How to let your employees work from home

We are receiving a lot of enquiries regarding working remotely, to assist with this transition that a lot of companies are making, we have produced this document.

Here are the steps we recommend taking to get it done right.

One: Plan ahead.

Preparation is key to a company successfully working remotely. If you think that it is a possibility on the horizon, it is vital to understand how your systems and networks function outside of the office space.

Contact us before instructing or allowing your employees to work from home, so that we can ensure that you have the correct network configuration (if possible) for remote working. We may not be able to assist an employee if they are trying to work from home before your office network is ready to allow it.

Two: Use a VPN.

A VPN is a way of securely connecting to the office network from anywhere on the internet. There are many VPN types out there and setting these up can be tricky.

A VPN has to be configured both within the office network and then on the computer of the remote worker, if you are unsure whether you have a VPN setup for remote access to your network, please contact us.

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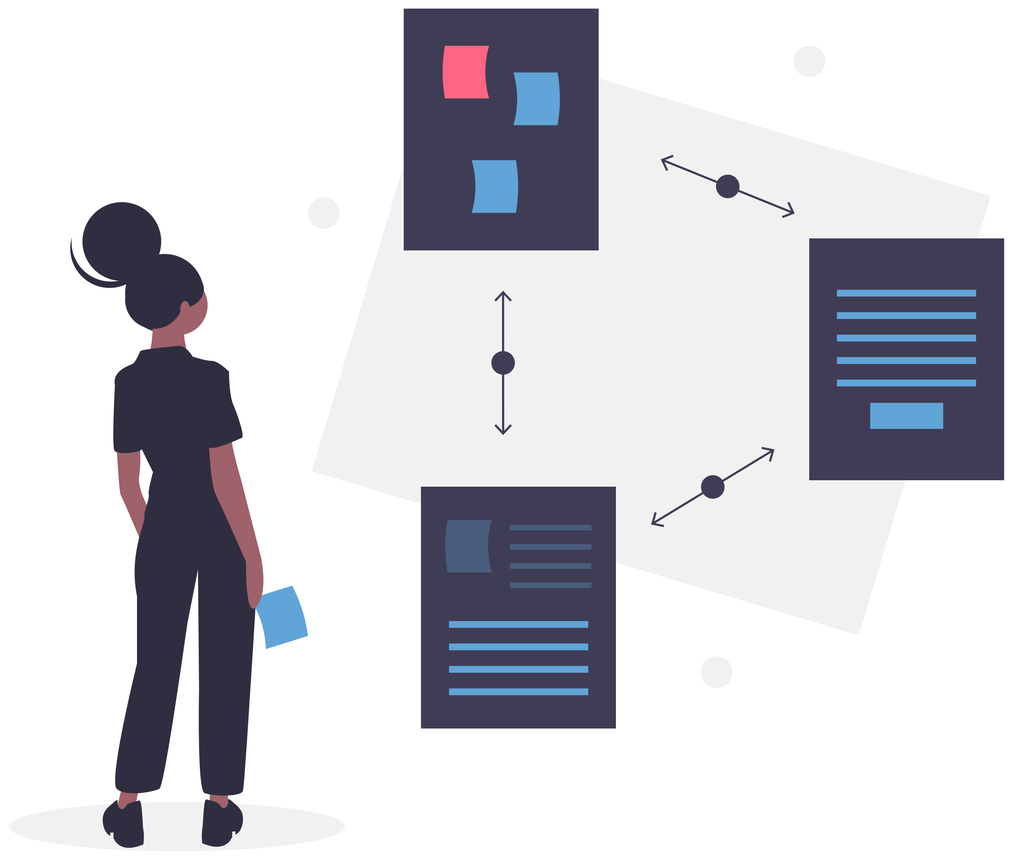
Three: Utilise the Cloud.

If you are on Office365/Gsuite, then the Cloud comes naturally to you. You will be able to use Sharepoint Online or Google Drive to manage file access, functioning as efficiently as if you are in the office.

If you aren't on either of these but wish the office workflow to be easily accessible, we may be able to provide a quick solution.



Caution: Be aware of how you are using your password, especially if you are on shared wifi, PC or Mac.

Four: Utilise an instant chat system.

When you start working remotely, you lose the ability to swivel your chair and ask the quick question. Replace this with encrypted instant messaging systems such as Microsoft Teams, Slack or Google Hangouts.

