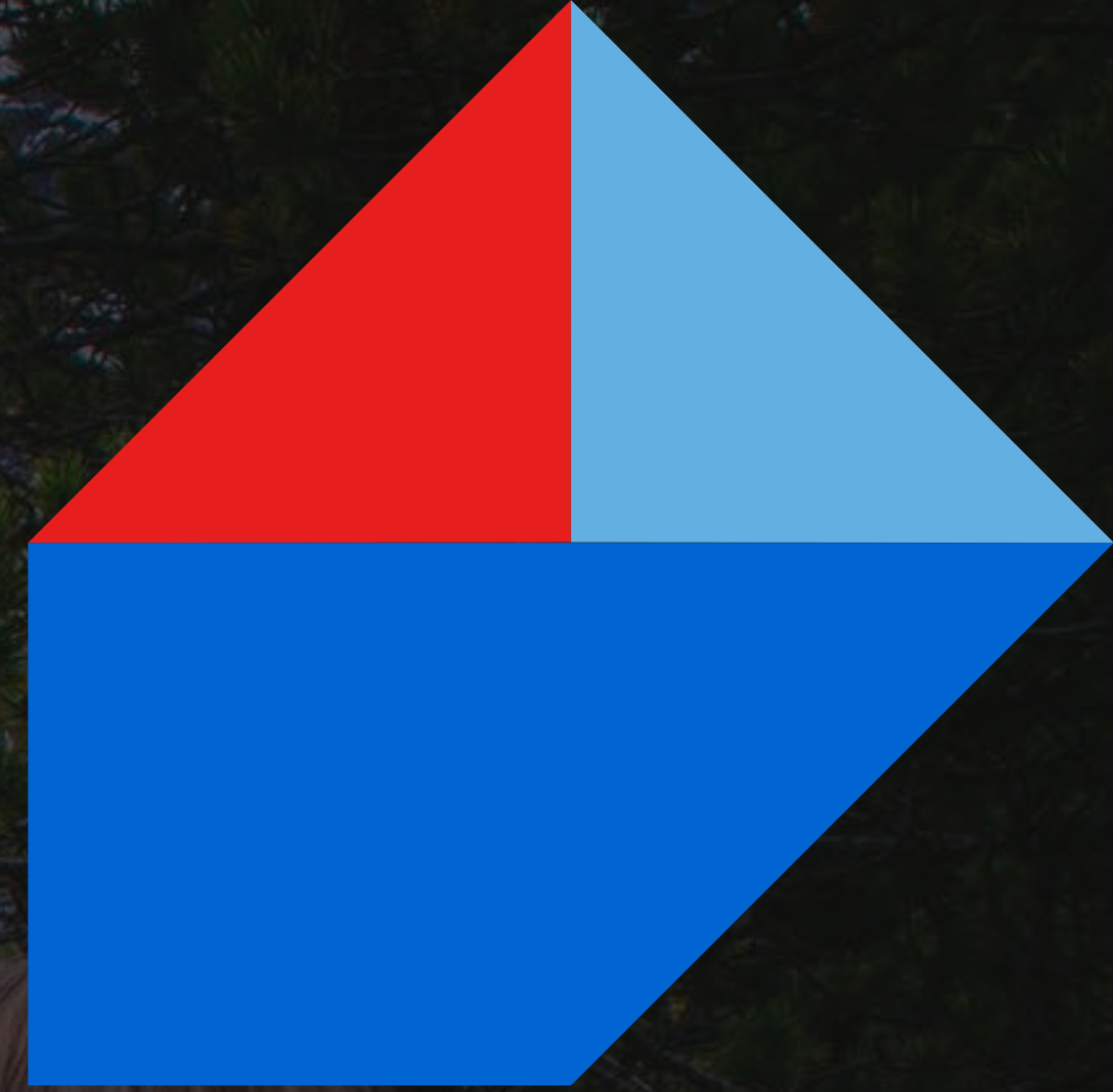


TOSHIBA

Toshiba Insight | Remote Working

Remote, not removed: how to prepare your workforce for the future of remote working.



01

Workforce mobilisation.

The global workforce has seen a major shift towards mobile and remote working.

With the ubiquity of our smartphones and tablets, our society has truly become mobile-first. This now extends to our working practices, with more people working remotely some, if not all, of the time. In fact, **the global mobile workforce is expected to rise from 1.45 billion in 2017 to 1.87 billion by 2022¹⁾**.

¹⁾ Techgenix | [Mobile Security Demands](#)

²⁾ Global Web Index | [Adapting to Remote Working](#)

These workers are not bound by a central physical location and are instead connected through various technologies like laptops and smartphones. They work in various sectors, from computing and IT to medicine, health, sales, education and marketing. The affordability of mobile devices, alongside other external factors like the drive for greater work/life balance, is making the mobile workforce more prevalent.

Of course, the global shutdown and social distancing measures also drove a high majority of the workforce to work remotely where possible **(51% of employees in the UK and 77% in the U.S. have been asked to work from home)²⁾**.



However, the concept of a mobile workforce goes beyond simply allowing your employees to work from home. There is groundwork to undertake, in considering what devices and technology you should invest in, how to secure home office set-ups, and the processes needed to facilitate effective team collaboration. Due to this, **81% of CEOs see investing in mobile-enabling technology as strategically important in the near future¹⁾**.

¹⁾ Forbes | [Mobile Workforce](#)

Strategy considerations

As a first step, your mobile workforce strategy should consider:

Your IT services | The technology that enables people to work remotely.

