

Move to Cloud IT with Cloudbox – with 3 months free

See page 22



OFFICE DESIGN

What will the COVID-secure office of the future look like?

PAGE 14



COLLABORATION

Why communication and collaboration will never be the same again

PAGE 26



RECRUITMENT

How virtual interviews can save time and improve outcomes

PAGE 31



Thursday 8th October 2020
The Tower Hotel, London

PLATINUM SPONSOR

IN GRAM MICRO[®]

ENTRIES NOW OPEN

PRINTIT²⁰²⁰ AWARDS

The *PrintIT Awards 2020* will celebrate the achievements of this vital, ever changing technology sector with a comprehensive programme of awards, covering all aspects of the industry.

Entries are now open online at www.printitawards.co.uk and we encourage you to enter as many categories as you see fit to increase your chances of winning.

ENTER NOW!

www.printitawards.co.uk

BOOK YOUR TABLE TODAY!

Table and spaces are selling fast – secure your place at this must attend event – call us now – full details online.



SPONSORSHIP

To get even more involved we have a number sponsorship opportunities available leading up to and at the event.

In association with:

PRINTITRESELLER
MAGAZINE & WEBSITE

To **Book a Table** or to enquire about **Sponsorship Opportunities** call Ethan, Neil or Martin on 01732 725 759.

Editor: James Goulding 0780 308 7228 · james@binfo.co.uk
Publishing Director, Social Media & Web Editor:
Neil Trim 01732 759725 · neil@binfo.co.uk
Advertising Director: Ethan White 01732 759725 · ethan@binfo.co.uk
Group Sales: Martin Jenner-Hall 07824 552116 · martin@binfo.co.uk
Art Director: Nick Pledge 07767 615983 · nick@binfo.co.uk
Advertising Executive: James Trim 01732 759725 · jamest@binfo.co.uk

KingswoodMedia

Kingswood Media Ltd., 10 Amherst House, 22 London Road, Sevenoaks TN13 2BT
Tel: 01732 759725 · Email: info@binfo.co.uk

Business Info is a controlled circulation magazine. Applications for free copies will be considered upon receipt of a completed and signed reader info card or online form. *Business Info* is available on subscription @ £40 p.a. to UK companies or residents and @ £75 p.a. for non-UK subscribers.

The opinions expressed by contributors are not necessarily those of the publishers who cannot accept responsibility for any errors or omissions.

No part of *Business Info* magazine can be reproduced without the prior permission of the publisher. © Copyright 2020 Kingswood Media Ltd. ISSN 1464-8814

Design: Sandtiger Media – www.sandtiger.co.uk



IN THIS ISSUE



04 What's New

A selection of the best new products for home and office

07 Bulletin

The changing world of work

11 COVID-19

What the office products industry is doing to help protect key workers

12 App Update

New apps for business and personal use

14 Office Design

What coronavirus means for the future of the office



21 Computers

The growing appeal of circular IT

22 Cover Story

Moving to Cloud IT with Cloudbox

24 Management

How to manage different personality types during lockdown

26 Collaboration

Are we entering a new era of video-based collaboration?

27 Messaging

Ashley Friedlein explains why business users should avoid consumer messaging apps



28 Video

BlueJeans shares eight top tips for safer video meetings

31 Recruitment

Why recruitment is the ideal candidate for virtualisation – and how to make a good impression from a distance

33 I couldn't do my job without...

Virtual Assistant extraordinaire Joanne Manville picks her favourite work tools

34 The month in numbers

What research tells us about the modern workplace

“ Comment ”

So how has the lockdown been for you? Have you taken advantage of furlough to learn another language and hone your guitar-playing skills, or have you been working as hard as normal, just in a different location? Have the days and days spent cooped up together brought you and your partner closer or has enforced proximity caused your relationship to break down completely? Have you taken up yoga and healthy eating or turned to comfort food and heavy drinking? Have you embraced home-working and relished not having to catch the 6.35 every morning or have you struggled with the lack of structure and routine and the opportunities to socialise with colleagues?

The relative ease with which many businesses have been able to operate in lockdown is testament to the efficiency and reliability of modern communications technologies – even more so when you consider that remote working in many cases has been enabled by ad hoc emergency measures rather than a purpose-built infrastructure. The indications are that once lockdown is over many more organisations will offer home-working as an option, or even a requirement, as they seek to economise and reduce the cost of city centre offices. Many employees will welcome this. In a survey by SentryBay, two out of three people who have been working at home over the last couple of months said they would like to continue to do so in the future. But what about the one in three who wouldn't?

As businesses make plans for life after lockdown, it is important not to forget those for whom home working is not ideal – because they haven't got the space, because they haven't got a supportive home environment, because they don't have high speed broadband, because they need the stimulus of human interaction, because they are young and the world is their oyster. In a YouGov survey commissioned by Acas, nearly two fifths of employees working from home said that they felt stressed, anxious and, in the worst cases, experienced mental health difficulties due to their working situation. Over the coming months, employers will have the difficult task of addressing the hopes and fears of all employees many of whom are understandably afraid to re-enter the workplace. In doing so, the concerns of those who haven't enjoyed the experience of home-working shouldn't be ignored.

James Goulding, Editor, jamesg@binfo.co.uk

BUSINESS INFO GET YOUR FREE COPY

To make sure you get every issue FREE, as soon as it is published, just visit www.businessinfomag.uk, click the 'FREE Registration' button and add your details to our mailing list.



@BinfoMag



facebook.com/
BinfoMag

If you no longer wish to receive *Business Info* magazine please email your details to circ@binfo.co.uk

Temperature scanning



To help UK organisations get back to work safely as the lockdown is gradually lifted, Vodafone UK, in partnership with Digital Barriers, has launched an IoT-enabled Heat Detection Camera that uses thermal imaging to screen the temperature of people entering a building. Each camera can screen up to 8 people at a time and as many as 100 in a minute with an accuracy of +/- 0.3 degrees Celsius. Thermal images are streamed securely and in real time to a laptop or mobile device, with instant analytics providing a discreet alert when someone with a raised temperature is detected. The camera is supplied with a laptop and tablet and supported by a 24/7 secure managed service. www.vodafone.co.uk



Recycled and ergonomic

BakkerElkhuizen has expanded its range of ergonomic office products with a 'Circular' range made with felt from recycled PET bottles. This includes three monitor stands (the Q-riser 110/90/50); a laptop stand (the Ergo-Top 320); and three document holders (the Q-doc 515/100 and Flexdoc). At the end of their life, Circular products can be returned to BakkerElkhuizen for further recycling. www.bakkerelkhuizen.de/

WHAT'S NEW



EZ collaboration

New from BenQ, the free EZWrite Live whiteboarding solution enables teachers/lecturers and students to create, share and begin collaborating on a virtual whiteboard within seconds. The web platform is accessible from any device with a browser and, with two modes of operation (broadcast and co-create), allows users to switch between lectures and interactive lessons during which students can annotate and mark-up content in real time. The platform also features video-conferencing, with live discussion alongside the collaborative canvas; file share; lesson recording; and built-in templates. <https://ezwrite.benq.com/live#/>



Breathe easy

Workplace wellbeing specialist Welltek has introduced a new generation of commercial air purifiers to the UK market. The AirO Clean Air System uses patented smAIRt air purification technology, which combines very high filtration efficiency and very high air flow to produce much greater volumes of clean air than traditional air purification technologies. Other elements of the cloud-connected system include wireless, portable indoor air quality (IAQ) sensors that continuously monitor IAQ and adjust purification programmes accordingly and smartphone and browser-based apps that allow air quality and air purification to be managed from anywhere. www.welltek.co



Pain-free printing

As the nation adapts to a new life of home working and home schooling, Epson UK has launched a subscription printing service for its Epson WorkForce and Expression Home printers. Offering cost savings of up to 70%, the ReadyPrint Flex service combines the convenience of automatic delivery of replacement ink cartridges (included in the subscription price) and low fixed monthly payments. There are three plans to choose from: £1.29 per month for up to 30 pages; £1.99 for up to 50 pages; and £3.49 for up to 100 pages. Any unused print allocation can be rolled over for two months. There is also a pay-as-you-go automatic ink delivery option, ReadyPrint Go, for customers who prefer not to have a subscription. <http://www.epson.uk/readyprint>



Home deliveries

Office supplies company Lyreco has launched a home delivery service to support customers during the Covid-19 lockdown. An extensive product range will be available for home delivery, with employees able to place orders for themselves or on behalf of a team. A variety of Home Worker starter packs are available for staff who need to set up a home office quickly. www.wearelyreco.com



Sanitation station

As businesses prepare for life after lockdown, Regency Design has launched a range of countertop and floor-standing hand sanitiser stations. Designed to reduce the risk of cross-contamination, the units automatically dispense 1.5ml of sanitiser per user. They are made from lightweight steel and can be supplied in any colour or customised with vinyl graphics. www.regencydesign.co.uk



Thinking inside the box

Bisley has secured exclusive UK distribution rights for the full range of soundproof booths, withdrawal spaces and office pods from Finnish pod manufacturer Vetospace. Built-in air filtration, antimicrobial lighting and antiviral nano-coating ensure that the modular spaces are not just quiet and private but very hygienic. Vetospaces are available in a choice of sizes and layouts. www.bisley.co.uk



Remote working suite

Zoho has introduced the Remotely virtual collaboration platform to help companies operate during the coronavirus epidemic. Available for free until July 1, 2020, the suite of 11 integrated applications and productivity tools covers communication (Cliq, Meeting, Showtime), collaboration (WorkDrive, Projects, Sprints), remote assistance (Assist and Lens) and productivity (Writer, Sheet, Show).

www.zoho.com/remotely



Stay safe

As UK businesses start to re-open after lockdown, Bristol-based digital solutions company inurface Group is introducing two products designed to create a safer environment for office workers and shoppers. One



A helping hand

ChargedUp, operator of a 3,000-strong network of phone charging stations across the UK, Netherlands and Germany, is modifying the design of its phone charging stations to dispense hand sanitiser instead. In an initiative dubbed CleanedUP, the company is offering to supply UK organisations with hand sanitising stations at cost price. ChargedUp says it is able to produce more than 1,000 units per month and the sanitiser to go in them. CEO Hugo Tilmouth said: "With the majority of our usual network of pubs, clubs, cafes and shopping centres closing down due to the COVID-19 crisis, we wanted to find a way to use our skills, our resources and our network to help out. We put our heads together – virtually – and CleanedUp was born." www.cleanedup.green



Express yourself

8x8 Express has launched a new cloud phone system that enables the UK's five million micro-businesses to set up a business number in minutes. Available as a pre-configured package, 8x8 Express offers dedicated business phone numbers, unlimited UK calls, auto-receptionist, voicemail, intelligent call routing, secure video conferencing (for up to 50 people) and team chat, all accessible from desktop and mobile applications, with no need for additional software. The system is compatible with a range of Poly phones and costs £7.99 per user per month with no long-term contracts. www.8x8.com/uk/express

USB dongle server

SEH Technology has upgraded its USB Dongleserver family, which removes the need to connect software licence dongles directly to a client by giving secure access to dongles over a network (LAN, VPN, VLAN and Internet). The dongleserver Pro and dongleserver ProMAX feature super-speed USB 3.0 connectivity, integrated storage, encrypted USB communication between client and dongle server and monitoring and logging features for centralised management of dongle server activity. www.seh-technology.com



Going solo

Built to protect small businesses and remote office/branch offices, the OneXafe Solo plug and play device from StorageCraft streams data directly to the cloud via a simple internet connection, with direct backup to StorageCraft Cloud Services (DRaaS) for always-on offsite disaster recovery. There is also the option to back-up to an internal drive, NAS device or USB storage. OneXafe Solo is billed via a monthly subscription (from £77 per month per protected machine), with no upfront costs and no limit on the number of machines that can be supported by a single device. www.storagecraft.com



is a thermal monitoring camera based on technology developed by inurface Group company ADT (Advanced Display Technology) that can measure multiple individuals' temperatures to within 0.3 of a degree and share data in real time with store managers, security teams and remote offices. The second is a hand sanitiser with built-in digital signage for displaying a variety of messages to regulate crowd flow into a food store, for example, or to encourage shoppers or office workers to clean their hands on entering a store or office building.



