A CHECKLIST OF PRIORITIES FOR EQUIPPING A REMOTE WORKFORCE

To help you get started, here’s our brief checklist of priorities:

1. **Discover which files and the apps employees use to perform their jobs, and devise a plan for them to remotely access and share data in a secure manner.** Cloud-based apps are inherently available, where there is internet, outside of your company offices and network. Files or programs stored or running on a desktop in the office prove a more difficult access challenge. You need to decide which option for extending remote access makes the most sense for your situation. A traditional VPN is probably the easiest option, although newer virtual desktops offer advantages.

2. **Ensure reliable, fast Internet service at home.** If the employee does not have reliable internet access at home, consider providing them with an LTE wireless solution.

3. **Ensure continuity of voice communications.** Do employees use physical phones? What options do they have for using their business extension remotely? Can they access their business line via a software-based unified communications app in place of their physical handset? Is it wise to have people use their personal mobile as their primary phone in place of a business extension?

4. **Assess call centers.** Remote work is an attractive option for companies that operate contact centers. How easily could you scale your contact center beyond your four walls?

5. **Consider web conferencing capabilities.** What is the capacity of your current service, and how will it handle an increase in usage or number of meeting participants? Does your web conferencing service offer all the features your remote workforce needs? Are free conferencing services everything they claim to be?