

Remote Working and the Virtual Office

How Unified Communications and VoIP can make businesses more agile

Why do this?



When you can do this?



Remote Working and Telecommuting

- About One in Five Workers around the Globe work from Home part-time and nearly 10% work from home full-time
- Provides less stress (less commuting!), increased worker satisfaction, lower attrition rates and better work-life balance
- Studies have shown working from home can improve productivity by 13%
- Two main types of remote worker: *Full-time company employees working remotely and “Freelance” or temporary employees.*

<http://www.reuters.com/article/2012/01/24/us-telecommuting-idUSTRE80N1IL20120124>

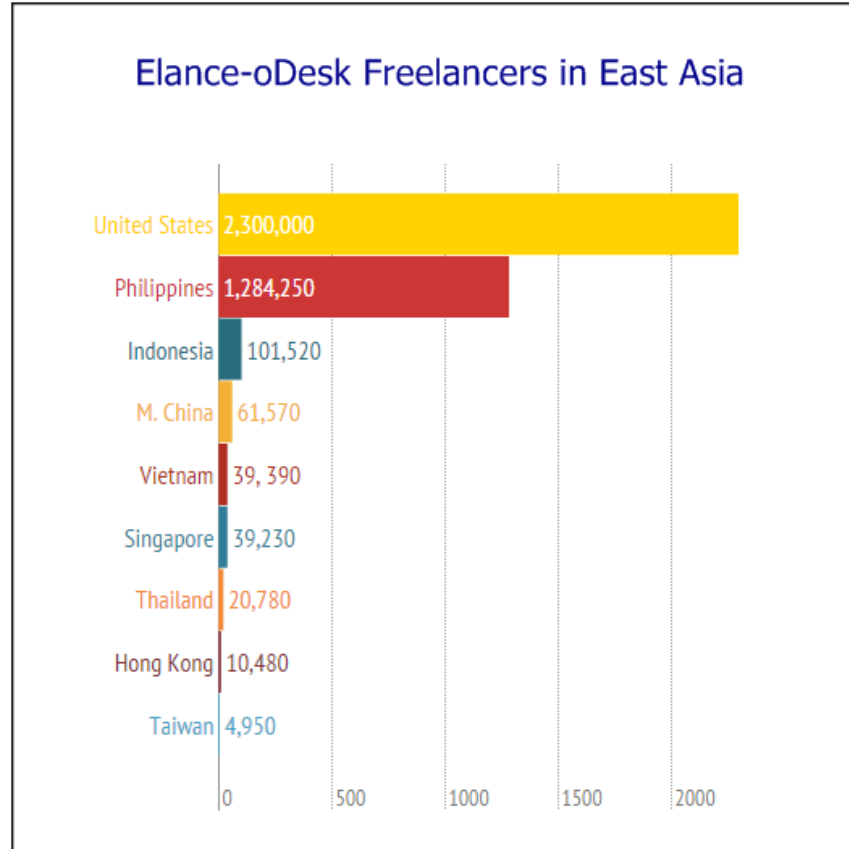
<https://web.stanford.edu/~nbloom/WFH.pdf>

Online Freelancing

- Remote working for no single employer, bidding online to take on projects lasting anywhere from a few hours to a few months.
- Elance-oDesk, the largest online freelance network saw US\$941M in freelance projects pass through their websites from 2.8M different projects posted in 2014.
- Average projects have budgets of at least US\$1K or higher.
- Top jobs are technology-based, administrative, translation/writing, and design



Remote Worker Landscape in the Philippines



- Third Largest in the World next to US and India with 1.3M registered users.
- Elance-oDesk Filipino Freelancers earned US\$76Million in 2013.
- Highest earning Filipino freelancer earned more than Php 7.5Million in 2013.