Integrated WiFi

IGEL has introduced a new energy-efficient endpoint for accessing virtualised apps, desktops and cloud workspaces. Powered by the AMD Ryzen Embedded R1505G system-on-chip (SoC), with Radeon Vega 3 Graphics, the IGEL UD3 boasts enhanced connectivity options, notably, for the first time on an IGEL device, hardware-integrated WiFi and Bluetooth (both available as options). Other standout features include an AMD hardware-based security processor built right into the SoC, for added security, and optimisation for remote cloud connectivity with Teradici's PCoIP Ultra Software Client for Linux. www.igel.com





SMART PRINTING, CLEVER THINKING

Smart Office Solution Ltd is one of the UK's leading independent print management providers.

We offer solutions from the world's leading manufacturers of printers, photocopiers and digital document management systems, all of which are available for lease, hire and purchase.

Call **020 3504 8511 / 0871 423 5195**
Email **sales@smartofficegroup.com**
Visit **www.smartofficegroup.com**



Smart Office Solution

Bespoke Document, Photocopying
& Printing Solutions

BOOK A FREE AUDIT

Claim your free audit carried out by independent trained experts.

MPS

In-house specialist of managed software implementations.

COPIER LEASING

Expert multifunctional copier leasing.
Reliable advice.



Technology MORE SUPPORT NEEDED FOR HOME WORKERS

From the start, the coronavirus lockdown has been described as the world's greatest experiment in home-working. So, what are some of the early results?

A survey of the working habits of 3,000 office workers by managed services provider Atlas Cloud, carried out one month into lockdown, provides some interesting insights.

This shows that most employees have adapted easily to working from home, with 79% of those doing so believing they can do so effectively.

However, it also highlights the shortcomings of existing arrangements:

- 34% of home workers say their work is being hampered by the poor performance of their home internet connection;
- 25% are using a personal laptop for homeworking, with more than half of those storing work files on that personal device and 7% having no password protection (16% are working on a company laptop bought since the coronavirus pandemic);
- 24% complain of having to log in to too many separate software packages and apps while working from home;
- 22% can't access the computer files they need while working from home; and

■ 20% say the quality of the laptop, desktop or tablet they work on from home is negatively affecting their work productivity.

Given these technical, security and productivity challenges, it is not surprising that more than half of office workers (57%) believe their company should be doing more to help them work productively from home. Almost one fifth (19%) say their company needs to act urgently to enable them to work productively from home.

With the possibility that home-working will be adopted more strategically after the lockdown, it is instructive that just two in five workers believe their employer has helped them make adequate provisions to work from home long-term; 38% say their employer needs to invest in longer-term solutions if they are to work from home in the future.

Pete Watson, CEO of Atlas Cloud, said: "We anticipate that among the largest changes we'll see to our working lives as a result of the coronavirus pandemic is a much larger proportion of Britain's workforce working from home more often and a change in how British businesses manage their IT and handle business information."

The Podmakers' Escape Pod can be used as a place to work, meditate, sleep or socialise. Made entirely from wood, it can be rotated to face in any direction and can be kitted out with heating, electrics and insulation. www.podmakers.co.uk



Home working

GOODBYE OFFICE, HELLO SHED

Since lockdown, many of us will have swapped a city centre office for the garden shed. Yet, even before the COVID-19 pandemic, shed-working was a popular option for many thousands of entrepreneurs.

According to research by Starling Bank, last year as many as 104,000 micro-businesses and sole traders ran their businesses solely from a garden shed (including garages and outbuildings), contributing £17 billion to the UK economy.

Its study found that the average shed worker spends £3,343 on a garden workspace, but saves £8,738 a year on rent, commuting costs, food expenses and other overheads.

Shed workers also enjoy a better work-life balance than office workers (76% vs. 65%) and are four times less likely to be stressed (7% vs. 28%).

Almost one in five shed workers (17%) host client or customer meetings in their shed, 13% use them for staff catch-ups and one in ten (10%) uses them as a venue for new business pitches and meeting.

BULLETIN



Furniture TAKING A STAND

The QuickStand Eco from Humanscale transforms ordinary desks or tables into healthy, active workspaces. Available in laptop, single or dual-monitor configurations, the height adjustable solution features sustainable materials and minimal parts and pieces for a reduced environmental footprint and clean aesthetic. Its simple setup makes it an ideal ergonomic tool for home offices. www.humanscale.com

Home Working

TOP 10 CHALLENGES

- 1 Missing social interaction (27%)
- 2 Feeling the need to prove productivity (24%)
- 3 Colleagues taking longer to respond (18%)
- 4 Connectivity issues (17%)
- 5 Feeling disconnected from colleagues (16%)
- 6 Feeling out of sight, out of mind (16%)
- 7 Feeling out of the loop with what is going on across the business (15%)
- 8 Getting distracted even more than when in the office (15%)
- 9 Relying on technology too heavily (14%)
- 10 Feeling isolated (12%)

Source: 99&One

Facilities management CLEANER OFFICES

As businesses prepare to open up their offices once again, FM benchmarking service Sitemark has launched a new workplace hygiene programme to combat COVID-19. Unlike traditional cleaning specifications that focus almost entirely on visual standards of cleanliness, the COVID-19 Workplace Hygiene Programme is designed to identify and highlight parts of a building where the risk of contamination is high, including common areas, door handles, lifts and stairwells, and to introduce an appropriate cleaning schedule.

The programme is based on the use of 'High Intensity Touch Point' indicators in high-risk areas to remind people to wash their hands and to prompt cleaners to implement a deep clean.

The programme has three stages – categorisation of different areas in a building; determining the cleaning frequency of 'Touch Point' areas; and displaying Touch Point indicators where appropriate. It can be implemented with or without auditing and certification by Sitemark, which provides a full set of tools, from workplace risk assessment tools and hygiene cleaning specifications to wall-mounted guides and High intensity 'Touch Point' indicators. www.sitemark.co.uk



Workplace EMPLOYEES WELCOME RETURN TO WORK

While many Britons fear the end of lockdown, research by Toluna and Harris Interactive shows that more than half (57%) of employees are either 'enthusiastic' or 'relieved' at the thought of returning to more 'normal' working arrangements.

Not that anyone is expecting 'business as usual'. Among the 607 UK employees questioned, there was broad recognition that the workplaces people return to will be different to what existed before: 25% expect pressure to be much higher; 30% are expecting more redundancies; and 36% believe there will be salary, promotion or recruitment freezes.

Vijay Mistry, Head of Employee Experience Research for Harris Interactive and Toluna, said: "Employees recognise there will be major adjustments as businesses attempt to get back on track. In fact, employees expect they will have to work harder with fewer resources than before the pandemic. They also understand career opportunities and rewards will be limited by comparison, acknowledging their role in the recovery of the wider economy and future success of their employer."

In return, employees expect employers to be more flexible, with 47% expecting to see improved home working arrangements and 51% anticipating increased flexibility around working hours.

They also want greater transparency and better communications: 41% want regular updates on the company (e.g. financial and performance updates) and 51% want regular team meetings. [tolunacorporate.com](https://www.tolunacorporate.com)



Cyber security

EMAIL REPORTING SERVICE LAUNCHED

GCHQ's National Cyber Security Centre (NCSC) is inviting members of the public to forward suspicious emails to an automated Suspicious Email Reporting Service co-developed with the City of London Police.

Emails linked to malicious content will be taken down or blocked as part of NCSC's existing takedown activities, which have already removed thousands of online scams. These include fake online shops selling fraudulent coronavirus-related items, malware distribution sites, phishing sites and advance-fee frauds, where large sums of money are promised in return for a set-up payment.

NCSC has also launched a new Cyber Aware campaign to counter the activities of cyber criminals exploiting lax home working security practices and people's fears over coronavirus.

It advises computer and internet users to:

- 1 Turn on two-factor authentication for important accounts.
 - 2 Protect important accounts using a password of three random words.
 - 3 Create a separate password that you only use for your main email account.
 - 4 Update the software and apps on your devices regularly (ideally setting them to 'automatically update').
 - 5 Save your passwords in your browser.
 - 6 Back up important data to protect yourself from being held to ransom.
- There is also specific advice relating to the use of video conferencing services.

■ In a survey by UK-based cybersecurity software company SentryBay, 42% of the 1,550 home workers surveyed said they had received suspicious emails in the first five weeks since lockdown began, with 18% having to deal with an actual security breach. Almost half (49%) say they feel vulnerable due to the insecurity of the PCs and laptops they use to connect to their corporate networks. www.ncsc.gov.uk

Technology TRAINING FOR SUCCESS

Employees who get sufficient training on remote working technologies are five times happier (56%) at work than those who are not offered any support (11%), according to an online survey of 2,000 flexible workers by managed IT services provider 99&One. Trained workers are also more than twice as likely to say that they get more work done in the same amount of time when working flexibly.

Digital signage

SIGN OF THE TIMES

Zoom-bombing toddlers and pets make entertaining YouTube content, but aren't so great if you are trying to project a professional image in a conference or concentrate on an urgent piece of work.

To minimise the risk of interruptions from housemates or family members – those who can read at least – ePaper specialists E Ink and Visionect have launched a home office version of the latter's Joan meeting room display.

Attached to the door or wall outside a home office, Joan Home connects to the user's calendar, displaying their current availability and calendar/schedule for the day, as well as custom content, such as a task list or digital photos.

The ePaper-based display is entirely wireless and can be installed without drilling using an adhesive-backed magnetic sticker. Highly energy-efficient, it only needs to be charged every few months.

<https://getjoan.com/shop/joan-home/>



Learning

TEACHING SUPPORT FOR HOME WORKERS

To help employees adapt to working from home, learning solutions provider Emerald Works has launched a COVID-19 support pack containing more than 20 free articles and videos on a range of subjects, such as staying focused while working from home, running virtual meetings, mental health and decision-making under pressure, problem-solving, working in a virtual team, managing emotion in a team, keeping calm in a crisis and mindfulness in the workplace.

The COVID-19 Support Pack is available on the Emerald Works Mind Tools platform, which provides customised online learning solutions and features a library of almost 2,500 resources accessed by more than 24 million people each year.

Emerald Works, launched in January, combines three established learning organisations – GoodPractice, Towards Maturity and Mind Tools – in one global company. With offices in Edinburgh, London, Horsham, the US and Australia, every month it serves more than 2.5 million learners and learning professionals in 180 countries.

www.emeraldworks.com

Win a Foton 30 from



Business info magazine has teamed up with GBC for a chance to win one Foton 30 from GBC. All you need to do is read the below to find the answer, then complete the question, fill in your details and send it back to us via email or post before the closing date.

GBC Saves Users 98% of Time with World's First Fully Automatic Laminator

GBC has addressed common user pain points for document lamination with their new Foton 30 model.

GBC, the trusted brand for lamination, has launched the world's first fully automatic office laminator. The Foton 30 delivers innovative, industry leading technology that significantly improves productivity in a variety of office settings.

A multitude of different industries utilise laminators to protect different paper items such as health and safety notices, office communications, displays, instructions documents, promotional documents, reports, business cards and photographs. Laminating helps to preserve these documents, but is often a dreaded task due to the time commitment required. Users often complain about the inefficiency of having to load the documents into pouches and feed them into the machine one at a time, and repeating the process until the job is done. This could take many hours depending on the number of documents needed. Laminating then becomes an all-consuming task and is not conducive with productivity, which is a major drain in a busy office environment.

The Foton 30's revolutionary automatic technology improves efficiency, and can save users 98% of their time when laminating. There is no need to wait for the machine to load up, no loading pouches or feeding them into the machine individually. Users can simply load their documents into the laminator, up to 30 A4 or A3 sheets at one time. Then with the simple press of a button, the Foton 30 can be left to produce high quality laminated documents, every time.

However, if the user prefers to

manually laminate, the Foton 30 easily switches between modes to allow manual lamination for the lamination of off shapes or long display banners.

The Foton 30 laminator boasts a unique lamination roll cartridge that is quick and easy to replace. The cartridge is available in 75, 100, and 125 micron thicknesses. Additionally, the machine's advanced sensors detect document and film thickness and automatically adjust their settings to provide perfect results. For perfect lamination at the touch of a button, the Foton 30 is the right choice to enhance any business.



