

# 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>

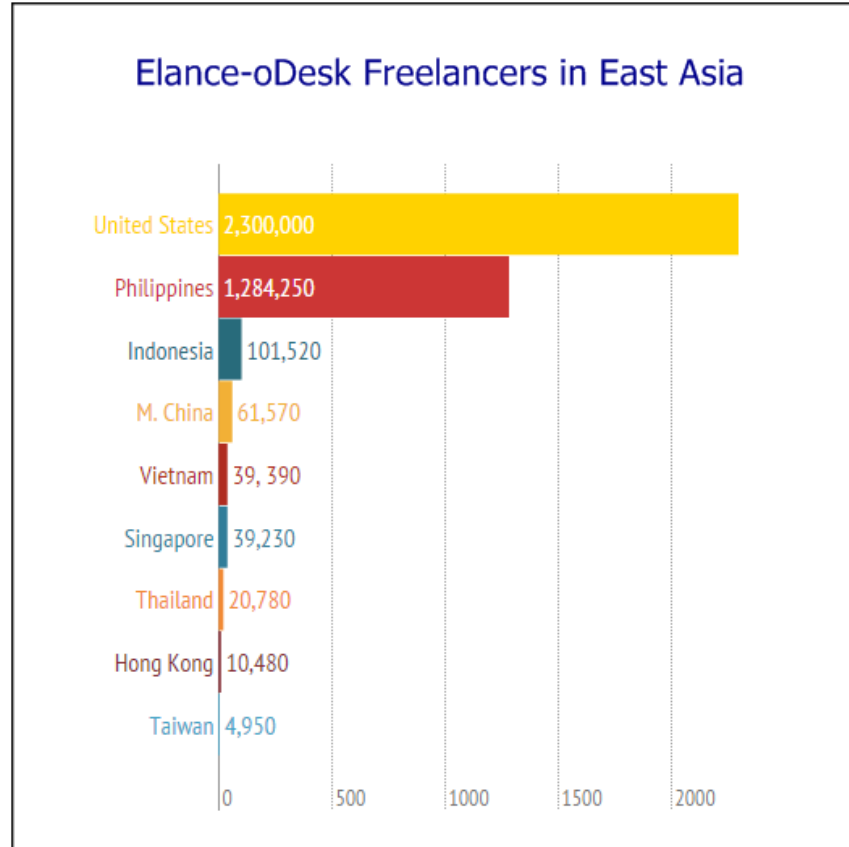
<https://web.stanford.edu/~nbloom/WFH.pdf>

# 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

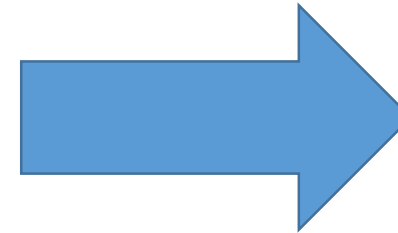
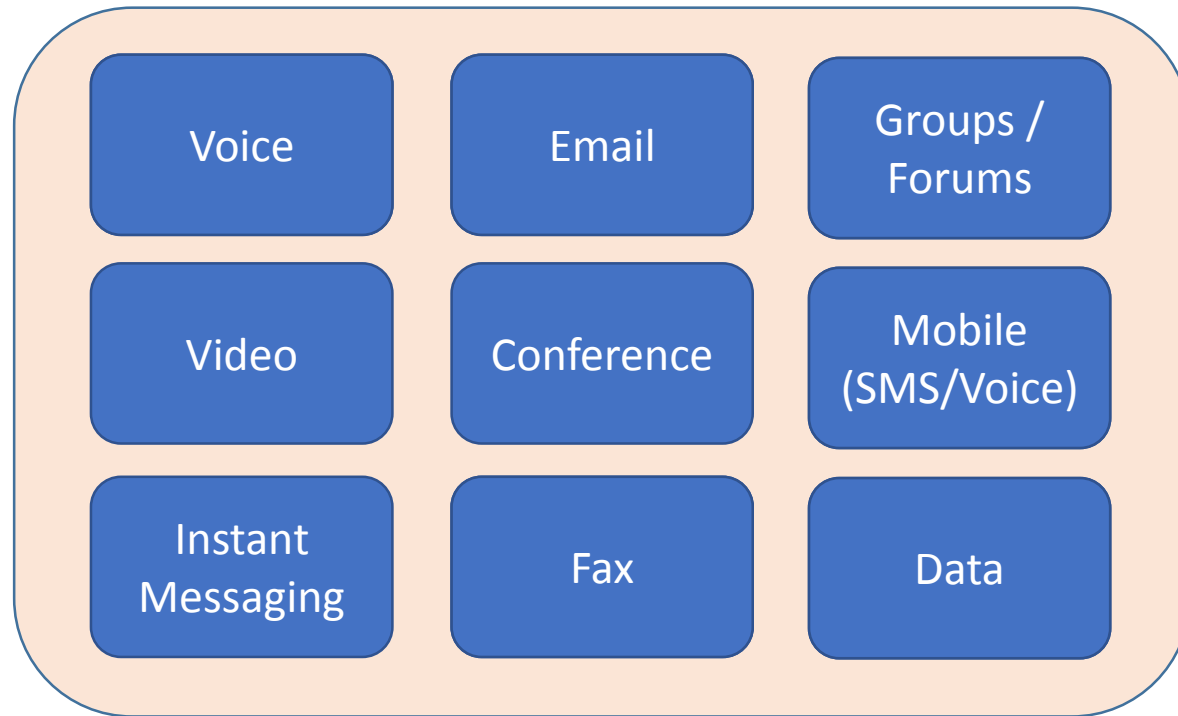
- *Not all jobs are fit for remote working. Some jobs need face to face interaction.*
- Lack of oversight, employees shirking their duties.
- Lack of direction
- Security concerns
- Lack of brainstorming between employees
- Isolation of employees



