

*A quick guide to*  
**THE REMOTE WORKFORCE**



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# The Age of the Remote Workforce

The age of the remote workforce is upon us. In fact, Global Workplace Analytics states that since 2005, the percentage of the non-self-employed remote workers has grown by 115 percent. That's nearly ten times faster than the rest of the workforce!

This offers a unique opportunity for both businesses and employees, contributing to the increased popularity of a remote workforce. As traditional work arrangements evolve to include remote teams, companies will be in

a better position to respond to workers' needs and the changing business landscape. Remote working can also enhance the lives of individuals that prefer or require a more flexible schedule, like parents, individuals with the inability to work during traditional hours, and those seeking to shorten their commute.

With this guide, you'll learn how to ensure successful remote access and work environments for your teams.

## Foster Effective Communication

As they say, communication is key - especially when it comes to remote workforce success. Anyone who has ever experienced working remotely can attest to this statement. That's why it's essential that you have the proper channels in place to streamline information and open the door for transparency and communication among your workforce.

Using an internal chat can enable quick and easy communication between employees.

Video chat capabilities can also be an effective way to help ease the distance of a remote workforce, especially when used to conduct remote meetings. Use robust technology solutions to help you to facilitate remote communication channels, as well provide the

ability to exchange documents and files.

Providing visibility into colleague calendars can eliminate potential complications if attempting to schedule meetings or other events. Remote team members can also quickly view each other's current statuses.

Conduct daily check-ins, such as a video call or a scrum meeting. These simple, yet effective tactics are a great way to start or end each day by updating everyone on each other's progress. They can be leveraged as a time to discuss a specific work topic, such as a problematic client, to receive feedback and support. Not only does a daily 'meeting of the minds' often build morale between teammates, it can also strengthen working relationships and comradery of the group.

# Processes and Efficiencies

## Process is Important

Efficiency comes hand-in-hand with process. The development, communication and utilization of processes is vital to remain competitive in today's business. Be sure that your remote workforce has a clear understanding of all business processes and expectations. Talk through key processes with them and why they exist. Provide documentation employees can refer to and share regular updates to address efficiency and current business needs.

Sharing reports on recorded data such as services, projects, sales, marketing, and finance, can take the guesswork out of strategy and help drive growth.

## Document Everything

Encourage and incentivize your remote workers to document their activities. Answering the simple what, why, and how, can have a huge impact when working long distance. There's no I in 'Remote Team'. Oftentimes, remote workers must collaborate to finish a project or resolve an issue. This provides an opportunity to build relationships and develop unity. These efforts to communicate and document should be both acknowledged and rewarded.

## Metrics and KPI's

It's important to gather data on your remote workforce to clearly understand their daily, weekly, and monthly metrics. If you're looking for a way to increase efficiency, a great option is to gamify performance. Healthy competition can be a fun and effective way to fuel productivity and precision.

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# Invest in Efficient Technology

Empowering your workforce with updated, practical technology will equip your remote workforce with the means they need to excel. Help your remote team level up by providing them with user-friendly tools and valuable resources to manage daily tasks, projects and communications, and help achieve goals and organizational prosperity.

Engage your technology service provider for remote workforce solutions.

- Access from external computer to office computer, files, folders and apps
- Anti-virus, ransomware and hacker protection
- 24/7 remote monitoring and proactive management and problem resolution
- 8am to 5pm unlimited remote service desk end user support services

## Source Cloud Solutions

Most cloud solutions help groups easily engage and exchange ideas during meetings, webinars, and other events. Participants viewing a shared screen may have options to record videos, take screenshots, and chat with one another.

Having your emails and files hosted by a secure cloud solution guarantees that you'll have plenty of redundancy. Your files and emails will be stored securely as your remote workforce works day-to-day.

## Provide Access to Support

Make sure your employees know the process for solving technology issues while working away from the office. Remote workers can solve problems faster and even collaborate with your technology solution provider as needed. And take advantage of their remote monitoring and data security solutions.

# Talk to Your Technology Provider

If your company doesn't have technology tools already in place, there are reasonably quick ways to get the tools you need for an effective remote workforce. Consult with your technology provider to identify the best tools for your team and to ensure your business has an appropriate level of data security.

Visual Edge IT™ can help prevent costly business disruptions, provide the tools you and your workforce need, and keep your staff productive and reliable no matter where they are. [Feel free to contact us](#) to help you with your remote workforce needs.



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