Insights from the statistics

- Remote Working is a growing trend globally as well as locally.
- Remote Working *should be encouraged and promoted* for the benefits it can reap for everyone:
 - Employer: *Improved productivity, less attrition*
 - Employee: *Better work-life balance, less stress*
 - Society: *Less traffic, lessen migration to urban areas, inclusive growth*

Disadvantages of Remote Working

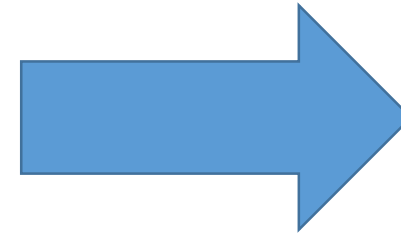
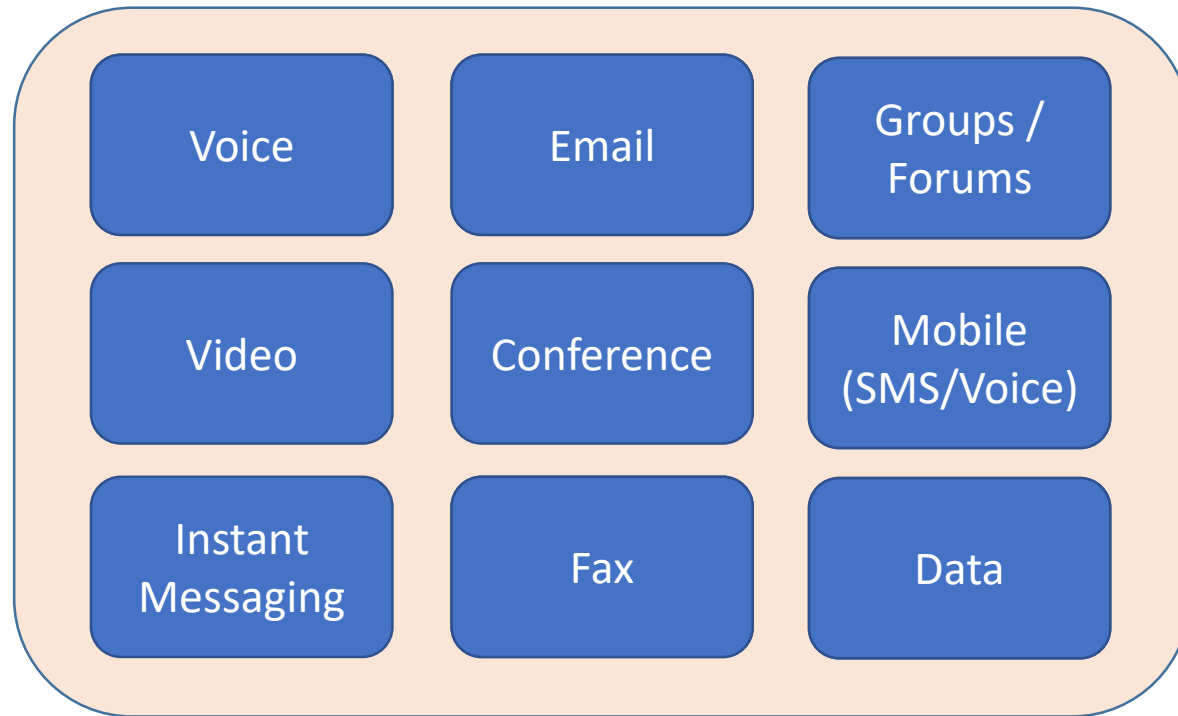
- *Not all jobs are fit for remote working. Some jobs need face to face interaction.*
- Lack of oversight, employees shirking their duties.
- Lack of direction
- Security concerns
- Lack of brainstorming between employees
- Isolation of employees



CAN BE
ADDRESSED THROUGH
UNIFIED
COMMUNICATIONS
TECHNOLOGIES

Office Virtualization through Unified Communications

- **Unified Communications** refers to the *integration* of various communication methods into one system or device.