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.

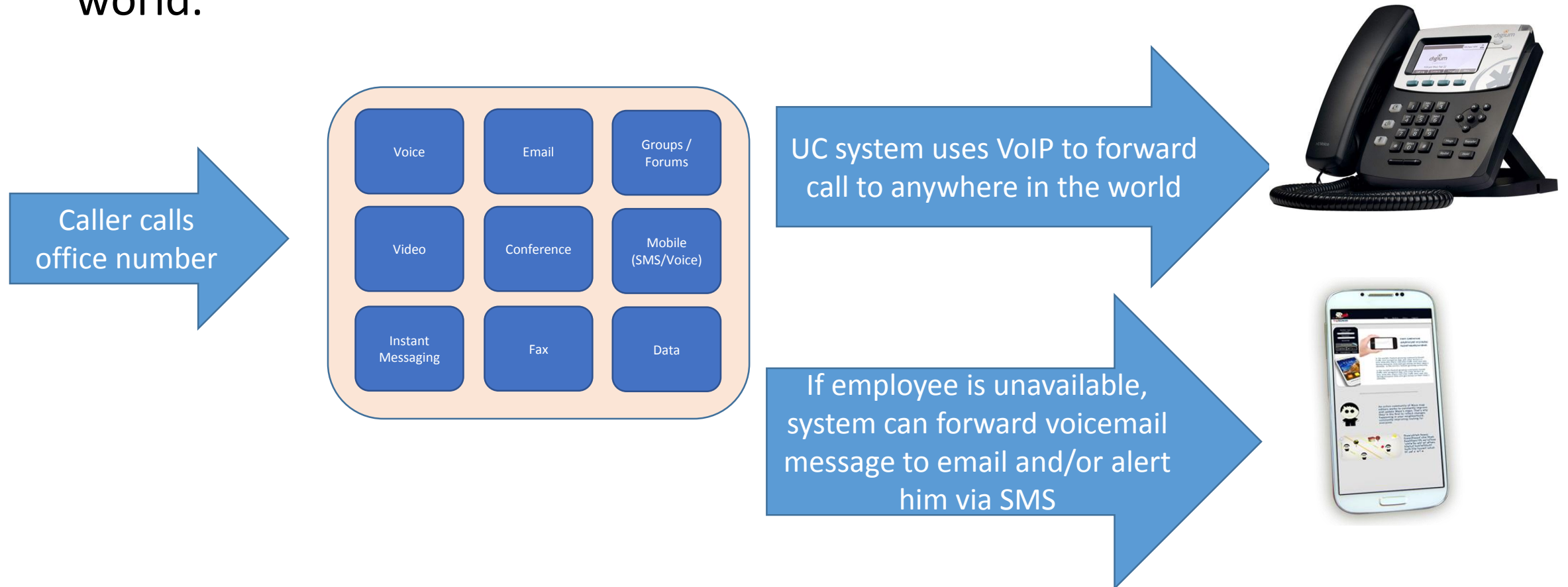


# Office Virtualization through Unified Communications

- 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

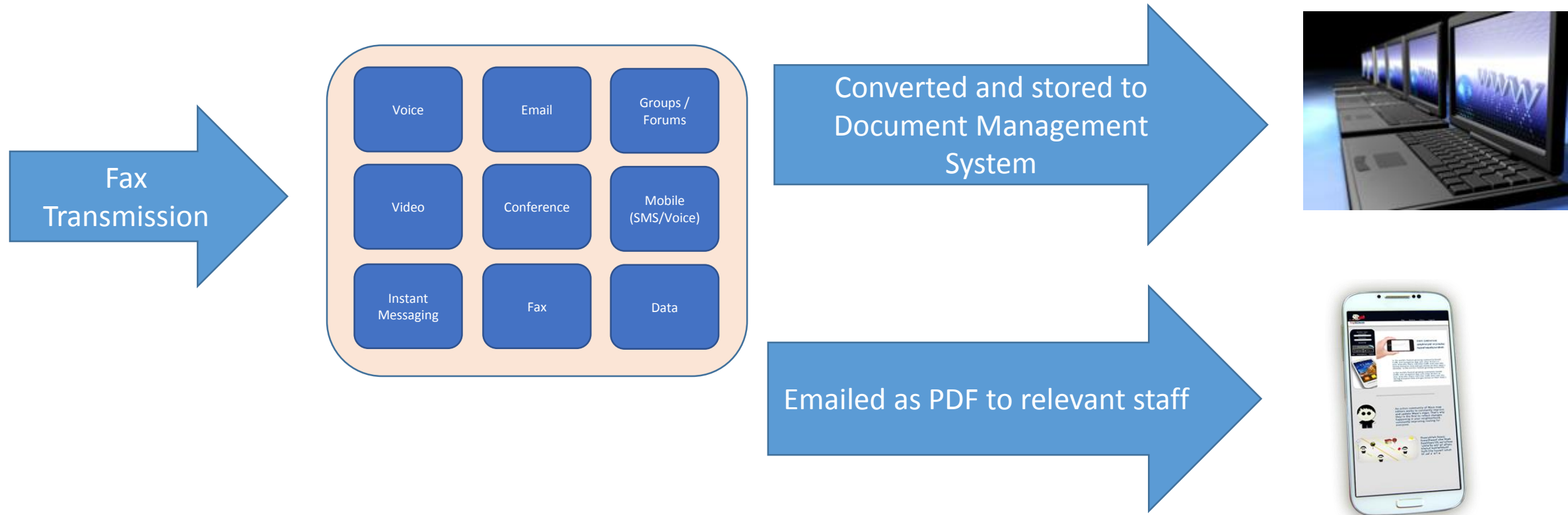
# Office Virtualization through Unified Communications