When we return to work, social distancing measures will need to be communicated easily and effectively. Laminated signs located in corridors, offices, meeting rooms and break-out areas will help office workers follow hygiene and safety procedures. Laminated documents are easily wiped clean or disinfected. And they are robust enough for regular handling.

Explore the GBC Foton at <https://www.gbceurope.com/en-gb/ranges/automatic-laminators/>

To enter, all you need to do is answer the question below, then email your answer along with your address and contact number to jamest@binfo.co.uk (Subject: GBC Foton 30).

You can also post your entry. Post your entries to:
GBC Foton 30, Kingswood Media, 10 Amherst House, London Road, Sevenoaks TN13 2BT.

All entries must reach us by the final closing date of 31st July, 2020. All entries will be entered into a free draw to win a Foton 30 from GBC.

Q: How many sheets of A4 or A3 paper can be loaded into the Foton 30 laminator at one time? **A:** _____

Name _____

Company _____

Address _____

_____ Postcode _____

Job Title _____

Tel _____ Mobile _____

Email _____

Tiger
[Panthera tigris]

A Tigress will be fiercely protective of her cubs and will not hesitate to attack in the event of any threat.

Our Firewall as a Service offers class leading threat protection for your data network.

Firewall as a Service (FWaaS) Benefits

Protecting your network from internet borne threats should be of paramount concern to every organisation.

From just £200 per month, Spitfire's FWaaS provides a fully managed service to secure your data network perimeter, utilising Fortinet's Fortigate firewall security and Unified Threat Management platform.

Features include:

- Advanced Management
- Antivirus
- Application Control
- Web Content Filtering
- Email filtering
- Intrusion Prevention System (IPS)
- VPN Connectivity



Spitfire Network Services Ltd:
Training TechTalks

Sales 020 7501 3333 • Partner Services 020 7501 3150
Innovative • Flexible • Reliable • Supportive • Cost Effective

www.spitfire.co.uk

A helping hand

With expertise in design, printing, packaging and manufacturing, vendors and suppliers throughout the office products industry have been doing their bit to help the NHS and frontline workers during lockdown. Contributions range from the donation of equipment to the manufacture of much needed PPE equipment. Here is a small but representative sample of recent initiatives.

■ **DisplayMode**, a provider of retail and point of sale displays, started making face shields for frontline workers on a not-for-profit basis to avoid having to furlough staff. It started out producing 10,000 masks a week, and within two weeks had increased production to 100,000 and cut the cost per unit from £5 to £2.

■ Binding specialist **Renz** responded to a 75% collapse in orders in a similar fashion, using its expertise and spare manufacturing capacity to produce a lightweight Protective Face Shield now certified by ECS GmbH, the European Certification Service.

■ Graphic display specialist **Leach** has partially offset a dip in orders from its museum, exhibition and leisure sector customers by launching a range of social distancing window, floor and wall graphics. Hundreds of stock visuals can be bought through a dedicated virtual shop at <https://weareleach-socialdistancing.com/>.

■ Print service provider **Carly Press** has been using spare capacity on its presses to print free 'self isolation' stickers for local residents to display outside their homes.

■ **Y Soft Corporation** has been using its

be3D eDee 3D printers to produce 500 protective face shields per day, which it is donating to a number of hospitals, including three in the UK – University Hospital Bristol, Devon Partnership NHS Trust and UHCW NHS Trust.

■ When Yorkshire technology firm **Vapour** learnt that its Head of Cloud, Craig Holmes, was using money from a cancelled cruise to 3D print face guards for key workers, it stepped in and offered to pay all material and distribution costs.



■ **Antalis Packaging** responded to a call from 'Help NHS Heroes' by supplying 1,000 boxes, tape and tape dispensers to a pop-up tent at the Lister Hospital in Stevenage. The boxes are being used to provide food and essential supplies to key workers who are unable to get to the shops.

■ **Premier Paper** supplied South Wales printer Lexon with enough 470mic

gloss clear Viprint to produce 10,000 protective visors that the printer is donating to NHS workers. It also teamed up with Semaphore Display to say a big thank you to the NHS through a graphic installation at the Wales Millennium Centre in Cardiff made from Rijet 100 vinyl.

■ **Welltek** has donated a Neurosonic wave mattress and neuron activation pod (N.A.P.) to the staff wellness centre at Whipps Cross Hospital in North London. Together, they deliver a 10-minute programme of sensory tissue stimulation that is claimed to improve sleep quality, reduce migraine problems and relieve stress.

■ Mobile and IoT management solutions provider **SOTI** has become a corporate partner of the Lifelines4LovedOnes initiative set up by authorised Samsung repair and service partner TMT First. Lifelines4LovedOnes refurbishes used tablets and smartphones and donates them to NHS hospitals and care homes so that COVID-19 patients and care homes can make video calls to friends and family. Free licences for SOTI's enterprise mobility management software will enable devices to be secured and managed remotely.



DisplayMode



Leach



Carly Press



Antalis Packaging



Premier Paper



Welltek

3D for all

Users of HP Jet Fusion 3D printers have collectively produced more than 1.5 million 3D-printed items in the fight against COVID-19. In the UK alone, they have produced more than 50,000 face shields, mask adjusters and hands-free door openers.

■ **Printing Portal**, a 3D printing bureau in Dartford, has been making face shields for local NHS organisations;

■ **Design Reality**, a 3D printing firm in north Wales, has supplied local hospitals with 3D-printed arm-operated door handles;

■ **FDM Solutions**, a bureau based outside Burnley, is making face mask adjusters for local hospital staff;

■ **Matsuura Machinery Ltd** and **Nottingham University** are making CE-certified and NHS England-approved face shields;

■ **Cardiff University's PARC institute** is 3D-printing visors for NHS staff across Wales; and

■ **Pro2Pro**, a Telford-based manufacturing service provider, has produced hundreds of face shields for the NHS.

On its website, HP is publishing approved and validated design files for a variety of 3D printable products including ventilator components, face shields, masks and personal accessories like hands-free door openers, wrist covers and mask adjusters.

There are also links to 90 HP 3D printing partners, including eight in the UK, that are able to fulfil orders for medical equipment and supplies.

www.hp.com/go/3Dprinting



Photo: HP

APP UPDATE

Everyone's a winner

Live polling app company Vevox has launched an anonymous workplace quizzing tool to help businesses boost engagement during meetings and gauge knowledge/awareness levels without exposing participants to the risk of shame and embarrassment in front of colleagues.

In a recent survey by Vevox, 35% of employees said they had been publicly embarrassed during a workplace quiz.

The free addition to the Vevox employee engagement platform enables presenters to ask questions and show anonymised results instantly on a big screen. Each individual's own score is sent to an app on their mobile or computer so that they can see how they are doing.

Vevox MD Peter Eyre said: "One of the great benefits for meeting organisers when using this feature is that not only is it great for gauging understanding but it's great fun. With many already suffering Zoom/video call fatigue in the current climate, we've seen huge uptake for online team building 'pub quizzes'." www.vevox.com



Free wellbeing app

The Better App Company describes its Better App for iOS and Android as the world's first app to assess and track a user's mental health and wellbeing.

Created by the team behind the Better Stop Suicide app, it includes an emotional needs check, which produces a trackable wellbeing score; tools to encourage talking and exercising; audio to calm the mind through simple breathing exercises; and the ability to connect directly with a therapist.

The free version of the app also includes a 7-day trial of the premium plan, which offers additional 'Life made better' audios and 'Better sleep' audios, with weekly added content written and recorded by mental health experts.

The Better App Company also offers a white-label option that allows businesses with more than 500 employees to provide the app under their own branding.

john@thebetterappcompany.com

Best ever user experience

Sign In App describes Version 4.0 of its iPad-based visitor management solution as its biggest advance to date, thanks to multiple new features, improved accessibility and more options for customisation.

Incorporating many of the extra features introduced since version 3.0 was released at the beginning of 2018, version 4.0 also streamlines code to support a roadmap of future developments.

Amongst 20 new features available now are video messages, message documents, video welcome screens, new evacuation reports and support for multiple sites.

In addition, there are more options for customising the 'sign in' experience, such as support for videos to promote your brand or share important site information, and improved usability, with larger and heavier fonts, clearer buttons and audio feedback, including spoken messages.

An optional new sign in experience takes this even further with larger custom fields and more accessibility options including button and font sizing.

signinapp.com



APP UPDATE



Low-code, quick turnaround

A low-code app development platform has enabled Worcestershire County Council to design, develop and deploy new apps in record time, as part of its response to the COVID-19 crisis.

Over a two-week period, four developers from the council's Digital Delivery Team used the OutSystems platform to produce five new apps in record time, with some taking less than 24 hours to create.

New apps include the *Community Response* app, introduced as part of the council's *Here 2 Help* programme, which matches volunteers with requests for help from vulnerable residents and provides a channel for uploading ID and Disclosure and Barring Service (DBS) documentation.

The other new apps were all for internal use by the council and its employees.

These include an *Absence from work due to coronavirus* app; an *Existing medical*

condition declaration app; a *Volunteer redeployment* app for uncovering skills employees might have outside their current roles for redeployment purposes; and a *Previous care experience* app for finding staff with previous care experience who could help out should additional capacity be needed.

In addition, the Digital Delivery Team has developed two apps to support the Coronavirus testing program in Worcestershire and Warwickshire, including a *Coronavirus testing* app, which enables eligible non-NHS staff to request tests and the council to coordinate booking slots, and a *Coronavirus*

test results app for submitting results.

Both apps will be used by Worcestershire County Council, Warwickshire County Council and partners, including the police, fire service and schools.

Worcestershire County Council's six-strong team of developers has been using the OutSystems platform for five years.

Digital Delivery Team Manager Jo Hilditch said: "We've worked with OutSystems for a number of years, and its platform has allowed our developers to work in an incredibly agile way."

www.outsystems.com

■ *In response to COVID-19, OutSystems is taking its no-cost Low-Code School for developers online. Running from June 15 to June 26, the two-week online training programme will provide 20 developers with free training and certification on the OutSystems platform. Now on its 11th intake, the Low-Code School has already trained and certified more than 200 developers across Europe. OutSystems expects its ecosystem to generate more than 5,000 new jobs in 2020, around 700 of which will be in the UK.* www.outsystems.com/events/low-code-school/

snom

Professional & easy

Flexible & practical

At home or in the office
Snom has the ideal solution
for wireless IP telephony.
#StayAtHomeUseThePhone



D735



C52 SP



A230

<https://www.snom.com/en/homeoffice/>

The COVID-secure office

In Part 1 of our series on office design, we ask suppliers how they think COVID-19 will affect the workplace. Will it mean the end of open plan? Will it mean the end of the office? Or will the changes be more subtle?

As businesses prepare to welcome workers back into the office or, more likely, delay their return, many will be conducting health and safety assessments and working with stakeholders to create a COVID-secure workplace.

The prospect of enforcing social distancing in offices might be daunting and against the grain for spaces that are designed to bring people together and which in recent years have been engineered to encourage movement, circulation, collaboration and spontaneous encounters.

Yet, this very flexibility – combined with the inevitability of phased returns due to concerns about the safety and capacity of public transport, uncertainty over childcare/schooling and a more relaxed attitude to home working and flexi-time – will help businesses adapt to the new requirements and could produce long-lasting change.

Businesses will have to implement stricter cleaning regimes and will probably want to provide face masks, gloves and hand sanitisers. They may want to put up perspex sneeze-screens or implement a one-way system around the office. In some cases, it may be necessary to widen corridors or reconfigure furniture to maintain social distancing and stop people sitting face to face.

But, as bdg architecture + design CEO Gill Parker explains, these short-

term measures will only work if they are combined with home working to reduce the number of people in offices.

“The solution isn’t to significantly redesign office space – the solution is to recognise that home working and office working both have a place in the workplace mix. We are working with our clients to develop their Return to Work plans in the short term (home working), mid-term (offices reopen with reduced occupancy) and long-term (post-Covid, when homeworking will be a greater part of the mix than it was pre-Covid). If organisations focus only on getting everyone back into the office then we are facing a bleak future of a return to fixed desking and shift working, which is not suited to a positive and collaborative culture that we have all spent so much time cultivating.”