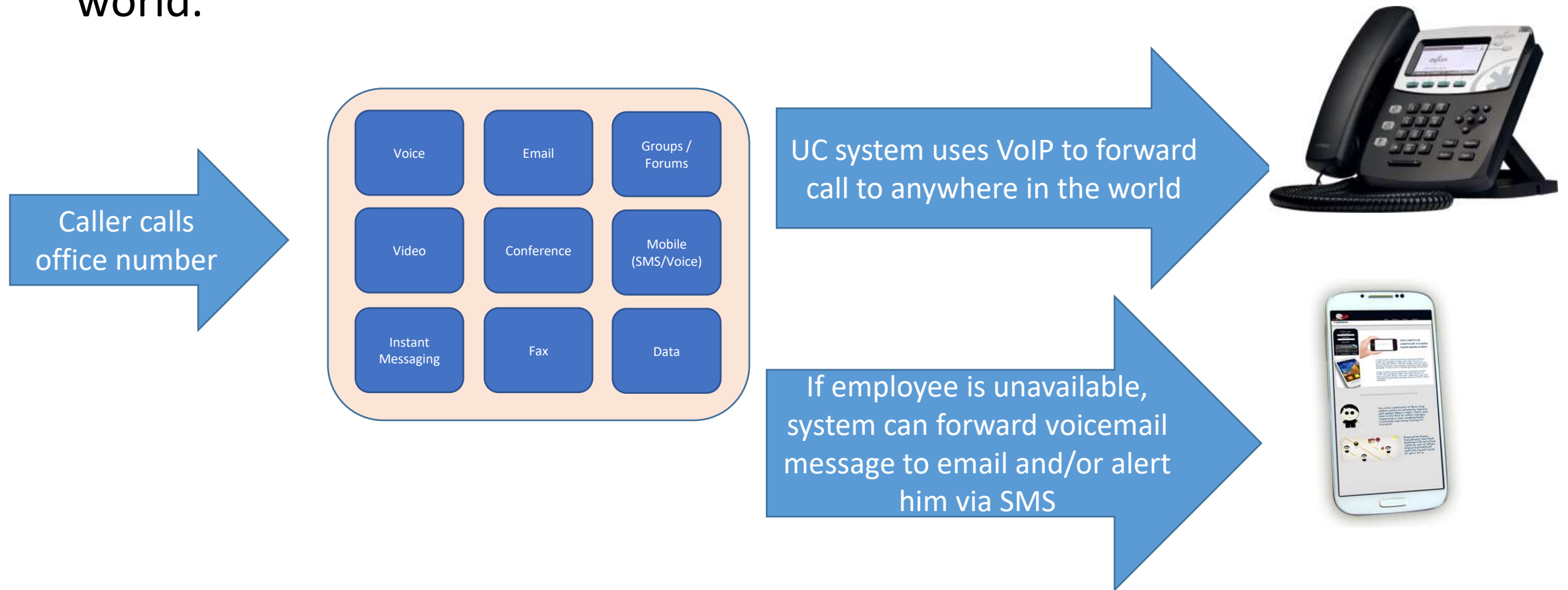


Office Virtualization through Unified Communications

- Unified Communications facilitates effective Remote Working by combining and integrating multiple communication and collaborations tools.
- The UC Platform is a suite of applications hosted in a server or group of servers:
 - owned by a company and hosted on-site or in a data center
 - subscribed by the company and hosted in the cloud.
- By using purely *cloud based or hosted solutions* the need for even a brick and mortar office space is no longer needed.
 - For an 'official address' there are Virtual Office providers that provide mail and call forwarding as well as temporary office space for meetings or client presentations.
 - Makes it possible for an organization to have **100% remote workers** but still look like a 'traditional brick and mortar' company.
 - Global providers like Regus would allow you to have multiple offices and addresses in different countries

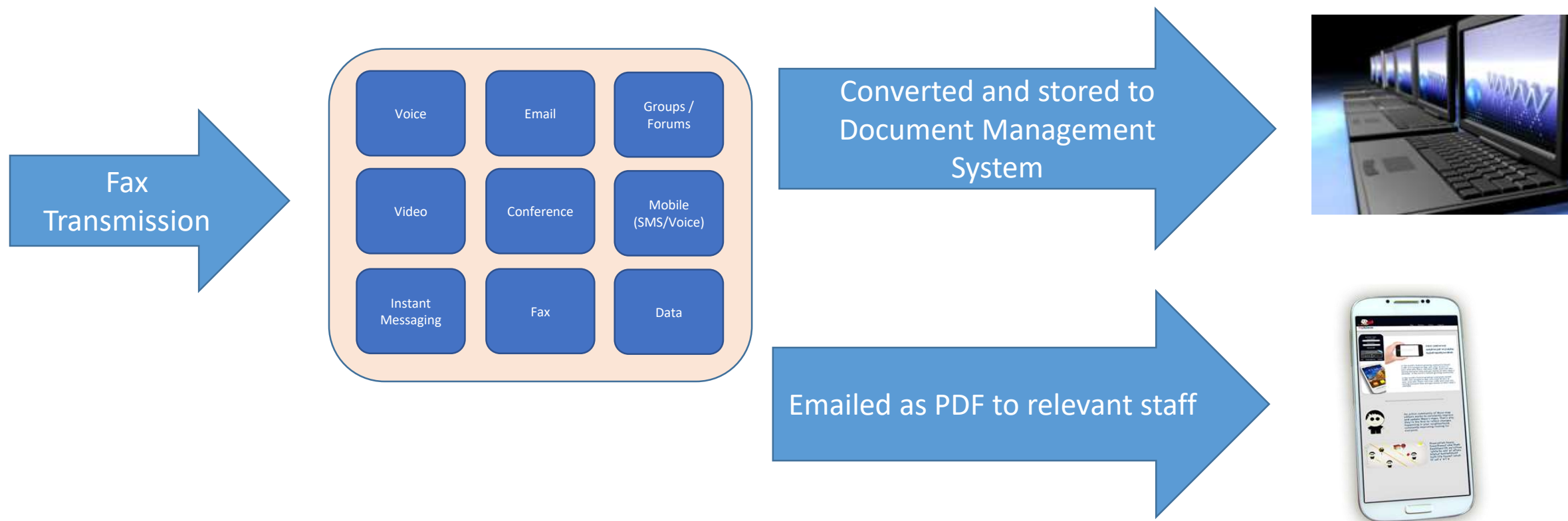
Office Virtualization through Unified Communications

