DYNAMIC EDGE, INC.
BEYOND TECH SUPPORT

COVID19
BUSINESS READINESS KIT

TOOLS:
Can your staff operate effectively at and away from the office?

Most businesses are already set up for some form of remote working with access to email, phones, and software.

Key things you need to consider:

- How will phones be answered and calls transferred?

- Can you quickly deal with a customer inquiry?

- Can you still send invoices, deposit checks, reconcile accounts, or do month end reports?

- Are your team's emergency contact details up-to-date?

- How will you communicate with your team to keep them in the loop?

- How will your team communicate with each other?

- Will the devices used meet performance specifications and security standards for your software?

The opportunity for cybercriminals multiplies exponentially when you introduce people working from home.

SKILLS:

Having the tools is one thing, but does everyone know how to use them?

Everyone's home environment is different, with different equipment and different pressures. Some team members may have experience working remotely while others have never needed to before.

Key things you need to consider:

- Does everyone have an allocated space they can work from in their home?

- Does your team have a plan to mitigate distractions from partners, family, pets, and external noise?

- Can you provide time management training to ensure team members are as efficient as possible and know when to switch off for the day?

- Has your team tested access and practiced how to work remotely?

CULTURE:

How do you maintain company culture and team connectedness in a remote environment?

One of the benefits of people working together is culture; the informal interactions that make our workplaces attract and retain good people, and help us piece together a picture of what's going on.

However, being away from the office environment can put this free flow of information in jeopardy.

Key things you need to consider:

- How do you maintain your team culture when people aren't together?

- How do you ensure that communication isn't misinterpreted?

- How do you reduce the risk of social isolation for workers who may not have connections outside of work?

- How do your reduce the risk of organizational isolation where team members may not have

- Equal access to information?

- How will you manage performance, coach, and develop your team while working remote?

DYNAMIC EDGE WORK FROM HOME TECHNOLOGY READINESS

Basic Requirements:

- Reliable Internet connection

- Computer, ideally a company issued laptop

- Cell phone with reliable service

Better Requirements (all of the above, plus):

- Secure VPN connection to access your office network remotely

- VOIP phone system with desk phone or mobile app

- External display, keyboard, and mouse

- Dedicated desk with ergonomic chair

- Web camera with video conferencing ability (GoToMeeting, Zoom, Microsoft Teams)

If you have any questions please reach out to Dynamic Edge
to schedule a free Network Assessment.