Evidence suggests businesses are open to this argument, especially in the London, where half of workers rely on public transport to get to jobs that could be done just as well from home. In a survey of 1,550 lockdown workers by cybersecurity software company SentryBay, 63% said they wanted to spend at least some of their working week at home in the future; 23% said they wanted to work full time at home once the pandemic was over.

For Parker, the ease with which people and organisations have adapted to mass home working is one of the big gains of the last two months.

“The COVID-19 crisis has highlighted the untapped potential of ‘remote working’ and in a single moment accelerated its large-scale adoption. With mass recognition that infrastructure, technology platforms and people can all be trusted to work effectively and remain productive in isolation, organisations are now free to empower their staff to choose to work in the setting that best suits them, including the home. In a sector that continually feels the need to debate along polar lines (e.g. open plan vs. cellular) organisations should not feel the need to choose between home or



Gill Parker,
CEO,
bdg architecture
+ design

office; this is not the ‘death of the office’ as many are predicting.”

She adds that this is just something that employers and employees will have to get used to and accept.

“We have to approach the change to our workplace experience in the same way we approach an upgrade to our smartphones. Millions of people will do it, at the same time, all over the world. Most people will not be entirely sure why they need it or 100% sure of what it involves, but they will do it anyway, with the expectation that at the very least they gain an upgraded end product with added features and improved performance.”

Long-term changes

Dr Greg Lavery, Director of Rype Office, a manufacturer and supplier of remanufactured office furniture, is another who predicts long-term changes to the way offices are organised, beyond short-term social distancing tactics such as staggered starts and morning and afternoon shifts.

“When COVID came along a couple of months ago, the world was well positioned to adopt agile working and home working, because all the IT and communications technologies needed were in place. COVID has shown that people can work at home and, what’s more, that they like working at home. The question for employers is how many people are going to want to come back to the office and how many people do they want to have in the office, if they can be perfectly productive at home.

“Imagine if you can say to staff ‘We are happy for you to work 2 or 3 days a week at home’. If you happen to live in Reading or Swindon that is a good option, and that will attract new



Rype Office

Continued...

Get rewarded for your loyalty!



BUY a Pelikan toner
Compatible with HP CE255X
OEM price*: £160.00
PELIKAN Price*: £116.00
Earn your first 87 points!

Pelikan Printer Cartridges now available in the UK!

A vast range of OEM alternative cartridges for all major brands including HP, Brother, Canon, Epson, Dell, Samsung and Oki. The Pelikan brand provides incredible quality and savings of up to 30% compared to the OEM.

Buy Pelikan and earn rewards today!

You can start claiming your rewards with just 300 points!

Register today and start building your points.

www.pelikan-printing.com/rewards

Pelikan 

Print it Pelikan.

* Prices excluding Vat, correct at the time of publishing

OFFICE DESIGN

...continued...

Dr Greg Lavery,
Director,
Rype Office



employees. Home working will become part of the employment package," he said.

Lavery added: "One client told me they can imagine offices becoming like private clubs where you come in to meet and to mingle, to collaborate, to train, to learn, but if you have a day to write a paper you do that at home.

"You can imagine a world where organisations adopt a hub and spoke model – a private members club-type office in central London and a series of satellite offices on the perimeter that staff who live outside London can pop into for 15 minutes to do their photocopying, collect their mail and engage and interact with colleagues. The satellite office might only have 20 desks and a really good coffee machine and some sofas and a pool table, but it might save people from having to trek into central London every day.

"Imagine how that changes the whole fabric of working in London. It

Rype Office



means fewer people in the middle; real estate prices go down; you may get rejuvenation of the High Street where those offices are set up; little villages re-emerging."

Such trends have been talked about for 20 or 30 years, and while there have been developments, both in the design of offices and the variety of workspaces available (e.g. shared office space), people still spend huge amounts of time and money commuting into offices in the centre of town. Will things really be different this time?

Desire for change

For Ian Weddell, UK CEO of Swiss manufacturer USM, it all depends on how long the crisis lasts.

"COVID-19 can only be eradicated through herd immunity or immunisation, and it will take 18 months to get proper immunisation internationally. Until then, the only way to keep the virus down is to drastically change the nature of social interactions, so there could be a massive change in our business lives for the next two years. If that is the case, there will be a sea-change in the way things develop. If it soon blows over and we all go back to work and back to watching rugby and football and drinking in bars, it will be forgotten. But I don't think that will be the case," he said.

"Personally, I think there will be a

big change in office requirements going forward. Just today Barclays was saying they might need to make a long-term adjustment to their whole location strategy. Do they need 7,000 people in Canary Wharf? Or would it be better to get their teams out into branches operating as local business hubs? The bigger companies will certainly be looking to change," he said.

Weddell believes that this will have consequences for the type of furniture organisations select, putting a premium on modularity, flexibility and durability – all hallmarks of the Haller table system that USM has been making since 1965.



Ian Weddell,
UK CEO, USM

"We don't know what each business needs, but given that the product is flexible and adaptable, there's a variety of things we can do. For example, we supply a lot of reception desks and we have created a metal attachment that lets you mount a perspex screen. Or, where tables are configured in a bench, instead of placing a bag saying 'Do Not Sit Here' over every other desk, we could reconfigure the product and put storage between side-by-side desks to give people their 2 metres distance.

"People will need flexible, adaptable solutions for their office requirements, because no one is quite sure what will be required in the next few years. Our product, because of its durability and modularity, is well placed to support people in that way," he said.

Common sense approach

Jonathan Hindle, Group Managing Director - EMEA, KI, is more sanguine than most about the challenges involved in making a workplace COVID-secure, questioning the need for wholesale changes to office environments, especially those that have been

...continued...



 edding®

Making bright ideas
come alive.

Because I can.



- easily dry-wipable
- brilliant and opaque ink
- available in 7 colours

edding.com/glassmarker

OFFICE DESIGN

...continued



The USM Haller Table System

designed with agility in mind.

"There is a bandwagon of people saying 'Let's put loads of sneeze-screens everywhere', as though that could solve the problem. At the end of the day, a lot of the disciplines involved in trying to implement more agile, flexible working lend themselves to lower volumes of people coming into the office. A company like PWC already has clusters of different working environments all spaced out one from the other. If you just reduce the throughput of people, you will be able to work safely in line with the new guidelines pretty easily," he said.

The same goes for the furniture products organisations might want to deploy. "If we are going to see more agile and flexible and remote working, you are going to have to have less assigned spaces and therefore you

are going to need more lockers and you will have a lot of things that were assimilated for flexible working and agile working that are going to be as relevant now that you have less people coming into the office and rotations."

Hindle adds that many businesses will be reluctant to make significant changes for something that might be over within a year.

"We ourselves will experiment by putting up a few plexi screens here and there, maybe freestanding ones that are a bit more flexible, and we will be encouraging people to make use of what is already there in the way of boardrooms and meeting rooms, just limiting the number of people in them. We are not convinced that businesses are going to be doing much redesigning beyond that, because I think they see this as more of a short to medium-term issue, not a long-term one."

That said, Hindle adds that KI is happy to work with specifiers and customers to address specific needs they might have in relation to COVID-19.

"People have got used to modifying standard platform products. We take that right the way round to provide a co-creation process for specifiers, which we call Infinity by KI. We have put a lot of investment and back-up into this process, in terms of design and engineering capabilities but also



manufacturing flexibility, so that we are able to respond quickly to customer requests with rapid prototyping and very cost-effective manufacturing. Not every time someone comes up with 'new sliced bread' is it 'new sliced bread'; they might just have a spin on it. But sometimes it can be an entirely new and novel ground-up design. What we offer is an engineering and enabling capability that can make it a reality," he said.

"Right from the get-go KI was very entrepreneurial, developing systems with people like Sun Microsystems and Microsoft that were exactly what they wanted and which they would call their own. We still do that, with Facebook and a lot of other very big clients. We offer them engineering support – like an Arup to a Foster."

Ultimately, Hindle believes that a common sense approach will prevail in relation to social distancing that might remove the need for structural changes, to corridors for instance.

"The two-metre rule was part of the Government's desire early on to make a clear message stick. But the first wording they used was '2 metres wherever possible'. It was always in the back of their minds that this wasn't always going to be possible and that it wasn't a panacea for safety. They are now looking at relaxing that; it is just a question of how they relax it and whether they put in a caveat saying you can do it, but only if you have done this, this and this, like wear a mask," he said.

"Obviously, you want to encourage visitors still and you want people to feel safe coming to you, so you put in handwashing stations and all those kinds of things and a recommended route through the office. The rest will be dealt with, frankly, by just reducing the number of people in at any time, so it is possible for people to pass without being cheek by jowl."



Jonathan Hindle,
Group Managing
Director – EMEA, KI

Data protection

New data protection regulations came into force in the United Kingdom and Europe in May last year



This legislation – the biggest change in data protection law in 20 years has transformed the way in which companies should be sending their email communication.

All businesses now need to prove that they are fully compliant with the new regulations and, when preparing to conform to article 5 of these regulations, should be focusing on the secure transmission of sensitive and financial data via email.

Data regulations now require that "the controller and the processor shall implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk" and expressly states that such measures include the pseudonymisation and encryption of personal data.

Lack of email encryption

Even with these changes to the law, statistics show that less than 40% of businesses today use any form of encryption when sending data via email. Why is this? In most cases it is due to the cumbersome process both for the sender and the recipient.

Even if a business is using a form of encryption it may not conform to the new legislation. Why? This is because it is very difficult to prove what was sent, what was received and by whom?

This is where RMail (Registered

Mail), a solution provided by Frama throughout Europe, will help. Frama RMail provides a legal, third party authenticated record of who said what, to whom and when. It records email delivery, opening, official time of sending and receiving, and associated message and attachment content, providing a complete audit trail and authentication.

The ICO has published detailed guidance on encryption, exploring its use through a range of practical scenarios to highlight when and where different encryption strategies can help provide a greater level of protection.

The Frama RMail platform

Lenny Wood, Marketing Manager at Frama UK explains how the use of the Frama RMail encrypted email platform can help businesses stay compliant with new data protection legislation and provide a secure environment for sending and receiving encrypted business-critical communications.

"There are a variety of encryption configuration options to maximise security, while maintaining user simplicity and flexibility.

This unique offering provides a powerful 256bit encryption tool that requires no additional work from the receiver's end, for example signing up to third party web applications,

downloading the email etc..

Another key benefit is that it does not store any sent documents on the cloud or on any server.

RMail is easy to install with no IT intervention – the RMail platform is simply added to a company's current email client – and there are also a number of additional features supplied as standard within the product, such as e-signature and large file transfer".

A value added service

Due to the ease of installation and powerful suite of tools, Frama RMail offers a new and profitable way to add value to any IT services contract.

With over 40 million users Worldwide, Frama have established a solid user base in the UK and are now looking to expand the number of users through their referral program.

This program adds Frama RMail to an existing customer offering, providing additional value to your customer base through our market leading email security platform as well as providing your business with an additional revenue stream.

Our referral program offers;

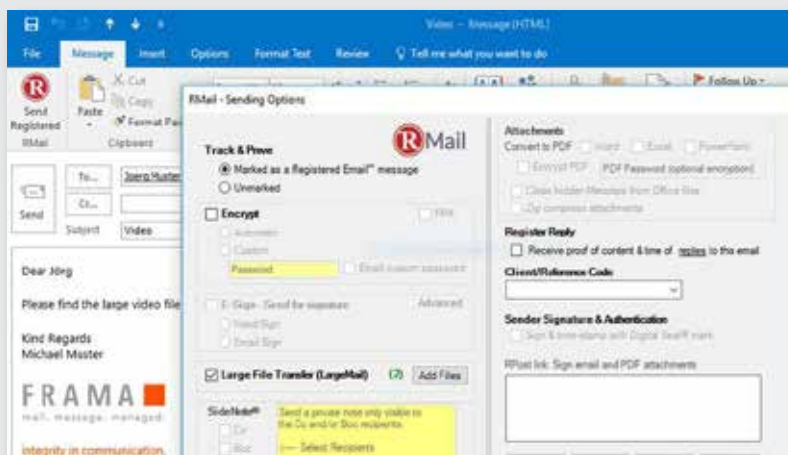
- Additional revenue stream
- Improve customer retention
- Pre and post-sales support package

In conclusion

Frama RMail provides an easy to use solution for the transmission of sensitive and financial data via email whilst giving businesses the confidence that the data has been sent securely and can provide an audit trail for data protection compliance. A simple but powerful piece of software that enhances standard email opening new revenue opportunities.

www.frama.co.uk

FRAMA 
mail. message. managed.





