.

A *University of Wisconsin-Milwaukee study* revealed today's connected teleworkers stay fully engaged and well integrated into the workforce.

<sup>2</sup> TelCoa Telework Facts & Stats

## Unified Communications in the Cloud

Many businesses are augmenting or replacing conventional office telephone systems with unified communications solutions that deliver integrated voice, video, instant messaging and presence capabilities. A contemporary unified communications solution is the cornerstone of an effective teleworking program.

You probably already use apps like [Skype](#) or [Google Hangouts](#) in your personal life. Unified communications solutions provide similar capabilities plus additional business features like enhanced security, integrated corporate directories or ties into office productivity tools.

The latest cloud-based unified communications solutions like [Kandy](#) deliver a wide range of business communications services directly over the Internet.

## Work from Everywhere

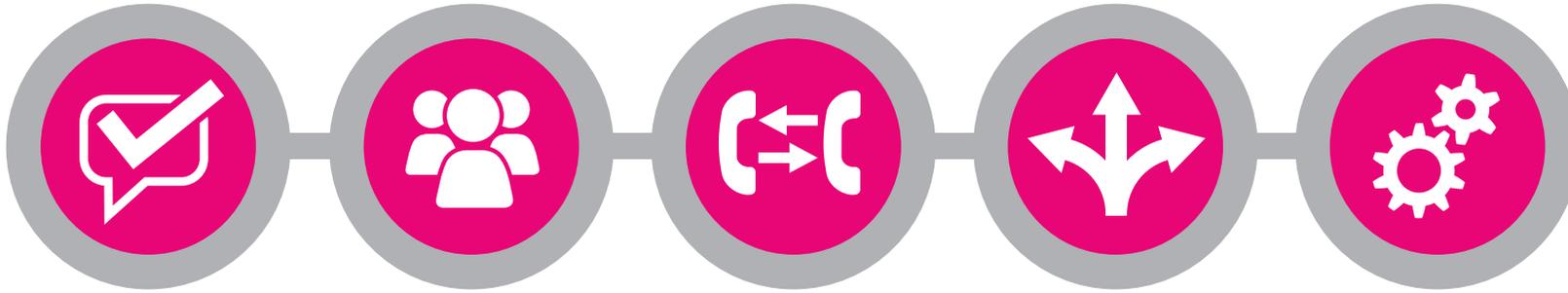
With the latest cloud communications and collaboration solutions you can take your office number and unified communications services with you wherever you go. You stay engaged and productive whether you are working from home, the road or even the plane!

**Communicate the right way.** Choose the right communications mode for a particular interaction – voice, video or instant messaging.

## Cloud Communications & Collaboration



**Any Device, Any Location  
One Number**



**Communicate the right way.**

Choose the right communications mode for a particular interaction – voice, video or instant messaging.

**Collaborate with team members.**

Use multiparty audio and video conferencing to team up and avoid unnecessary travel. Share screens to work on documents and view presentations together.

**Eliminate phone tag.**

See who's online and available to chat with dynamic contact lists that reflect user presence.

**Make calls your way.**

Choose from IP phones or software clients for PCs, tablets, smartphones or browsers.

**Stay productive.**

Take advantage of a full suite of PBX features including voicemail and unified messaging.

## Flexible Communications for On-the-Go Professionals

Best-of-breed cloud communications solutions let you move live calls seamlessly between devices. Answer a call from your desk phone. Move it to your mobile phone when you're walking out the door.

 **Employees:** Talk to your corporate IT organization. Find out what mobile communications tools and teleworker options your organization supports.



# Cloud Communications Advantages for Businesses

Cloud unified communications solutions help IT organizations eliminate cost and complexity and accelerate the pace of innovation. You'll enjoy all the benefits of a state-of-the-art business communications and collaboration platform without any of the day-to-day operational hassles of a traditional premises-based product.

## Make the Move to the Cloud



- **Augment your on-premises PBX or UC platform:** Use cloud-based unified communications services to support BYOD programs or provide disaster recovery/business continuity.

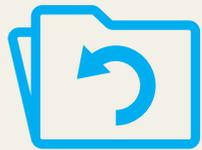
## Cloud UC System Checklist

- Multiparty audio and video conferencing
- Support for IP phones, PCs and MACs, smartphones, tablets and browsers
- Strong security features
- Web-based administrative portals
- Flexible pricing options
- 24 x 7 x 365 support
- Carrier-class availability

### Essential Tools for Teleworkers

When you work from home you're on your own. It's up to you to stay productive and connected. Fortunately there are plenty of cloud-based applications that make it easy for you to collaborate with coworkers, engage customers and keep your data safe.

Here's a short list of useful applications for home workers and road warriors.



#### Cloud Storage and File Backup

Share large files with cloud storage services like [Dropbox](#), [GoogleDrive](#), [OneDrive](#) or [Box](#).

Archive with cloud-based backup services: [Carbonite™](#), [Mozy®](#) or [Backblaze](#).



#### Remote Access

Gain secure access to your home or office computer files with services like [LogMein](#), [GoToMyPC](#), or [Teamviewer](#).