- Office Phone calls can be forwarded to any phone, anywhere in the world.



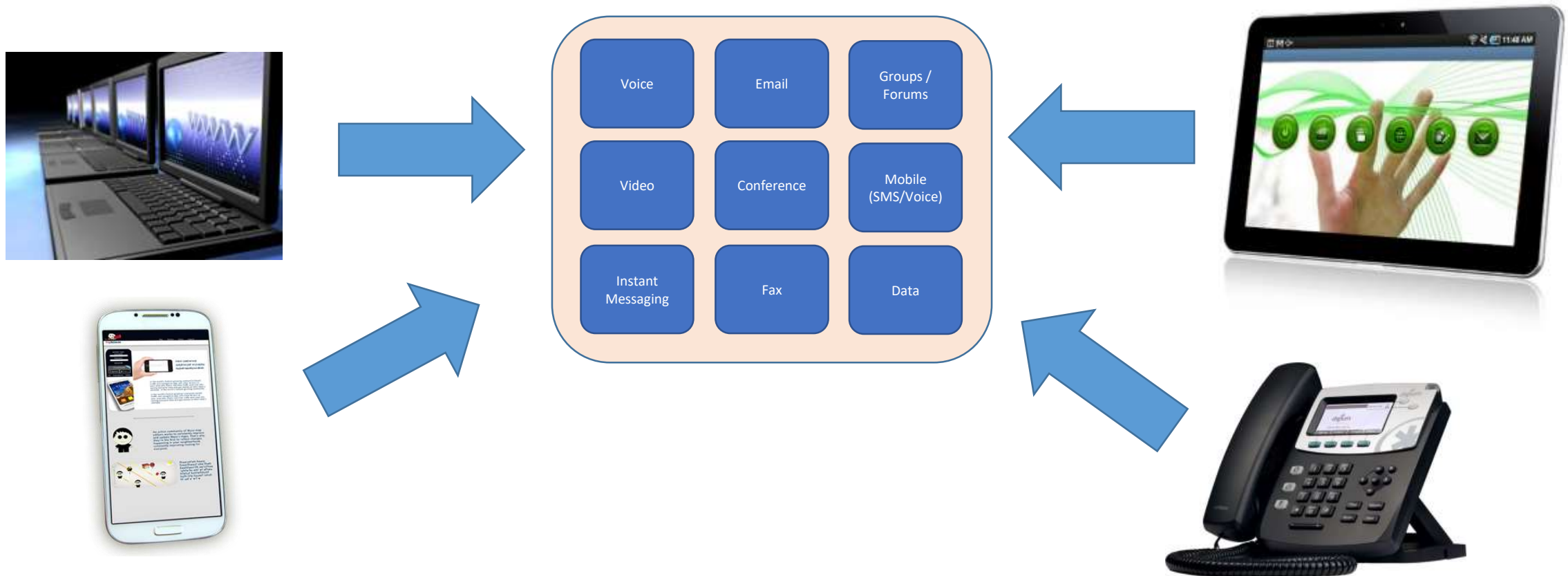
Office Virtualization through Unified Communications

- Fax messages can be received by the UC system and converted to pdf files for faster and more efficient storing and distribution.