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



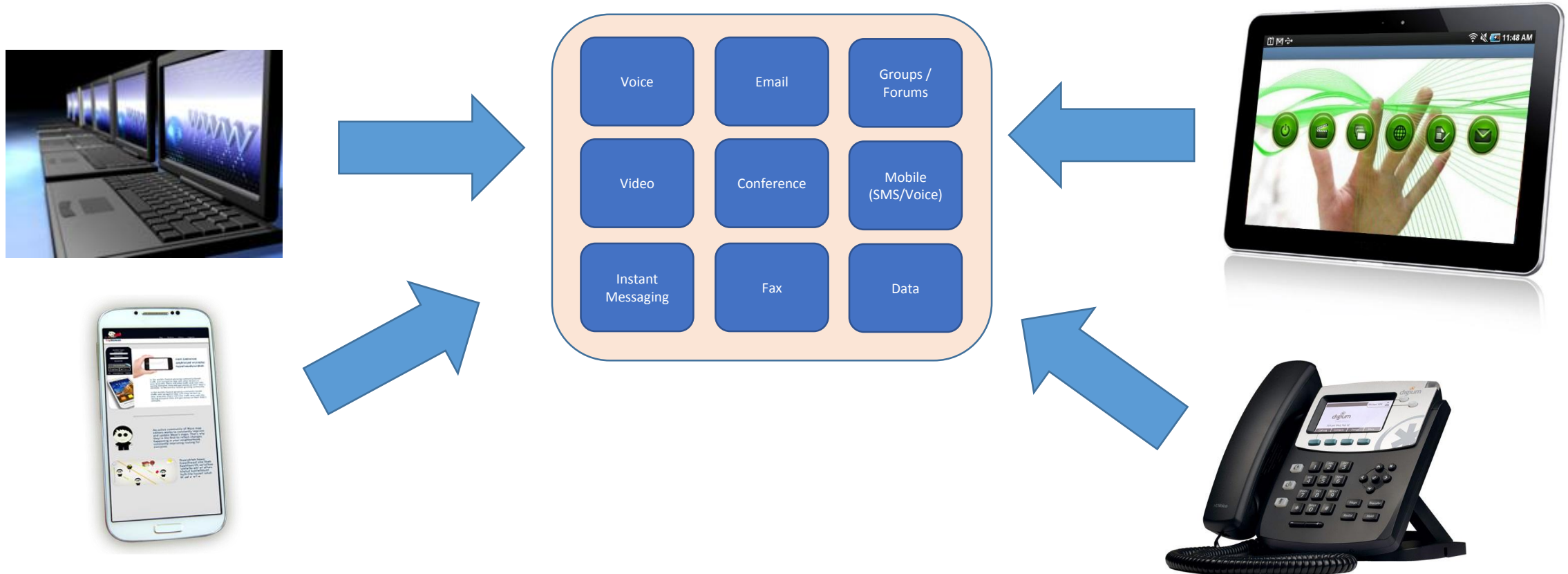
# Office Virtualization through Unified Communications

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



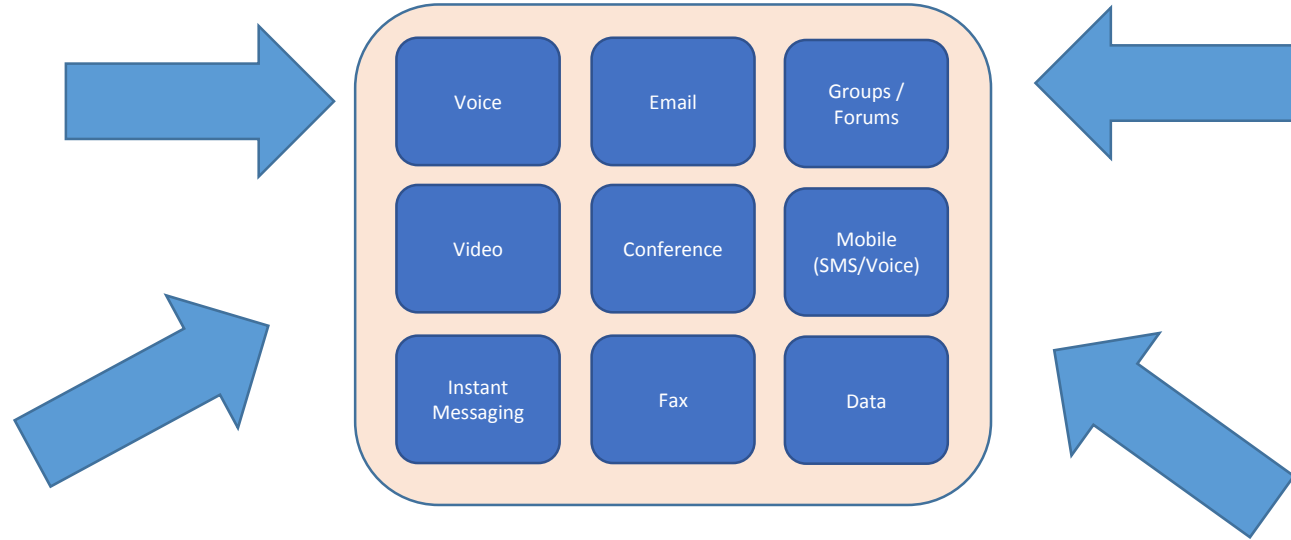
# Office Virtualization through Unified Communications