Magic-Chart

The flexible home office whiteboard

With Magic-Charts, you always have a whiteboard or flipchart at hand - anywhere you want and anytime you need.

Simply stick the Magic-Charts on any wall, door or window and start visualising.

We make communication visible

Ever increasing circles

Circular IT companies have benefited from a surge in demand for home working laptops

The rush to home working prior to the March 23 lockdown generated massive demand for laptops, computer monitors and other essential tech items.

Analysis by research company Context shows that in the four weeks to April 5, there was a 45% rise in the value of mobile computing sales through IT distribution in the UK & Ireland, compared to the same period last year. There were also big sales increases for smart home & office products (53%), desktop computing (23%), displays (16%) and computer accessories (13%).

The combination of surging demand and supply shortages caused by China's own lockdown in February and March has forced many companies to seek alternatives to new devices, from reactivating their own decommissioned laptops to buying professionally refurbished equipment.

One beneficiary of this trend is Infotheek Group company Flex IT Distribution, formerly known as Xeptor, which works closely with vendors such as HP, Dell, Apple and Lenovo, buying their excess stock and refurbishing older laptops, servers and mobile devices, which it grades from 'minus 1' to 'minus 10' (the former being just one iteration below the latest model).

Products are supplied with warranties



ranging from one year to three years for the Approved Selection Line and sold through a network of channel partners throughout Europe, including the UK.

Growing demand

Flex IT CEO Leon Timmermans says demand for the company's 'circular' products has grown significantly since March.

"In the last month particularly, the market has exploded. Everybody is suddenly realising that the quality and function of a product is more important than it being the latest, shiniest version. A laptop might be five years old, but you can still use it to do whatever you need to do. Demand has accelerated like crazy over the last eight weeks as firms recognise the quality of products available in the circular market," he explained.

As well as selling vendors' excess stock and refurbished laptops, mobile devices, storage and servers, Flex IT has a Rental division that supplies temporary IT equipment (some new)

to trade fairs, exhibitions, workshops, seminars and other events. With Covid-19, this service is also being used by businesses to hire large quantities of mobile devices for home workers on lockdown.

Flex IT also runs an ITAD (IT Asset Disposal) scheme on behalf of its resellers, which allows organisations to dispose of old or unwanted devices and use their residual value to purchase new equipment at a discount, with Flex IT refurbishing unwanted equipment (including its own ex-rental stock) for resale.

Tripling output

Another company benefiting from the shortage of home working tech, notably laptops, is Circular Computing, which each week has been producing three times its normal monthly output of carbon-neutral remanufactured laptops.

It points out that even before the COVID-19 pandemic there was growing demand for its products, driven by rising prices for new IT caused by more expensive raw materials e.g. an 80% increase in the price of palladium this year.

It also highlights the changing attitude of manufacturers, citing an HP direct mail campaign running in Denmark for its new Elitebook 840 G6 laptop, which also features the Elitebook 840 G1 from Circular Computing. Under the headline 'We believe in reincarnation – at least when it applies to HP Notebooks', HP explains that the Circular Computing 840 G1 looks and performs exactly like a new machine.

Circular Computing says such an endorsement from a global brand is unprecedented. Founder Rod Neale added: "The endorsement from HP recognises that our remanufactured laptops offer the perfect solution for people working remotely who want identical performance and reliability to a new machine, but at lower cost and with immediate availability. Plus, users have the peace of mind of knowing their purchase is genuinely ethical. Every Circular Computing laptop is certified carbon-neutral, and we invest in reforestation, renewable energy and social programmes worldwide."

<https://flexitdistribution.com>

<https://circularcomputing.com>



Leon Timmermans, CEO, Flex IT

Demand has accelerated like crazy over the last eight weeks as firms recognise the quality of products available in the circular market

Not going to waste

For businesses that still require new IT but don't want to contribute to the worldwide problem of toxic e-waste, TCO has enhanced its TCO Certified Edge certification with a new option that gives purchasing organisations the opportunity to take responsibility for the e-waste they generate. When businesses buy an IT product with E-waste Compensated certification, an equivalent amount of e-waste is collected in a country that lacks safe recycling systems and transported

to a recycling plant where it can be recycled in a responsible manner. Circular service provider Closing the Loop is the first approved collector within the framework of TCO Certified Edge, E-waste Compensated.



How Cloudbox is helping organisations navigate COVID-19 with free IT for 3 months

The Coronavirus pandemic has put business under enormous financial and organisational strain. Many organisations have been focussing on immediate survival but as lockdowns start to lift, it is clear that there will be no immediate bounce back to a pre-COVID-19 world and key decisions need to be taken to adapt and prosper.

Some of the key questions relating to IT are as follows:

- 1 How can we improve staff productively, wherever they are working?
- 2 Can our organisation make do with a smaller office/s, or do we even need an office?
- 3 How to secure and control company data at a time of unprecedented cyberthreats and with data privacy laws tighter than ever?
- 4 What services can be outsourced, and can staff costs be reduced whilst improving service quality?
- 5 What costs can be reduced, and how can changes be made without capital expenditure?

Having the right IT solutions in place can make all the difference. Traditional IT is no longer fit for purpose, and can be unwieldy, capital intensive and can be tied to physical locations with clunky VPNs required for remote working. The pandemic has seen a coming of age for Cloud IT, with an exponential increase in the use of video conferencing and collaboration applications, but many of these services have not been securely implemented and managed, opening up further risk.

Business Info spoke to a leading Cloud IT Provider, Cloudbox, to get their perspective. Cloudbox has been providing Cloud IT solutions since 2011 and is uniquely placed to implement highly secure, productive systems which can reduce costs and transform productivity. Their business has been built on empowering other businesses to grow, and they do this by ensuring IT stays simple, that it complements the business's strategy and is cost-effective.

Cloudbox offers a complete Cloud IT managed service at a fixed monthly fee,

taking the complexity and hassle out of IT and ensuring that all customers benefit from secure, compliant and productive solutions.

Cloudbox provides solutions using Microsoft and leading cloud infrastructure providers. Their clients span a wide variety of industries, including accounting, construction, creatives, finance, law, manufacturing and retail. What unites them all is their appreciation and firm requirement for secure, efficient and easily budgeted IT.

What's in the box?

CLOUDBOX BUSINESS is a fully comprehensive managed IT package. What do you get? FREE SET-UP & FREE 3 MONTHS RENTAL WITH NO MINIMUM CONTRACT.

Cloudbox UK CEO, Nick Goodenough, had this to say: "We want to help businesses make the change to secure and productive flexible working necessitated by COVID-19. Our solution enables our clients to remove the high capital and variable ongoing costs in running their own IT, and to be able to clearly budget for IT on a per user basis whilst also ensuring the security and compliance of their data."

Goodenough continues: "COVID-19 is putting unprecedented pressure on businesses to reduce costs and so we are offering a comprehensive IT solution with no set up fees, no rental charges for three months and no contract tie-in. We are not cutting corners to do this – we consistently get client satisfaction scores of 98%+ and are confident that clients will love our service."

What you get

■ Full IT solution encompassing Office 365, file sharing, back-ups, email, multi-

layer security, proactive maintenance & unlimited support

- Supports fully flexible working – work from home, remotely or the office
- Protection of company data whilst securing PCs, Macs & mobiles from malware & other threats
- Remote monitoring, software updates & reporting
- All-inclusive support including for changes

3 months completely free

- Free remote set-up & video led training
- Free Cloudbox Business for 3 months
- 3 month contract
- Suitable for all organisations with 5+ users
- Terms & Conditions apply

What you can do

- File sharing & collaboration: securely store and share files with colleagues & external parties
- File & email back-ups: never lose an important email or file
- Email & shared calendaring: secure communication accessible from any device;
- Cybersecurity: never fall victim to hackers with built-in antivirus, email security, website & URL protection
- Office 365 Essentials: work from anywhere using Microsoft Office & collaboration tools
- Unlimited IT Support: no additional charges for full support including changes
- Network Management: all devices stay up to date and are proactively monitored.

Cloudbox also offer specialist Financial IT Solutions together with cybersecurity, telecoms and cloud servers.

To explore whether this option could help your organisation transition to highly secure, productive cloud IT, please contact the Cloudbox team on 020 3761 8081 or info@cloudboxtech.com.

For more info, simply hop over to www.cloudboxtech.com/free-IT-service.



CLOUDBOX

Email &
Calendaring

File Sharing
& Collaboration

File &
Email Backups

IT Support

Remote Working

Office 365

Cybersecurity

CLOUDBOX BUSINESS is a fully comprehensive managed IT package.
FREE SET-UP & FREE 3 MONTHS RENTAL WITH NO MINIMUM CONTRACT.

Managing remotely using DiSC

Rosa Osman MCIPD explains how DiSC behaviour assessment, focusing on the four major personality traits of Dominance (D), Influence (i), Steadiness (S) and Conscientiousness (C), can help managers engage effectively with staff during the lockdown period



Rosa Osman

Right now, the majority of us are working from home and, as managers, we may have had to change our approach to managing teams. At a time when we are forced to use technology more than ever to connect with teams and co-workers, it is important to fully understand the motivators and stressors of team members to ensure that everyone remains engaged.

We know that people are different and that applying the same blanket management style to all members of a team will not be as effective as adapting one's approach to suit the different personality types identified in the DiSC behaviour assessment tool.

So, what assumptions can we make about how each DiSC type might respond to these times and what does this mean for how they should be managed? Below are a few suggestions, with the caveat that the extent to which they apply will depend on each individual's inclination to their principal

DiSC type, as indicated by their dot positioning.

■ **D – Dominance.** Results-oriented, assertive and strong-willed Ds will still expect things to move at pace and will become frustrated by any obstacles that stand in their way and stop them from achieving their goals.

During these unprecedented times, a D may fear loss of control, so be there to recognise the signs and provide reassurance and support when needed. Review their individual, team or project goals – a D will want to know what they need to do to achieve them. They want results! Any small wins will give them a sense of achievement.

■ **i – Influence.** i types are likely to find working from home challenging. This energetic, enthusiastic, optimistic group of individuals will miss the social interaction of the office. They will miss being around people and having that human connection. Their natural ability to engage in conversation with absolutely anyone and to network with others will be suppressed as they no longer have the opportunity to do this face-to-face.

An i likes to be around people and they need that social interaction now more than ever. Keep to the meetings that you would have had in an office setting – one-to-one meetings, team meetings, project meetings. Regularly use chat facilities, even if it is just to say hi and to check in. Consider a daily ten-minute energiser with your team. This could be a quiz, a game or just chat about the latest series on Netflix! Even better, get the i to run the quiz and boost morale across the team.

■ **S – Steadiness.** An S demonstrates conscientiousness through listening patiently and showing empathy when responding to others' needs. With their calm approach, they are exceptionally good at considering others and will be very empathetic in these challenging times. They are the team players who will check in on others and make sure everyone and everything is OK.

During these uncertain times,


with furloughing, job losses and other changes, an S could fear any loss of stability, so it is important to look out for them just as they do for others. It is important to stay connected with these individuals as they are unlikely to be forthcoming in their opinions and feelings. Ask them twice, if needed, and show them that you genuinely care.

■ **C – Conscientiousness.** A C enjoys their own space. Being reserved in nature, these individuals appreciate privacy, so will be quite content when working remotely. If anything, a C is likely to prefer working from home to being in a busy office setting.