#### Note Taking

[Evernote](#) is a great application for collecting, organizing and searching content. Take notes, create diaries and lists, or annotate PDFs. Everything is stored in the cloud for access from any device.



#### Conference Call Management

Road warriors will appreciate [Mobile-Day®](#). Join meetings directly from your calendar with one tap using this handy mobile app.



#### Contact Management

Gain insights into contacts and emails with the [Sidekick](#) mobile app. See who opens your emails—and when.

 **Make a contingency plan:** Not every day goes as planned. If you lose power or Internet service at home, use apps like [workfrom](#) or [work+](#) to find a temporary workplace. You can even find shared workspaces to meet up with colleagues and network with other teleworkers.

### Home Office Planning Tips

Thinking about working from home? The kitchen table won't cut it. Avoid distractions with a dedicated home office.

#### Home Office Considerations



Quiet space with natural light



Ergonomic desk and chair to avoid back and muscle fatigue



Wireless keyboard and mouse to minimize desk clutter



Large monitor to reduce eyestrain



Comfortable headset for long conversations



Web cam for video calls

**Learn More:** Read the [Workplace Ergonomics Reference Guide](#) for tips on how to maintain a comfortable and healthy home workspace.

### Team Productivity Tools

Thanks to the cloud, managing a distributed team has never been easier. The latest web-based project management, information sharing and collaboration tools can build bonds and strengthen your team's effectiveness. And you won't have to involve your IT organization with these cloud-based apps!

*Here's a quick roundup of some helpful team productivity solutions.*



**Asana** - team collaboration and project management tool integrates conversations and tasks



**Basecamp** - project management tool with time tracking, file sharing and messaging



**Bloomfire**® - collaboration and information sharing tool, perfect for sales and marketing



**Dashcube** - helps your team communicate contextually without meetings or email



**Insightly** - full-featured project management app, includes CRM and contact management



**Trello** - visual and intuitive project and task management application

👉 **Learn more:** This [FitSmallBusiness](#) article compares features and pricing for Asana, Basecamp, Insightly and Trello project management applications.

### Tracking Employee Performance



Want to keep a closer eye on teleworkers? Try one of these employee performance monitoring and time-tracking applications.

**Hivedesk** – remote worker time tracking software with graphical activity and productivity reports.

**Worksnap** – great for monitoring hourly workers or contractors, this tool catalogs user time and activity by application.

**MySammy** – set and measure employee performance goals and track worker activity.

# Cloud Office Productivity Suites

Today's cloud-based office productivity suites are perfect for organizations implementing teleworking programs. With the latest online applications you can provide remote workers secure access to a complete set of everyday office tools—documents, spreadsheets, presentations—without the hassles of distributing, updating or supporting client software.



**Office 365** The online version of the world's most popular office productivity suite lets users work anywhere, anytime on any device.



**GoogleDocs** With Google's versatile cloud-based office solution distributed teams can collaborate on documents in real-time.



**OnlyOffice** Users can edit word docs, spreadsheets and presentations online with this cost-effective alternative to Microsoft Office.



**Zoho** Teams collaborate on spreadsheets, presentations and documents in real-time with this cloud-based office productivity solution.

 **Learn more:** This [International Journal of Computer Science and Mobile Applications research paper](#) provides a detailed comparison of popular cloud-based office productivity tools.

## Cloud Office Suite Checklist



Full document, spreadsheet and presentation editing

Real-time document collaboration

Integrated text chat

Smartphone and tablet support

File import/export capabilities

## Next Steps

The latest cloud-based productivity and collaboration tools make it is easy to efficiently conduct business from any place, at any time.

Gain a competitive edge in today's global economy. Join thousands of businesses and millions of individuals all over the world who are profiting from teleworking. Save money. Save time. Be more effective.

## Act Today!



### Employees

*explore teleworker options in your organization. Share this eBook with your manager and thought leaders who influence corporate policies.*



### Managers

*make sure your team has all the tools they need to succeed in today's cloud first, mobile-first world.*



### IT Planners

*find out how cloud communications solutions can help you keep pace with innovation while eliminating equipment cost and complexity.*



Learn more about how teleworking benefits businesses and employees in this short **YouTube video** from OnlineMBA.

## About Kandy Cloud UC

Kandy Cloud UC delivers the solutions organizations expect from a traditional phone system, plus a full suite of unified communications services including video conferencing, instant messaging and presence. All delivered in the form of a flexible, reliable and affordable cloud-based service.

### Kandy Cloud UC Benefits for IT Organizations

- No equipment to purchase, extend or maintain
- No complex hardware to configure and support
- Flexible pay-as-you-go licensing models
- Future-proof – new features delivered in the cloud
- Investment protection – adds value to PBXs

### Kandy Cloud UC for Employees

- Anywhere, anytime access
- Complete business phone system features
- Video and UC collaboration capabilities
- Rich set of productivity and time-saving tools
- Wide choice of software clients and IP phones

### Business Voice Features

- Voicemail
- Find me/follow me
- Hunt groups
- Conferencing
- Executive assistant console
- Attendant console

### Advanced Collaboration Capabilities

- Unified communications
- Audio and video conferencing
- Presence and instant messaging
- PC, browser, smartphone and tablet clients
- Call Grabber (move live calls)

