



Managing More Than One Worksite? Don't Sweat I.T.

A MULTISITE EBOOK.



Are multiple locations multiplying your tech headaches?

THEY DON'T HAVE TO.

You're part of a successful business—so successful, in fact, that your employees are working from more than one place. While it's great that you can provide your employees with the flexibility to work from satellite offices, co-working spaces, or even their homes, having a decentralized workforce can present technological challenges you'll need to address to make sure everyone can work at optimum efficiency, while also keeping your eye on cost savings and technological compatibility.

Let's take a look at some tech issues multisite businesses frequently run into, and how you can get in front of them to provide a productive workplace—wherever that might be.



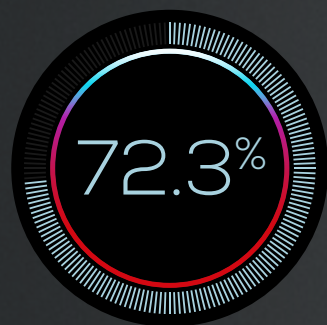
Collaborate wherever you want.

GET TO WORK—ANYWHERE.

Workers are more mobile than ever, and businesses need to provide them with the tools they need to easily access data, applications, and resources when they're outside of a traditional office. Employees from a variety of organizations—like legal firms, health care providers, real estate brokerages, professional service providers, and sales-led companies—spend much of their time working from a home office, a client's site, or even while they're on the road.



The proliferation of smartphones, laptops, and tablets has created an expectation that anyone can be available and in touch almost all the time—and quickly. The good news is that providing these capabilities can seriously boost productivity. Offer your staff the same tools and technologies they're accustomed to using in their "real" lives to help them collaborate better with their colleagues, teams, and clients.



BY 2020, MOBILE WORKERS
WILL ACCOUNT FOR ALMOST
THREE-FOURTHS (72.3%) OF
THE TOTAL WORKFORCE.¹



MOBILITY QUICK TIP:

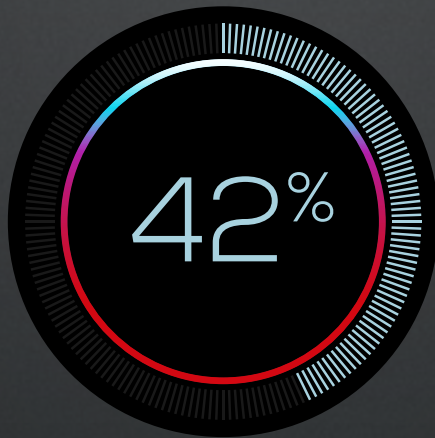
Set your teams up to succeed: Offer secure VPN CONNECTIONS, consistent CLOUD ACCESS, and PHONE SERVICES that seamlessly transition from desktop to mobile.

¹ IDC U.S. Mobile Worker Forecast, 2015–2020.



MULTIPLATFORM QUICK TIP:

Give the people what they want—but make sure to ask them for feedback, too. Often a tool or platform teams once loved to use has gone belly up, or a formerly floundering solution is now the gold standard.



BY 2020, 42% OF THE GLOBAL WORKFORCE WILL BE MOBILE.²

Bring your own device—and your own software.

SWIPE, TAP, TEXT—LET YOUR TEAMS CHOOSE WHAT WORKS FOR THEM.

In addition to being mobile, people want to have voice, video chats, email, IM, and broadband applications at their fingertips. These tools allow them to collaborate and enable them to contribute to projects in real time, no matter where they're working.

Broadband access supports these services; however, providing this access presents certain challenges when a multisite business partners with several service providers, including:

- + Higher costs as each site is forced to negotiate different contracts.
- + Different levels of service quality between locations.
- + Loss of productivity due to varying data transfer speeds.

Give remote workers the autonomy to use what they want to use, when they want to use it. It might seem frustrating to keep up with multiple platforms, operating systems, and software offerings, but if they have what they need to collaborate with each other, they'll be doing great work together regardless of proximity.

² Strategy Analytics Global Mobile Workforce Forecast, 2015–2020.



Moving at the speed of business.

SOMETIMES YOUR BEST WORK NEEDS TO HAPPEN AWAY FROM YOUR DESK.

Empowering your workforce to act quickly and efficiently is a game-changer for how productive and competitive your entire business can be. And there are many services that help staff members to move quickly and seamlessly to and from different locations. Now, they can stop by a satellite facility and be instantly recognized by the network, and have all of the tools and technologies they need to do their job just as if they were at HQ.