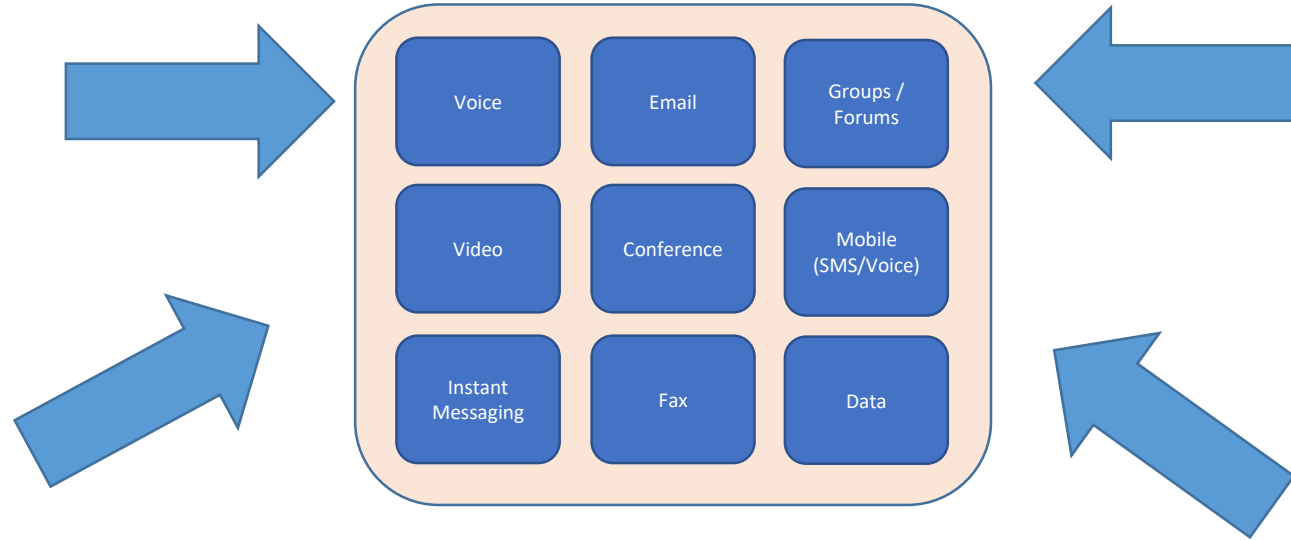
Office Virtualization through Unified Communications

- Employees from anywhere in the world can meet in real-time via teleconference, video conference or instant messaging.



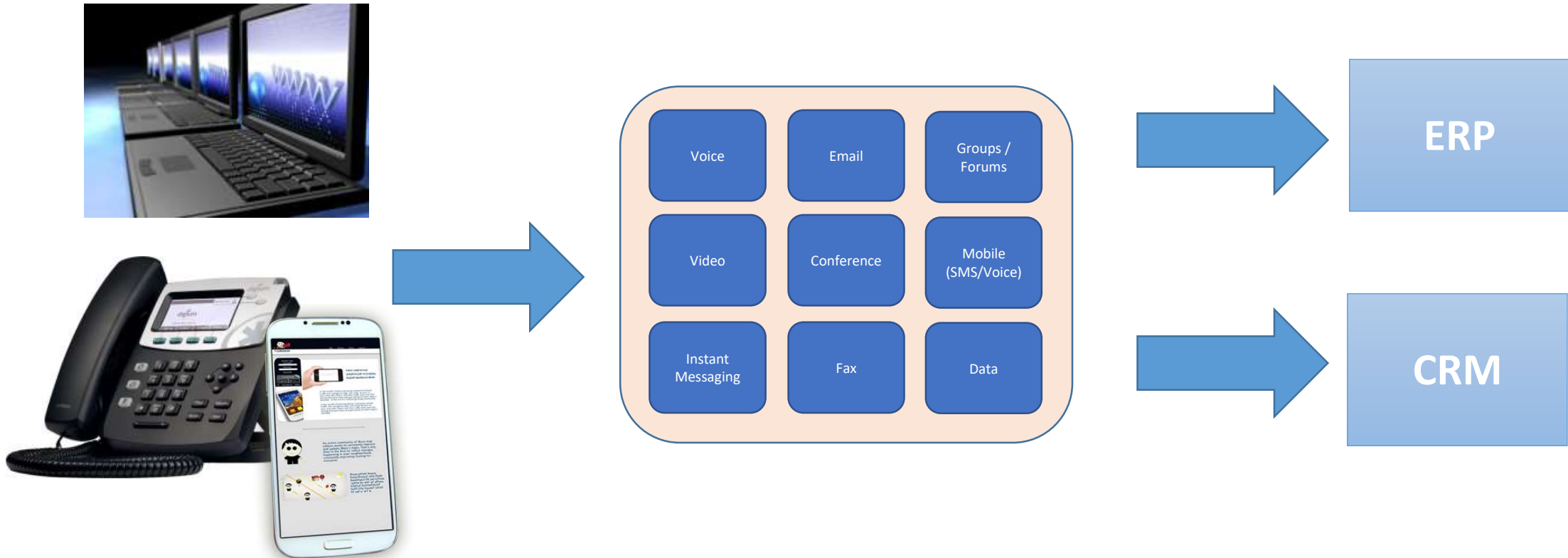
Office Virtualization through Unified Communications