This group is going to transition to working alone more easily than others, so just continue to have the trust that you have with your team members. When running virtual meetings, be mindful that they may find it uncomfortable to use their webcam. If you hold an informal team catch-up, they might not be as forthcoming as others. Additionally, if your department is working at pace and expecting to turn things around quickly, be aware of how this will impact a C. These individuals are perfectionists, detail-orientated and systematic, so clearly outline the deadline and your expectations of the standard of work required. Cs are the most logical of the DiSC types, so use their skill set for any new projects or systems that need implementing during these times.

Rosa Osman MCIPD is Learning & Development Manager at security, logistics and aviation services provider Wilson James. Founded in 1991, Wilson James offers a range of security services to businesses, including the provision of security guards, front of house staff and consultancy and personal protection services. It also provides bespoke logistics to construction companies, encompassing everything from site set-up and the organisation of accommodation for ground staff to the management of secure materials movement around a site. Its aviation division provides services to some of the busiest airports in the UK, including transport operations, PRM, welcome services and secure logistics.

www.wilsonjames.co.uk



Do you want to
save up to 40%*
on all major printer
brand toner –
page after page?

With Xerox-branded toner for all major printer brands you are assured exceptional print quality and reliability no matter where you work. Plus, you can make savings of up to 40%* compared to the OEM toner. With the Xerox® Lifetime Warranty – it's a no-risk option.

xerox.co.uk/toner

xerox™

*Based on GAP Intel data. ©2019-2020 Xerox Corporation. All rights reserved. Xerox® is a trademark of Xerox Corporation in the United States and/or other countries.

Seeing is believing

With millions of workers experiencing video meetings for the first time, are we entering a new era of collaboration?

Communication and collaboration practices were changing before the COVID-19 pandemic, but they have accelerated rapidly since.

A Futuresource Consulting survey of 2,500 end users in the UK, USA, Germany and France highlighted a growing trend for more frequent, more informal meetings, with nearly 40% of companies – twice as many as in 2018 – reporting that employees regularly hold meetings in ad hoc spaces like kitchens, foyers and reception areas.

This trend has been turbo-charged by COVID-19, albeit in the virtual sphere, with near universal take-up of informal video meeting solutions as home workers desperate to see and interact with colleagues (and friends and family) have taken advantage of free conferencing solutions to video-call from garden offices, kitchens and bedrooms.

The stats say it all:

- Lifesize's new user registrations in March were 5000% higher than in previous months, with global Lifesize call volume up 500%;
- 8x8 has seen a 75-fold increase in users of its instant video call solution, from 200,000 global users to 16 million;
- less than two months after COVID had spread to Western Europe, the daily average conferencing traffic for BlueJeans meetings had increased by 289% in the UK, with even greater increases in Germany and Spain;
- in March, Cisco saw a 7-fold increase in take-up of the free version of its

Webex collaboration platform in countries affected by COVID-19, with 240,000 online sign-ups in 24 hours and a record 14 billion meeting minutes – 24 times more minutes than normal;

■ Starleaf has announced a 947% increase in weekly minutes from UK calls since January, with Manchester recording the biggest daily increase in call volumes (more than 3000%), followed by Birmingham (2500%) and Bristol (2000%).

Zoom phenomenon

Most striking of all has been the performance of Zoom, which has seen the number of daily meeting participants in its platform increase from 10 million in December 2019 to 200 million in March, growing again to 300 million in April. This, despite widely publicised security weaknesses that have allowed hackers to unleash malware attacks, compromise privacy and gate-crash meetings in a practice now known as Zoom-bombing.

Zoom certainly has questions to answer, which it has attempted to do through a new release (Zoom 5), featuring support for AES 256-bit GCM encryption, and the announcement of a 90-day plan to bolster key privacy and security initiatives. So, too, do its users, many of whom have displayed a remarkably cavalier attitude to security.

Risk management company Turnkey Consulting points out that Zoom already has security features offering a high level of protection. It advises Zoom



users to make the following changes in Settings:

- 1 Require a password for new meetings.** This will prevent unwelcome guests from being able to join the call, as long as they haven't been invited and been provided with the password.
- 2 Set screen sharing to 'host only'.** This will prevent anyone randomly taking control of the screen to share something inappropriate.
- 3 Disable file transfer.** This will stop the spread of malicious files, should an uninvited guest manage to join the call.
- 4 Disable 'Join before host'.** This will prevent a participant joining before the host arrives and exploiting the controls. There is also the option to use the 'Waiting Room' feature, which automatically places attendees in a virtual room before the host admits them to the call.
- 5 Disable 'Allow removed participants to re-join'.** Turning off this feature will prevent guests who have been removed from re-joining the call.

Productivity drain

There have also been questions about the effect of video meetings on productivity. In the *Wundamail Work from Home 2020* report, Wundamail Research claims that pointless video meetings are costing businesses more than £1,000 per employee per month.

Although almost half (45%) of the

Meet Meet

Google is providing its Google Meet video meeting solution for free to anyone with a Google account, including @gmail.com users. Recently rebranded from Google Hangouts Meet, it was previously only available as part of the G Suite for business and education customers.

Google is positioning Meet as a more secure alternative to Zoom, highlighting a range of 'default-on' safety measures, such as the ability for hosts to admit or deny entry to a meeting and mute or remove participants; the barring of

anonymous users (i.e. those without a Google Account) from joining meetings created by individual accounts; and the encryption of video meetings in transit and recordings stored in Google Drive in transit and at rest.

Google account holders can use Meet to schedule, join or start secure video meetings with anyone, on the web at meet.google.com and via mobile apps for iOS or Android. It will also be possible to start or join a Meet meeting from Gmail or Google Calendar.

Meeting length is unlimited until

September 30, after which there will be a limit of 60 minutes for the free product.

For business and education users, Meet will be available via G Suite or a new G Suite Essentials offering. Free of charge until September 30, G Suite Essentials gives access to Meet's more advanced features, such as dial-in phone numbers, larger meetings and meeting recording, as well as Google Drive for storing and accessing content and Docs, Sheets and Slides for content creation and real-time collaboration.

20,000 US and UK workers surveyed on April 6-7 cited videoconferencing as their preferred communication method in the transition to home-working (vs. 32% for written updates/briefings, 13% for texting/messaging and 9% for phone calls), 58% think they are spending too much time on video calls, with 42% admitting that they frequently dial in and contribute nothing.

In addition, Wundamail's survey indicates that video may be less effective at prompting people to act than other communication methods, with respondents being three times more likely to deliver on actions that have been agreed in writing than on video. More than one quarter (27%) cite 'lack of follow-up' as the biggest communication barrier for virtual teams, with 30% admitting to not delivering on actions agreed over a video call.

In these respects, video meetings have many of the same frustrations and shortcomings as the face-to-face meetings they have replaced.

For the long-term

So, is our appetite for video meetings

going to be a flash in the pan or a more durable phenomenon?

Despite the concerns highlighted above, Starleaf CEO Mark Richer believes there are good reasons why video meetings are here to stay and will become part of the new normal once the COVID-19 pandemic is over, including pressure on businesses to cut costs.

"The financial impact of coronavirus is undeniable, and we believe many organisations will need to deploy cost cutting measures. Physical office space will be one area under consideration, with many businesses potentially downsizing their workspaces or looking for flexible office space rather than long-term leases, made possible by greater numbers of staff being able to work remotely. We also can't ignore the psychological impact of coronavirus. The idea of commuting back into busy hubs such as London will be a daunting prospect for many employees. Employers will need to be sensitive to this issue and offer greater flexibility to those who feel they need it," he said.

Richer added: "We are also likely to

see a change in attitudes towards areas such as recruitment. Historically, the ability to employ the best people has been restricted by geographical location. With more remote and flexible working practices, organisations will be able to think more broadly about who they employ and not be restricted by where that person is based.

"One final consideration is the positive impact coronavirus has had on environmental sustainability. It's a high priority for leaders in most organisations, and many will look at how coronavirus has improved their environmental impact and will want to build on this. We can expect to see more organisations re-evaluating their travel needs, opting to keep the more viable, environmentally friendly alternatives such as video meetings."

These reasons aside, it is hard to imagine the millions of workers who have learnt to love the flexibility, informality and intimacy of video meetings in the last couple of months going back to more rigid communication channels after lockdown.



Ashley Friedlein

5 Safeguarding risks

While WhatsApp's terms of use say it shouldn't be used by those under 16 years of age, safeguarding extends beyond children to young people and vulnerable adults. The problem with WhatsApp is that admins or hosts of messaging groups cannot moderate or delete the contributions of others, even if those messages create safeguarding issues.

The fact that WhatsApp is so ubiquitous has encouraged many businesses to turn a blind eye to its use at work, especially during the COVID-19 crisis.

However, there are alternatives, from general purpose professional messaging apps like Guild to industry-specific apps like Hospify in healthcare or Novastone in financial services, that like consumer messaging apps are easy to use and free (or very affordable), but which provide the privacy, security, control and regulatory compliance necessary for business and professional use.

Ashley Friedlein is the CEO & Founder of Guild, a private professional messaging app that is designed to be as easy to use as WhatsApp, advertising-free and GDPR compliant. <http://guild.co>

Get the message

Ashley Friedlein gives five reasons why businesses should avoid using consumer messaging apps like WhatsApp

Like video meeting solutions, the use of consumer messaging apps has rocketed during the COVID-19 pandemic, with WhatsApp usage up 40% according to analysis by Kantar.

We know some of this increase will be for professional purposes because in a recent survey of 1,261 UK workers commissioned by Guild, 41% admitted to using WhatsApp for work.

While the explosion in messaging is to be welcomed as a simple and fast way to connect and collaborate digitally, using WhatsApp for business communication is risky for five reasons.

1 Legal terms prohibit business use

WhatsApp's terms clearly exclude its use for commercial purposes. They state: "You will not use (or assist others in using) our Services in ways that involve any non-personal use." Although it seems unlikely that Facebook would sue a company for such use, it has threatened litigation against businesses that use WhatsApp for overly commercial reasons.

2 GDPR and other privacy legislation

It is practically impossible to use WhatsApp in a way that is compliant with GDPR and other privacy legislation. Lack of explicit consent when adding other users; an inability to

delete information after an hour; an inability to request your own message data; and the transfer of data outside the EU are all reasons for a business to be concerned.

3 Record keeping of conversations

Depending on the jurisdiction and industry sector involved, businesses have varying degrees of legal obligation to keep a record of communications with employees, suppliers and other stakeholders. WhatsApp keeps no record of such conversations.

4 Corporate governance

Businesses have legal obligations to protect employees and ensure adequate levels of oversight, governance and control e.g. to protect against bullying in the workplace, harassment or inappropriate behaviour. Businesses also need to protect sensitive commercial information. With WhatsApp, businesses won't know what groups exist, let alone who is in them or whether former employees or contractors still have access to information they shouldn't. Businesses can't delete messages, however inappropriate or damaging, and even if admin removes a member from a WhatsApp group, they can't revoke access to content unless the user himself/herself deletes that content.

Top tips for safer meetings

As meetings and events move online, BlueJeans suggests eight steps businesses should take to avoid the most common videoconferencing security and privacy breaches



1 Be careful about sharing your Meeting ID. You may want to recruit as many people as possible to your meeting or live event, but exposing your Personal Meeting ID on social media, websites and other public forums can attract the wrong kind of attendees. There are too many examples of attendees sharing unsavoury content in 'all-welcome' events. As a minimum precaution we recommend using a One-Time Meeting ID.

2 Always use passcodes. Meeting hosts should apply both moderator and participant passcodes (if available) to heighten meeting security. Moderator Passcodes require the meeting host (or a designated delegate) to enter a unique code to start the meeting. This prevents risky behaviour occurring before the host arrives. Participant Passcodes add an additional layer of security, allowing only those with the correct code to join the meeting. Some videoconferencing services offer advanced fraud detection to detect and report repeated login failures and meeting join failures. This helps block the type of malicious intruders who scan for meeting IDs over a set period of time.

3 Know your provider's data privacy policy. While it can be tedious to read fine print on data privacy, you don't want to sleepwalk into a situation that compromises your business and its employees. Most providers share some level of data with third parties, but the devil is in the detail. Some provide

personal data on individual participants to third parties; others only provide aggregated data on call information, such as duration, location and number of participants. If a system shares personal data with third parties, most countries' laws require you to communicate this to meeting participants.

