The majority of the workforce has moved to a remote working environment, creating significant challenges for technology organizations.

Getting the entirety of your extended enterprise access to the critical assets they need to support business processes is no small task.

There are a series of actions organizations should consider taking to solve common challenges arising from changing workforce demands. These actions address multiple aspects of technology, but each are critical in ensuring the continuity of business operations in this new way of working.

As organizations respond to the current challenges and support the new ways of working, focusing on employee experience is essential to keep workers connected, engaged, and productive.

While all three elements of employee experience must be considered, the digital and tool components are critical to ensuring the technical capabilities of the organization match the current remote working need.
When focusing on digital and tools, it is important to think holistically through *all aspects of the workplace ecosystem to ensure nothing is overlooked.*

The right combination of digital interfaces and tools and the infrastructure to support them is essential to getting the entirety of your extended enterprise access to the critical assets they need.

The immediate needs should be focused on resetting the organization recovery and a focus on stabilizing the environment, while remaining aware of the new reality and the future-state transformation that will follow.

### Digital & tools

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Qualifying questions

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**Recovery**
- Are there single points of failure in the infrastructure and can you provide any additional resilience?
- Do you need to relax access control policies or provide additional remote login accounts or credentials?
- Have you considered the potential key suppliers, contractors, and third parties who will need access and the additional scale that will bring in?
- Where employees require access to laptops for remote working, is there a pool of laptops, monitors, printers, headsets, or other peripherals available and can more be quickly procured and installed to meet demand, and how should allocation be prioritized?
- Have you defined the standard collaboration tools that should be scaled to the enterprise? Do you have the appropriate training plans to enable the users?
- Have you considered leveraging VDI solutions as a “zero downtime” backup solution?

**Resetting**
- Have you scaled your VPN concentrators, portals, and gateways to handle the large number of colleagues who will need to work remotely?
- Have you considered providing backup connectivity for users dependent on strained home ISPs?
- Have you made the appropriate changes to your asset management and procurement processes to enable employees to get the hardware and software they need?
- Are your critical systems, like ERP, configured to allow remote access to critical data? Have you considered the regulatory implications of remote data access including GDPR, CCPA, contractual obligations, etc.?
- Is there sufficient help desk capacity to handle any queries from users who are unable to login or are unfamiliar with remote working?
- Can you shift to remote help desk operations in the event that help desk staff have to work from home? If outsourced, have you already discussed call center continuity with your provider?
- Do you have limitations on video and audio teleconferencing bridges, and can you do anything to scale that infrastructure instantly? Do you have a hotline to deal with conferencing issues real time?

Getting started

In these challenging times, organizations can find it difficult to prioritize their efforts. Quickly identifying the critical areas of focus is imperative to avoiding analysis paralysis and delays in solution implementation. Consider some immediate actions that can be taken to get started:

- Perform an infrastructure review and capacity planning to ensure the additional load of remote working is supported
- Maximize your current technology capabilities (e.g., educating users on existing toolsets, expanding access, providing leading practices on use)
- Develop a remote worker support model to address issues such as laptop failure, onboarding or offboarding workers
- Develop support plans, including rapid deployment of remote capabilities (e.g., VDI/Laptops, collaboration/conferencing, VPN)
- Identify critical security considerations for your organization, ensuring the remote working is just as secure as in-office
Contact us

If at any time you need help, please use the information below to get connected to an expert for more advice and support contact:

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