- Project Management and Collaboration is facilitated through Groups/Forums, project management and monitoring applications, and cloud based file sharing.



Office Virtualization through Unified Communications

- UC system can be fully integrated with other enterprise applications such as ERP and CRM systems.



Unified Communication Tools you can use Today!

Utilizing UC need not be expensive or complicated. There are a number free/freemium tools that facilitate Unified Communications even for the smallest of businesses:

- Long distance calling/collaboration – Skype, Viber, Magic Jack
- Video/Teleconferencing – Skype, Google Hangouts
- Instant Messaging – Facebook Messenger, Yahoo Messenger, etc.
- Groups/Forums – Google groups, Yahoo groups, Facebook Groups
- Document Management – Google Apps/Docs, Google Drive, Dropbox
- Project Management – Github, Asana, Basecamp

Google Apps

GitHub

skype

asana:



Dropbox



Connect. Freely.

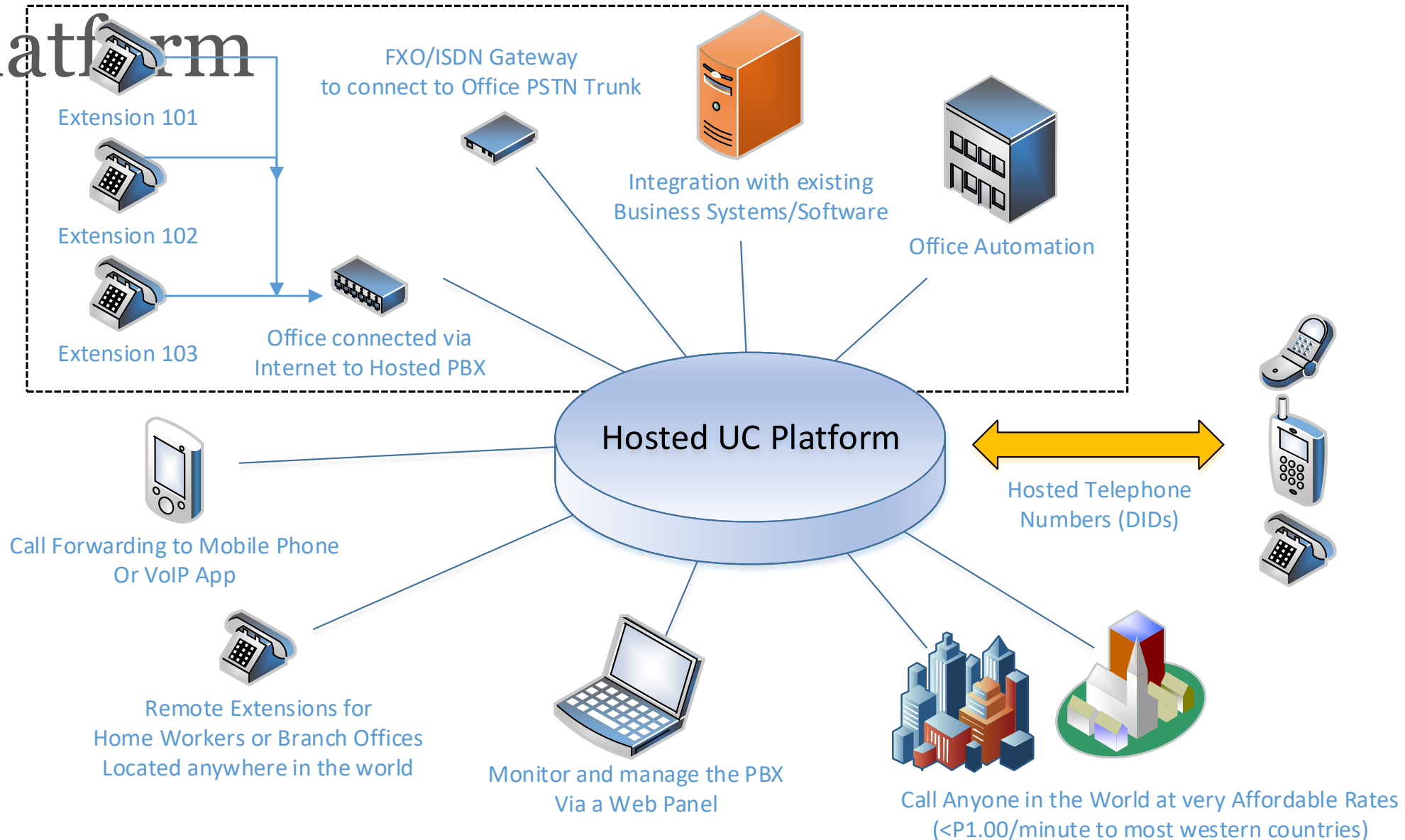


Hosted Unified Communications Platform



- Unified Communications Platform without the capital expenditure and technical expertise needed for setting it up and maintaining it on-site.
- A more secure solution than using free/freemium tools.
- Fully integrated system where all components readily communicate with each other (i.e. email<->sms<->messenger)
- More formal/professional configuration, indistinguishable from a traditional office communications system.
- Typically offered as a subscription model.

Hosted Unified Communications Platform



Hosted Unified Communications Platform

Common Features:

- Web based extension management and control panel
- Call Detail Records
- Conferencing Calling
- Video Calling
- Call Recording
- Voicemail to email
- SMS Integration
- Instant Messaging
- Call Forwarding
- Call Queues and Call Groups

Advanced Features:

- Predictive Dialing
- CRM/ERP Integration
- Advanced Analytics and Reports
- Wall Boards