4 Keep watch on meeting joiners. Meeting hosts can track who joins meetings in a variety of ways, depending on the system they're using. Most allow the host to set an audible alert to announce when new attendees join. Some also display entry and exit banners with the names of joining attendees on-screen. The host should also view the meeting roster to verify who is on the videoconference. If unrecognised or anonymous names are on the list, the host should ask them to confirm their identity by voice or chat.

5 Master the controls. To prevent unwanted participants joining your meeting or event, make sure the system you're using allows the host to eject or drop a participant and prevent them from re-joining. Some systems also let you lock a meeting once all the required individuals are present. This is critical when participants plan to cover sensitive and confidential information.

A common problem occurs when a meeting host with back-to-back meetings uses their Personal Meeting ID for both. If the first meeting overruns and participants for the next call join,

they can listen in to the previous meeting. To avoid this, plan in advance and use a One-Time Meeting ID.

Most systems allow hosts to mute the audio and video of some or all participants and put the meeting in 'host-only' mode. This helps keep the group focused and prevents disruptions, including from unwanted guests. Participants that want to ask questions have other options. Depending on the system, they can virtually 'raise their hands' and then ask questions by voice or chat.

Be aware that some platforms enable file transfers that can be conduits for malware-sharing. At the very least, ensure that meeting hosts can disable 'file transfer' to prevent malware being shared.

6 Use live meeting controls for large meetings and events. When companies need to run large meetings or events with more than 25 people, they should invest in systems with appropriate capabilities and security features. Systems designed for larger groups allow hosts to delegate the job of monitoring and controlling meeting participants and moderating question and answer sessions.

7 Use browser-based meetings to avoid download delays. Some platforms require people to install software, delaying meeting start times. If you want to free participants from having to download software before joining, look for videoconferencing providers that support browser-based options that use the WebRTC real-time communications standard. This allows users simply to click on a link to join a meeting in a web browser.

8 Practice basic security hygiene. According to online security experts Check Point, 90% of cyberattacks start with a phishing campaign. If you receive a link by email or social channels to join a videoconference, contact the sender to confirm its legitimacy. Never open links and attachments in emails from unknown senders. Look for the classic clues of cybercrime like spelling errors in URLs and emails.

BlueJeans Network provides videoconferencing services in more than 180 countries. www.bluejeans.com

Business Design Centre London · 13 Oct 2020

The Convergent Technology Event for IT Resellers & Providers

TECHNOLOGY LIVE 2020

www.technologylive.co.uk

TECHNOLOGY LIVE 2020 is a one-day event where ICT professionals, IT resellers, MFP/printer dealers and other technology providers can meet prospective channel partners face-to-face and build new relationships, explore new business opportunities and engage with new converging technology opportunities.

TECHNOLOGY LIVE 2020 is set to become a key event for vendors seeking ambitious channel partners to sell their IT, communications, MFP/Print, Cloud Services, Security, AV, Document Management and Mobility amongst other technologies, just as it is for MSPs and resellers on the look-out for proactive vendors with exciting new products and services that they can take to their customers.

Main Sponsor

FORTINET



TO BOOK YOUR STAND

Call Ethan or Neil on

01732 759725 or email

info@technologylive.co.uk

In association with: **PRINT IT RESELLER**
TECHNOLOGY RESELLER
MAGAZINES & WEBSITES

Exhibitors to date include:

Blabbermouth

**digital
wholesale
solutions**

**intelligent
billing**

Mitel
Powering connections

MYPHONES
Cutting edge hosted communications

nimans

NTA.co.UK
Voice technology made simple

SPITFIRE
VOICE • INTERNET • WAN

**UNION
STREET**
Powering your potential

Voiceflex

Wildix

NELLON

VISION

Moving to the cloud but still hosting your own print management / content management software?

All the benefits of effective managed print & document services...

With none of the infrastructure overheads or dependencies!

Simplified Deployment



Automation of product & feature updates

Regional hosting facilities for GDPR compliance

GDPR



Truly serverless, no more server operating system license fees, upgrades or patches

Less infrastructure, lower power consumption, environmentally friendly



Scalable architecture

Secure end to end encryption



Multi-site national & international deployment challenges are a thing of the past

Tangibly lower TCO



SUBSCRIBE



Simple SaaS subscription options

To find out more contact Vision today!

☎ 01992 300249

🖱 www.visionplc.co.uk

✉ enquiries@visionplc.co.uk



From a distance

James Goulding finds out why recruitment is the ideal candidate for virtualisation

When HireVue Founder Mark Newman was at college in Salt Lake City, he could see the offices of Goldman Sachs from his dormitory window. He longed to work for the bank but couldn't get his foot in the door because Goldman Sachs didn't recruit from his college. Instead, he founded virtual interviewing company HireVue with a mission to democratise the recruitment process.

In the 15 years since, HireVue has grown to become a leading provider of virtual interviewing technology. It has interviewed nearly 15 million people in 180 countries and 37 languages and, before the COVID pandemic, was interviewing around 1 million people every 90 days. Best of all, Goldman Sachs now uses HireVue for all its campus recruiting.

HireVue provides two types of video interview: on-demand interviews, where candidates record answers to pre-recorded questions in their own time and with as many takes as they need (or the recruiter allows); and live video interviews, which replicate the traditional job interview but over video, with everything recorded and integrated into a company's HR system.

On-demand video is generally the first stage of the interview process, after which shortlisted candidates are invited to take a live video interview.

"In the recruiting lexicon, we refer to on-demand video as the 'top of the funnel'," explained HireVue CEO Kevin Parker. "It's the very first part of the selection process; we enable people to interview very broadly and then select the very strongest candidates to move forward. The advantage is that you can interview a lot of people in a very short space of time and accelerate the process."

Parker adds that for recruiters and candidates alike, on-demand video removes a lot of the barriers inherent in traditional face-to-face recruitment, especially for organisations that are recruiting at scale or across a wide geographic area.

"It has had a great impact in

democratising the process and giving more people access to jobs. Today, about 80% of interviews take place outside normal work hours. As a recruiter, I don't have to fuss with all the challenges of scheduling and logistics. I just send you a link and you can take an interview tonight, tomorrow, over the weekend."

Parker says that as well as opening up the field to more candidates, virtual interviews are fairer as they remove much of the bias inherent in the interviewing process.

"In recruitment, we all believe the best way to hire people is through structured interviewing, asking everyone the same questions about work-related skills – tell me about the time you worked as a team and what your contribution was – things like that. But as human beings we are terrible at it. We bring so much unconscious bias into the process that we don't ask every candidate exactly the same question in exactly the same way. I might find out we grew up in the same place and we will start having a conversation about that or I might like the colour of your shirt. The value of on demand structured interviewing is that every candidate gets the same experience, the same questions," he said.

Rapid growth

Virtual interviewing has become an increasingly popular option for businesses in recent years, partly due to technological developments that have



Kevin Parker,
CEO HireVue

made it viable for more people.

"Years ago, we used to ship webcams to people; if you didn't have a webcam it was hard to take an interview. We haven't shipped a webcam in years. Now, your Google phone, your iPhone, your tablet, your PC all have front-facing cameras," said Parker. Today, about 40% of HireVue interviews are conducted via a smartphone, rising to 85% in parts of Asia.

At the same time, a protracted period of low unemployment (pre-COVID) forced businesses to work harder to find suitable candidates and, as Parker put it, 'open the aperture' in new ways.

"If my candidates can't take time off work and I am only available 9 to 5, Monday to Friday, I immediately reduce the number of people who are eligible for the job. So, businesses are using on demand technology to get access to the broadest talent pool they possibly can, and that has driven uptake in recent years," he said.

As well as opening up the field to more candidates, virtual interviews are fairer as they remove much of the bias inherent in the interviewing process



Continued...

...continued

Parker adds that virtual interviews can also dramatically speed up the recruitment process through technological and process improvements, such as the use of artificial intelligence to analyse people's answers.

"If I ask you a question about team-working skills and you never use the pronoun 'we' and always use the pronoun 'I', it would indicate that your team-working skills aren't that great. That's a very rudimentary example, but we've trained our models to look at word usage, frequency, tonality, all those kinds of things, just as an in-person interviewer would."

HireVue can also streamline and schedule the different components of the recruitment process.

"We have the video component of an interview; we have game-based assessments and skills assessments around learning abilities, cognitive abilities, spatial relations; we have coding challenges; and we have the

ability to auto-schedule the next step in the process. You could take an interview over the weekend, do a coding challenge, then on Monday morning get an email or a text to schedule the next step in the process, which might be an in-person interview. We can take what would normally take weeks to assess and manage and do that effectively in days."

Parker says that some HireVue customers have been able to cut their recruitment process from six weeks to just six days.

The COVID effect

Despite these benefits, virtual interviewing is still a minority activity. Parker estimates that less than 5% of all jobs are filled using some form of virtual interviewing. That could all change with COVID-19.

"Its impact has been remarkable," he said. "We have gone from being a great tool for reaching talent to an important part of business continuity.

With social distancing, candidates don't want to come to you, and you don't want hundreds of candidates coming to your office. Logistics companies and supermarkets are interviewing thousands of people a day online and their recruiters don't even have to come to the office; they can watch the videos on demand at home."

Parker estimates that volumes have grown by 300% or 400% in some regions, with very strong demand for the live solution – up 121% in the UK in the first week of April.

"We are in this odd circumstance where people are getting recruited for jobs and starting jobs, with everything done virtually. We ourselves have had a couple of team members start who have never physically met anyone at the company," he said.

COVID-19 is forcing many businesses to accelerate their digital transformation and virtualise existing business processes. Recruitment is the perfect candidate.

How to make a good impression

At the best of times, 27% of workers find it difficult to act naturally during an interview, according to a study of 1,000 workers by RADA Business. For some, virtual interviews are even less appealing. Here, RADA graduate Kate Walker Miles, tutor and Client Manager at RADA Business, explains what candidates should do to prepare for a video interview

"Interviews can be an extremely stressful experience for all of us, especially if we struggle to manage our nerves. We need to impress the interviewer and show the best version of ourselves. However, we can become overwhelmed and struggle to communicate well under pressure.

"Many interviews and meetings now need to take place remotely to conform with self-isolation and social distancing guidelines. The pressure is on for business professionals to make the best impression on potential employers over video conferencing platforms. For some of us, this is a new experience.

We actors know that everything reads on a screen, meaning your interviewer will be able to pick up on any nerves. To really connect with someone remotely, it's important to do whatever you can to settle yourself and release tension. If you can think and speak clearly, you will appear more at ease and confident about what you are saying.

"It's vital to familiarise yourself with the tech before the meeting to avoid last-minute panics. But it is also important to prepare your physical state for a digital interview. Simple

techniques can help you to manage your nerves and feel more grounded and confident. Take time to centre yourself before the interview begins. Sit up straight in your chair with your legs uncrossed and feet planted firmly on the floor. Move your head from left to right and then up and down to release your neck. Next, concentrate on your breathing. Breathe out, completely. Take a slow deep breath in, keeping your shoulders down, and imagine sending the breath deep into your belly. Repeat this a few times, making sure that you breathe out for longer than you breathe in.

"It is extremely effective to get into the habit of giving yourself time to breathe and think before asking a question. If you can, practise answering questions in this way with someone before your interview, then ask for their feedback about the length of time you took to give a measured response. The time it takes to breathe and think might feel too long to you, but it almost certainly won't to the interviewer. Pausing will give you time to find a clear thought and will show that you're confident enough to consider your answer."



Kate Walker Miles

RADA Business, the commercial arm of the Royal Academy of Dramatic Art, helps business people become better communicators through tailored training programmes and coaching. www.radabusiness.com

Signs of stress

How interview stress affects professionals

- 33% find it hard to think clearly
- 26% find it hard to speak slowly
- 25% struggle to maintain eye contact
- 23% find it hard not to panic when they feel tense
- 19% find it difficult to pause for breath to enable a message to land
- 17% say they struggle not to shake

(source: *Thinking On Your Feet*, RADA Business)

I couldn't do my job without...