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



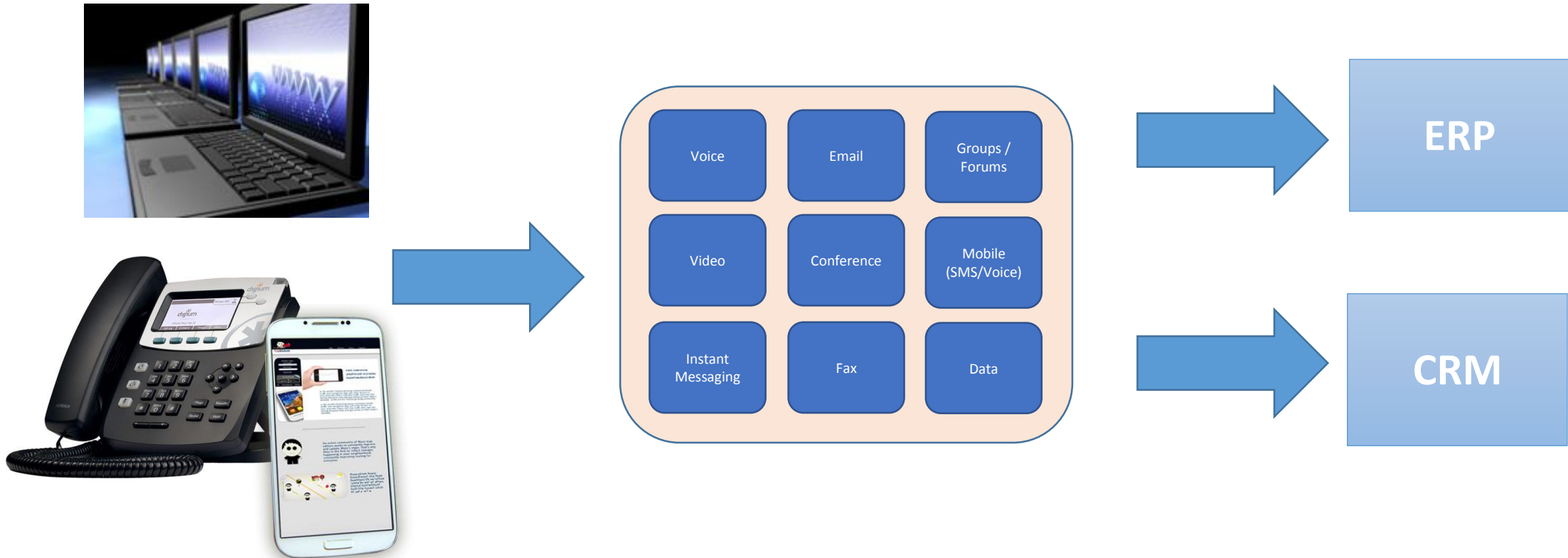
# Office Virtualization through Unified Communications

- 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:

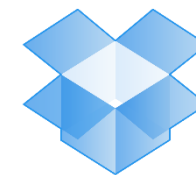
- Long distance calling/collaboration – Skype, Viber, Magic Jack
- Video/Teleconferencing – Skype, Google Hangouts
- Instant Messaging – Facebook Messenger, Yahoo Messenger, etc.
- Groups/Forums – Google groups, Yahoo groups, Facebook Groups
- Document Management – Google Apps/Docs, Google Drive, Dropbox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

Google Apps

GitHub



asana:



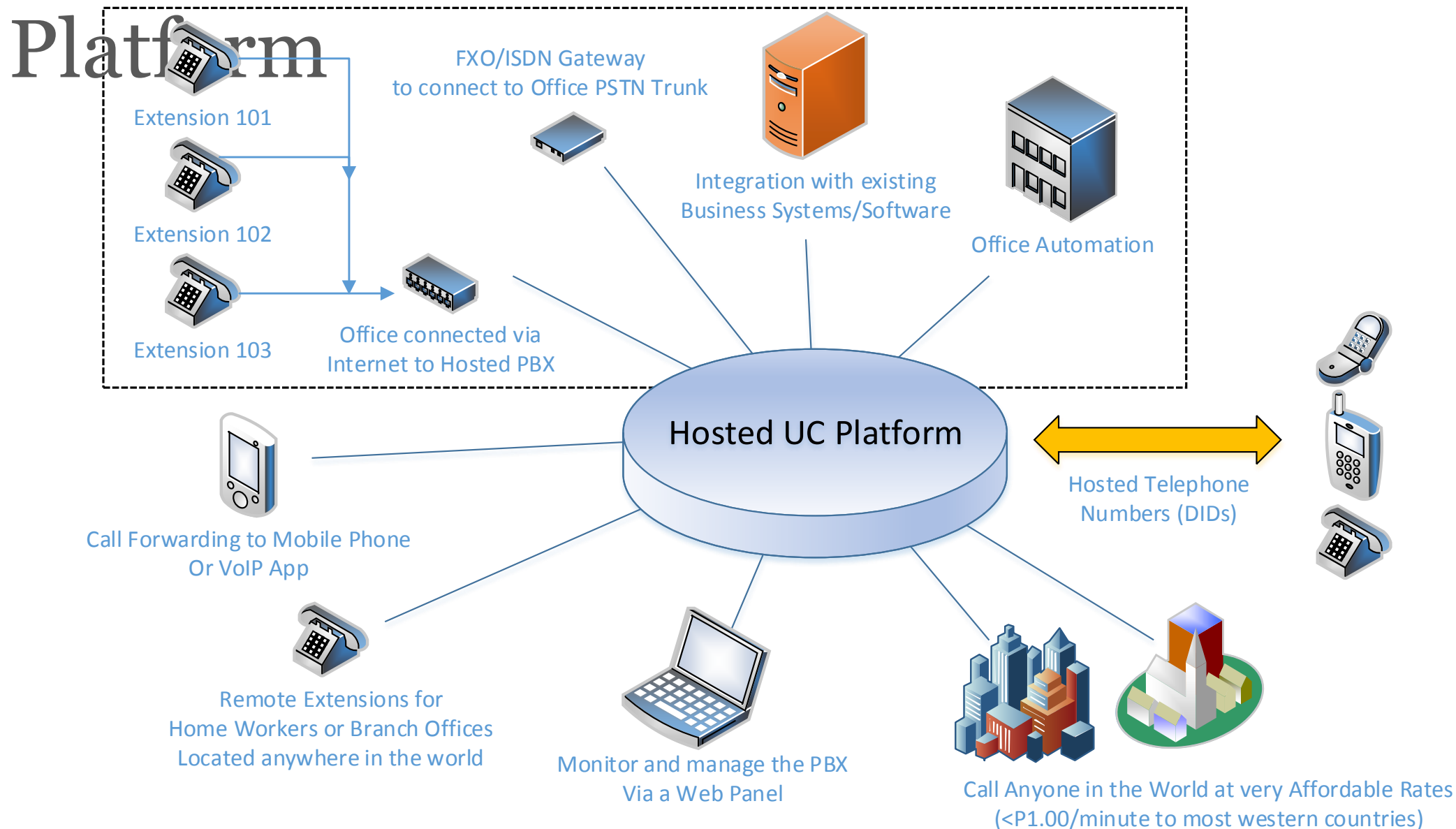
Dropbox



# 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.

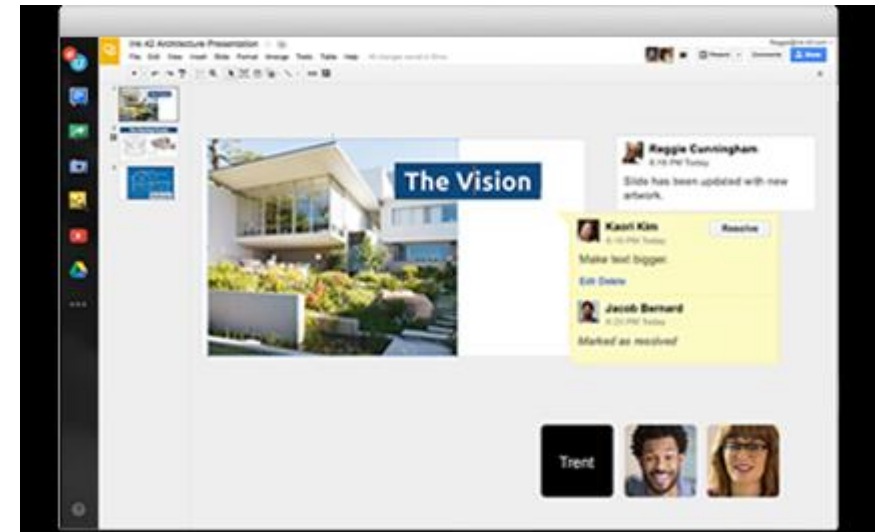
# Future Trends

- 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.*