- Office/Home Automation



Case Study: TTM Healthcare

- TTM Healthcare is a market leader in healthcare recruitment in the UK and Ireland.
- Offices across UK, Ireland and the rest of Europe
- Over 100 staff across numerous offices
- Significant percentage of workers work off-site or from home



Case Study: TTM Healthcare

TTM Healthcare utilizes a Managed and Hosted Unified Communications Platform to offer a centralized communications system across all its offices:

- Over 5 dozen phone extensions spread across three different countries that works like a single PBX system.
- Workers from satellite offices as well as remote workers in the UK, Ireland, and Germany can call each other for free.
- Teleconferencing and video calling facilitates staff collaboration and meetings across various cities and countries.
- Office calls goes in and out through the hosted PBX and is billed centrally.
- Users can make and receive office calls on the field via call forwarding to cellular phones or through VoIP apps on their smartphones.

Case Study: 1EasyCall

- 1EasyCall is a medium-sized UK-based call center that focuses on Vehicle Insurance, Repair and Claims Handling.
- Handles hundreds of calls daily via three locations:
 - Chelmsfor, Essex, England
 - Ipswich, Suffolk, England
 - Cebu City, Philippines



Case Study: 1EasyCall

- 1EasyCall utilizes a Managed and PBX Solution that allows them to use enterprise-class Call Center functionality at no capital expense:
 - Video Calling/Conferencing – Facilitates meetings via various offices
 - Real Time Reports – shows call queues, caller waiting time, abandoned calls, calls handled, in real time.
 - Handler/Agent Status – displays and monitors the status of each agent (available, on-break, etc)
 - Wall Boards – real time indicators of call center performance shown on the call center floor.
 - Call Revenue monitoring – a report that displays earned revenue share on their inbound calls every month.