Joanne Manville founded Joanne Manville Virtual Assistance in October 2015 to provide local, national and international companies with a wide range of services, from diary and email management to lifestyle and event support. Working with a team of associates spread across the southern half of England, from Exeter to Essex and from Lincoln to Kent, Joanne has won numerous awards over the last five years, most recently UK Outstanding Virtual Assistant for 2019 at the UK VA Awards. Here, she picks the half dozen work tools she couldn't do her job without



Joanne Manville



1 Plantronics Voyager Headset

You've seen the picture of a PA with eight arms, all doing a different task? Well, that's me! And I could not do a lot of what I do without my headset. It makes it so much easier when talking to clients on the phone to have your hands free and to be able to type notes, scribble things down and navigate between screens. It makes me so much more efficient when one hand is not tied up holding a handset.

<https://www.plantronics.com/gb/en/category/office-worker>

2 Second screen

A bit like the headset, this is essential to productivity. I like to get out of the home office once in a while and head to a co-working space to do business development, but I really feel like I've lost an arm without my second screen! Being able to have a document open on one screen and my emails on the other makes the world of difference. I have seen you can get portable second screens now, so that might well be on my Christmas List – or a third screen might be in order!

3 GSuite

I use GSuite a LOT in my business, not only Gmail for corresponding with clients but also GDrive for document storage and sharing, Google Forms for lots of things like surveys, application forms and feedback forms, as well as Google Meet for live chat with clients. VAs learn to use a lot of different tools and all day long we're toggling between applications; using GSuite keeps much of it all in one tidy place.

<https://gsuite.google.com/>



4 Xero

An essential bit of software for me to run my business. When I moved my accounting from a spreadsheet to cloud accounting it made such a difference. Being able to set invoices to go out automatically, reconciling expenses, running P&L reports and being able to see outstanding debts make it really easy to keep on top of things. A lot of business owners are scared to see the numbers, but to me this transparency every day of the month enables me to run my business much better. If you already know and love Xero, a new tool they launched in March called Hubdoc is worth checking out. Hubdoc manages your expenses so you can significantly reduce the time you spend inputting receipts and bills.

<https://www.xero.com/uk/features-and-tools/accounting-software/hubdoc/>

5 Canva

Not being a particularly creative person (at least not when it comes to design), I LOVE Canva design software. It's really user friendly and enables even the most creatively challenged to produce beautiful designs. I use it for social media posts, booklets, flyers and much more. With thousands of templates to choose from, you just have to amend the text and images for a really professional result. If you've not tried it, I would really recommend you give it a go!

<https://www.canva.com>

6 Teamwork

I was looking for a great task management system for ages, and Teamwork makes my life so much easier. We have 50+ clients and Teamwork enables me and the team to collaborate on all their projects, adding files, deadlines, tasks and messages – all within a single system. Again, this is cloud-based, which is really important to us. It also allows me to track time spent on each task, pull reports off and even invite clients in to work with us.

<https://www.teamwork.com>
www.joannemanville.co.uk

teamwork.



The Month in Numbers



4.4

With an estimated 141.4 million working days lost to sickness or injury in the UK in 2018, equivalent to 4.4 days per worker, BeeBole Timesheet is advising businesses to make use of cloud-based time-tracking technology to keep tabs on employees' attendance. CEO Yves Hiernaux says this is particularly important now that so many people are working from home. "The coronavirus is clearly going to have a huge impact on the UK workforce," he said. "If employers are truly worried about their team working remotely, they can use a cloud-based time tracking system to see how many hours were worked (and from where they were registered)." <https://beebole.com/>

20

Thanks to COVID-19, more employees than ever are working outside the traditional 9-5 working day as they juggle work and family responsibilities or adopt more flexible working practices. Anonymised data from business users of Box cloud storage show that during March there was a 20% year-on-year increase in views of content outside the hours of 9 to 5.

52

More than half (52%) of locked-down Brits want to spend less time on social media platforms such as Facebook and Instagram after admitting wasting hours on low-quality content, according to a survey by SaaS communities platform Disciple Media. Brits spend an average of 2 hours 45 mins on social media every day, with 43% describing it as an unnecessary distraction. One quarter of 2,000 consumers questioned believe social media has a negative impact on society. In contrast, over half of those questioned said they would join community apps built for their personal passions, with 34% wanting to see dedicated apps from their favourite brands and more than one in three willing to pay for exclusive content or offers. Disciple Media recently launched a new platform for Progressive Web Apps (PWA) that enables users with no prior coding knowledge to build community platforms focused on their personal passions.

60

An OECD study of Internet use during the COVID-19 crisis shows that traffic through Internet exchange points, where networks interconnect, has jumped by as much as 60% in OECD countries. Frankfurt's DE-CIX exchange

point now regularly peaks at over 9.1 terabits per second of data, equating to a simultaneous transmission of 2 million high-definition videos. The exchange has seen a 120% increase in videoconferencing traffic since the start of the pandemic. www.oecd.org/coronavirus/en/

350

The average person's data is held by 350 brands, more than four out of five of which they have probably only interacted with once, claims Mine, developer of an AI-based platform that enables every digital user to discover and manage the digital footprint they leave when signing up to online services, downloading apps and making online purchases. The 5% of Mine users with the largest digital footprints found that an average of 2,834 companies had access to their data. More than nine out of 10 people surveyed (92%) say they feel uncomfortable about the number of companies that collect data about them; 86% see giving away data as impairing their right to privacy and/or their right to free choice; 88% believe that giving up one's privacy is the unavoidable cost of using the internet. Mine empowers people to take their data back from online services by automating a GDPR 'right-to-be-forgotten' request. In its first month of operation, Mine sent more than 190,000 such requests to companies. www.saymine.com/

1.76 million

With 22% of consumers storing card details on their phone, UK consumers could lose £1,768,800 as a result of phone theft this year, warns digital marketing agency Blueclaw. Because it is possible to make up to four contactless payments before a PIN is required, shoppers could lose up to £120 before they notice their phone has been taken – or £180, following the raising of the limit for contactless transactions from £30 to £45. On the basis that around 183 phones are stolen in the UK each day, and more than one in five phone owners store card details on their phones, this could lead to losses of up to £1,768,800 or £2.6 million at the higher rate.

8.6 billion

Economic disruption caused by COVID-19 will see a doubling of unpaid business debt to more than £8.6bn this year, warns financial risk firm Red Flag Alert, before doubling again to more than £15 billion in 2021. According to The Insolvency Service, more than 17,000 companies went out of business in 2019, causing £4.3bn of invoices to be written-off.

AUDIO-VISUAL

Orchestrating a brighter world



Through innovative technology development, NEC Display Solutions offers the industry's widest portfolio of Display and Projection solutions on the market. [@NEC_Display_UK](https://twitter.com/NEC_Display_UK) www.nec-displays.co.uk



We create innovative, interactive touch technology designed to enhance collaboration and communication in the classroom and meeting space. [@AvocorTech](https://twitter.com/AvocorTech) www.avocor.com

Panasonic BUSINESS

AV Business Systems. business.panasonic.co.uk/visual

COMMUNICATIONS



Wireless Enterprise, Voice & Data Solutions. [@samsungbusiness](https://twitter.com/samsungbusiness) www.Samsung.com/business



Specialists in Business Class Internet Connectivity, SIP and Voice over IP. [@SpitfireUpdates](https://twitter.com/SpitfireUpdates) www.spitfire.co.uk



Swyx's Unified Communications solutions offer a choice of in-house or cloud-based solutions that can be tailored to the needs of SMEs. [@Swyx_EN](https://twitter.com/Swyx_EN) www.swyx.com

WORKPLACE



Work Faster, Tidier, Smarter with our fantastic range of cable management solutions, power modules and monitor arms! [@ABL_UK](https://twitter.com/ABL_UK) www.abl-uk.com



Disruptive power, data and AV distributions systems for retail, office and data centres. www.burland.com for details of our USPs that will change the way you specify. [@BurlandTS](https://twitter.com/BurlandTS) www.burland.com



KAB Seating's range of Office Chairs offers something for every environment. Offering ergonomic solutions to promote good posture and back care. [@CVGRP](https://twitter.com/CVGRP) www.kabseating.com

E C O M M E N D E D S U P P L I E R S



ACCESSORIES & STATIONERY



The World Leader in Auto Feed Shredding.
www.rexeurope.com



Add colour to your work with our highlighting, writing and colouring range.
www.stabilo.com



Notebooks & Filing Products of Excellence.
 @exaclair
www.exaclair.co.uk



Comprehensive Portfolio of Popular Paper and Boards.
www.paper.co.uk



Protective Packaging Products for Business.
www.SealedAir.com



Eco-efficient paper: Fewer raw materials, less waste created, competitively priced.
www.discovery-paper.com



Premium office paper: Smooth, bulky paper for excellent colour printing.
www.navigator-paper.com



Browse our extensive range of office products – Staplers, Hole Punches, Fastening, Cutting & Document Management.
 @rapesco <https://rapesco.com>



One of the world's leading manufacturers of self-adhesive tapes and products for industry, trade, office & home.
 @tesaUK_tape www.tesa.co.uk



Pens that offer you a more satisfying writing experience, correction products that give you better value for money and art materials that allow you to release your true creative side.
 @PentelUK www.pentel.co.uk



HSM offer a great range of document shredders, for virtually every application. Paper shredders, hard drive shredders and much more.
 @HSMUKLtd www.hsm.eu

SECURITY



iStorage is the trusted global leader of PIN authenticated, hardware encrypted data storage devices, that include: USB Flash Drives, Hard Disk Drives and Solid State Drive formats.
 @iStorage_ltd www.istorage-uk.com

MAILING



First class digital mailroom solutions.
youtube.com/OPEXCorporation
www.opex.com



Providers of Franking Machines, Mailroom Equipment & Software.
 @neopost_uk www.neopost.co.uk



Providers of award winning franking systems and encrypted email platform for legally verifiable proof of delivery and content.
www.frama.co.uk
 @framafranking Frama (UK) Limited

PERIPHERALS



XGEM is dedicated to creating, distributing, promoting & selling consumer electronic products.
 @xgemuk www.xgem.com



Digital Dictation & Recording Solution.
www.olympus.co.uk



Headsets for Offices & Contact Centres.
www.sennheiser.com

PRINT & TECHNOLOGY



Deal pricing & exclusive offers on Desktops, Tablets, Monitors, Laptops and Computer Accessories.
 @Misco_UK www.misco.co.uk



Leading provider of laptops, PC desktops, printers, accessories and more.
 @HPUK www.hp.com



Visit Dell for Laptops, Notebooks, Tablet PCs, Desktops, Monitors, Servers, Storage and Mobile Phones.
www.dell.co.uk

PRINTER - DOCUMENT



MFP & Colour Printing Document Systems.
www.sharp.co.uk



MFP, Scanning & Colour Printing Systems.
www.dsales.co.uk



Printing and Business Solutions which increase workplace efficiency, productivity and collaboration.
 @Brother_UK www.brother.co.uk



We provide solutions designed to solve business problems, save money, better manage documents, secure critical information and improve efficiencies.
 @ToshibaTEC_UK www.toshibatec.co.uk



Document Solutions for Business.
 @KYOCERADUK
www.kyoceradocumentsolutions.co.uk



A3 Colour Printers, MFP's and MPS Solutions.
www.oki.co.uk

To get your company listed above contact James Trim on 01732 759725 or email jamest@binfo.co.uk

Performance your business can rely on

SMB laser printers on offer now



If your business needs a reliable and professional printer, Brother's laser range offers exceptional performance that's earned glowing praise from critics and customers. It passed independent tests by Buyers Lab with no mis-feeds or service call outs.



Special offers available for a limited time only - buy online today*

[amazon.co.uk](https://www.amazon.co.uk) [Currys](https://www.currys.co.uk) [PCWorld](https://www.peworld.co.uk) [ebuyer.com](https://www.ebuyer.com)

*This offer is available on MFC-L8690CDW and HL-L8260CDW. Offer valid until 30/04/20. Ts and Cs apply, whilst stocks last. Other promotional offers are available across Brother's SMB mono and colour laser ranges.

MFC-L8690CDW
Colour laser



Up to
£100
Cashback*

or
free 3 year
warranty*