SATELLITE QUICK TIP:

Have a templated process in place for new hires to quickly and easily get them everything they need their first day on the job, regardless of **WHERE** they're working. Offer extra support in those first few weeks when they're getting accustomed to your systems.

But sometimes, organizations aren't set up to be so nimble. Two issues that commonly impact productivity at multisite facilities:

- + Temporary staff moves. When organizations move team members to branch locations, it can take days—or weeks—for new desk phones, email servers, and other critical communication technologies to be set up.
- + Basic on-site moves, adds, and changes. Because of outdated technologies, I.T. staff at multisite businesses often experience downtime, leaving fewer hours to work on critical business initiatives.

Make sure you're keeping all your sites—and remote staffers—in mind when you're planning and mapping I.T. infrastructure. It'll help everyone better handle their workloads and ensure seamless transitions from one location to the next.

Keep security top of mind.

LOCK DOWN YOUR DATA.

As businesses share data, concerns over security and data protection will inevitably emerge. Organizations everywhere are taking extra—and more sophisticated—steps to secure their data, either at the location where it is created or across networks. To help safeguard the business, it's imperative to:



- + Retain backups of critical data in safe, secure environments.
- + Be sure those backups are **resilient**, rather than **redundant**. Ten copies of the same set of data will just slow you down. Make sure you're agile enough to isolate problems, remedy them, and move on.
- + Research and follow the regulatory requirements associated with storing employee or customer records. Be transparent about any security breaches, and assure your partners that you're going to fix them—fast.

Not taking these measures can leave businesses vulnerable to disruption, unplanned costs, and reputation damage. Finding the cause of the breach and mitigating its effects takes time, and may require hiring security specialists. Additionally, data breaches may need to be reported and fines may be imposed if your security is deemed inadequate.

If you're the administrator for multiple corporate offices, choose the same tech vendors. If you're dealing with employees connecting via home broadband or working from a customer's office, make sure you have the right security measures in place to keep your data safe. And train them on what to look for when they're connecting to networks that could be slow or unsecured.



SECURITY QUICK TIP:

ABT: Always be **TRAINING**. It's imperative for your employees—but also your partners, clients, agencies, and vendors—to get and stay up to speed on the security measures they're required to take to keep your company's data safe.

Being prepared when disaster strikes.

WHEN THE GOING GETS TOUGH, YOU GET TO WORK.

Avoiding business downtime is important for any profitable company. Whether it's critical hardware failure, a weather-related event, fire, or flood that blocks access to the office, businesses can't afford to be disconnected. Clients, employees, and partners are relying on you to be there when they need you. So, I.T. managers need to plan on how they can keep their businesses running smoothly when the unexpected occurs.

Make sure all your sites are prepared for an emergency—or even something as simple as a routine office closure. Staff should have all the tools and technologies they need to work from a satellite location without disruption in service. If your systems are truly integrated, your teams can work without interruption—clients won't even know everyone's working from a different location.



PREPAREDNESS QUICK TIP:

Have a disaster communication plan in place that automatically texts, emails, and sends a voicemail to affected employees telling them they need to make alternative location plans for their workday.



Average duration of a total
UNPLANNED OUTAGE: 130 minutes.
AVERAGE COST: \$946,788.³

³ Ponemon Institute, Cost of Data Center Outages, January 2016.



Don't forget about future-proofing.

START THINKING ABOUT SOLUTIONS THAT DON'T EVEN EXIST YET.

While modern advancements have helped to increase your business's overall efficiency, you can't afford to pay for technology that becomes obsolete quickly. Technology trends come and go; before making a big investment, do the research needed to make the right choices. Look for solutions from reliable partners that are forecasted to weather the storm, because growing businesses need technology that equips them with flexible options today—and anticipates potential needs in the future.



LIFE CYCLE QUICK TIP:

Research, research, research. And don't just rely on a dozen open browser tabs: **TALK TO COLLEAGUES** in your industry and beyond to pick their brains about the kind of tech solutions they use, or want to use in the future.

Adding it all up.

In today's connected world, working from multiple locations offers your staff flexibility, freedom, and autonomy—but they also need to make sure they're still doing their best work. Arming them with the best technology solutions to do so is a big job, but worth the effort. When offices are all able to communicate with each other seamlessly thanks to an integrated I.T. plan, your workplace won't feel any different than it would if you were all just right down the hall from each other.



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