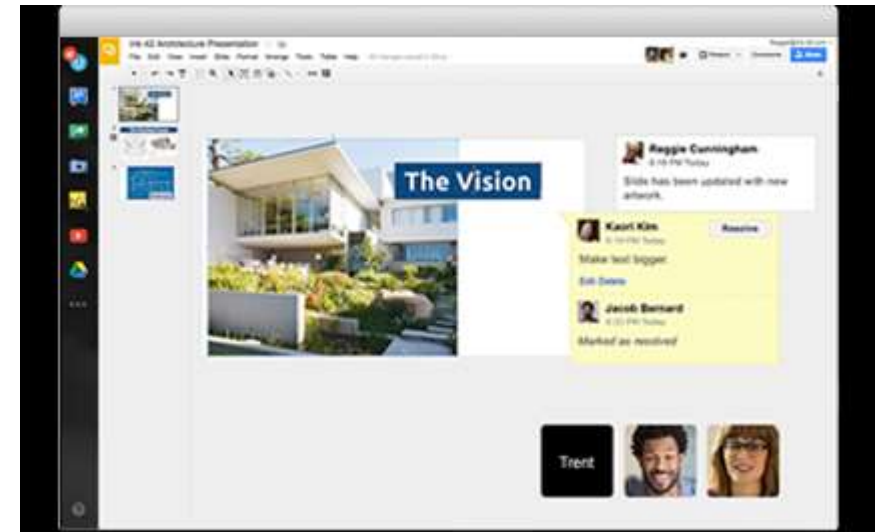
Future Trends

- Enterprise Mobility – Direct integration of smartphones and tablets to the Unified Communications Platform
 - Forward office calls to your smart phone and call out through the office PBX for centralized billing
 - Attend video conferences via tablet or smartphone
 - Use mobile versions of corporate ERP/CRM systems allowing field workers to remain in the field



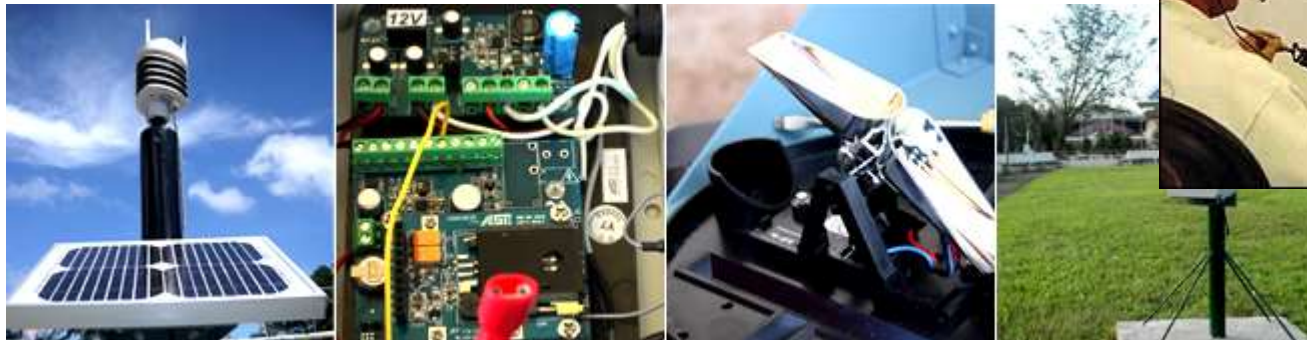
Future Trends

- WebRTC – Web Real-Time Communication is an API Definition drafted by the World Wide Web Consortium (W3C).
 - Supports Browser-to-browser applications for Voice calling, Video Chat, and Peer to peer file sharing natively in the browser without the need of plug-ins.
 - Would allow users to use *any standard web browser* in any computer, anywhere in the world to access their company Unified Communications Platform.



Future Trends

- Internet of Things – Internet capable appliances and hardware can be integrated easily with a UC platform and could extend virtualization and remote working to more traditional ‘jobs’
 - Remote Medical diagnosis/surgery
 - Remote Factory monitoring and operation
 - Drone-based delivery systems
 - Weather/Disaster/security monitoring
 - Intelligent Transport Systems
 - Sophisticated Office and Home Automation



Conclusions

- *Remote working and virtual offices will only become more popular due to the benefits that can be reaped*
- *Unified Communications is the solution to maximize the rewards and benefits of remote working and office virtualization*
- *The technology is here, the infrastructure is ready, and it is getting more and more affordable.*
- *Now is the time to ask your organization how you can start encouraging remote working and office virtualization.*