If you are on Office365 you will have Microsoft's Teams accessible to your company for free.

If you are using another messaging service, be aware of their encryption levels as it may leave sensitive data unprotected.

Five: Think about security.

The most significant slip for companies, once employees start working remotely, is their data security levels. Personal PCs start getting used as people switch to something more comfortable and access company data.

A. Ensure every PC or Mac that is going to be accessing your data is patched (has up to date security patches from Windows or Apple) and has an up to date anti-virus. We can make sure that non-company PC's or Macs are protected, please contact us for more information on how we can do this.

B. Ensure the Wifi/networks are secure. We recommend that you call us and we check this if you are unsure. If you are using a VPN or accessing work from the cloud this data should be encrypted and secure.

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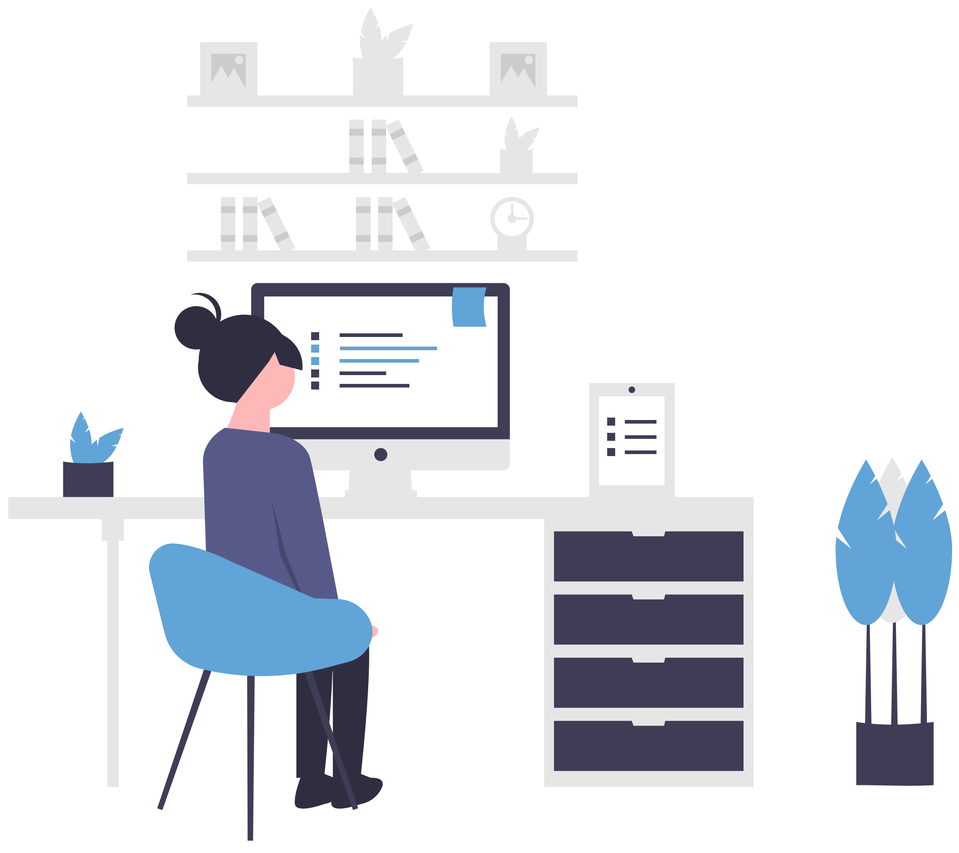
C. Think about employees saving files on personal devices. If the device is breached or stolen, these files will be readily available and not protected like the corporate network or cloud files are. Have a clear policy with employees not to store data on personal device hard drives and to use the shared protected systems via VPN's or the cloud. There are tools we recommend to maintain the integrity and security of your files when being remotely accessed, do call us if this is a concern of yours.

Please keep in mind when your employees are remote working, that any support work performed on PC's or Macs that are not currently under contract will be billable time.

It may be worth assessing who is working off their own devices at home, and informing them of the process of logging support time, and having a conversation with your account engineer about how we can assist keeping this to a minimum.

That is our quick guide to having your employees work remotely. If you have any questions, please feel free to reach out. We are happy to answer any questions you may have.



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