Process optimisation | The processes that ensure people can work effectively and safely, no matter their location.

Equipment and printing | Providing employees with the right devices and the managed services they need to complete their jobs.

Visual communications | Investing in solutions and hardware that facilitates visual communication between colleagues.



To help your employees be as productive outside of the workplace as when they are in it, they should be able to remotely access the same software, files, data and other resources that they could use at your company headquarters.

02 Is it good or bad?

The benefits and challenges of a mobile workforce.

Giving people the option to work remotely will have a far-reaching impact on your operations and creates **greater agility and responsiveness** within your workforce.

If needed, employees can perform location-based jobs remotely if circumstances require it, either in times of crisis, for business or personal reasons. Being location independent also allows for a **wider talent pool** when recruiting as you can hire people from anywhere - based solely on their skills and not their hometown. It can also make your workforce **more inclusive** as those with family or caring commitments, or a disability, have the option to remote work.

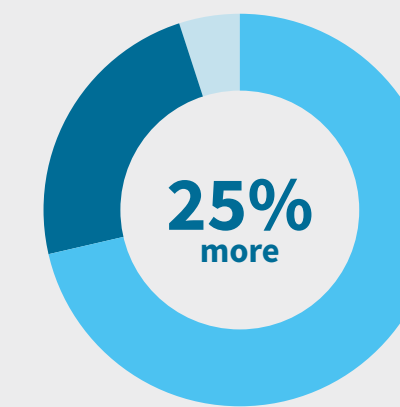
There are some challenges that are unique to mobile workforces and must be mitigated if employees are to work effectively. **Communication and collaboration are more difficult** when people aren't working from a central place. Remote workers are **more likely to feel left out** of their company's culture. Technology must be used to address this and facilitate spontaneous team-building moments like watercooler chat. Your **security and privacy strategy** will also need to consider off-site working and you may have to invest in a home office set-up with the right equipment and software.

¹⁾ Business2community | [25 Key Remote Work Statistics for 2020](#)

²⁾ Atlassian | [The Me in Team](#)

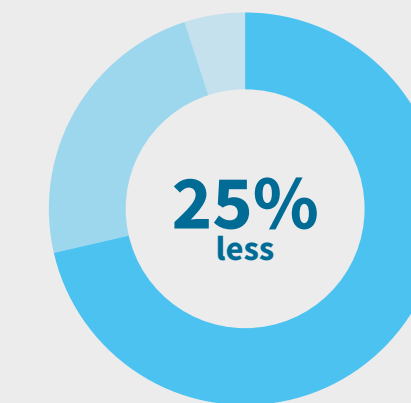
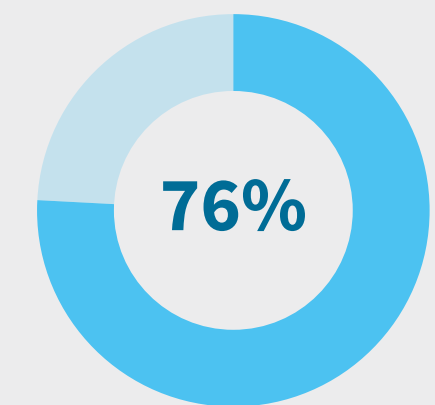
³⁾ Owl Labs | [State of Remote Work](#)

Why is a mobile workforce good?



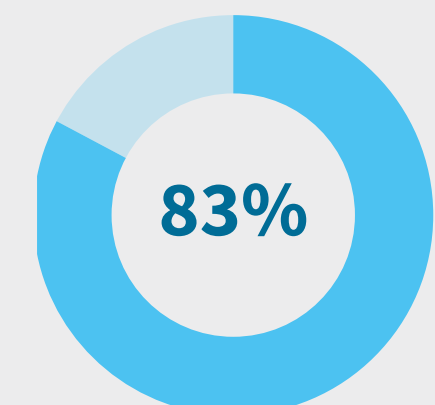
Remote workers are 25% more productive than their on-site counterparts.¹⁾

76% of employees prefer to avoid the office entirely when doing highly-focused work.²⁾



Employee turnover is 25% lower in organisations where remote working is offered.¹⁾

83% of employees feel that having the option to work remotely makes them happier in their job.³⁾



03

IT infrastructure.

Is your technology infrastructure helping you or hindering you?

Supporting people through IT services

When your workforce shifts to mobile working, the number of devices your organisation will need to support and secure will increase. You will have to clarify whether a bring-your-own-device (BYOD) policy is something your organisation wants to permit, or whether employees will be provided with their own devices or a mix of the two. Each method requires different security considerations.

Generally speaking, mobile workforces require smaller and more portable devices such as tablets, laptops, smartphones and wearables. To service and secure these devices, organisations will have to invest in new software tools that can scale across on-site and remote employees. Investment in a solution that allows for remote access and support is crucial as your IT team may also be located off-site.

Security training for individual employees is also worthwhile as, despite receiving confidential business data to their remote locations, less than half of remote employees have had formal Internet security training¹⁾.

¹⁾ Business Wire | [GetApp Unveils Results of Workforce Trends Study](#)



Remote working fundamentals

In order to work from home effectively, teams need access to the same files, software and IT facilities they would normally have access to in an office. And, when and if something goes wrong, they need support to get back online quickly. Toshiba's [Home Working Solution](#), ensures that these fundamentals are in place for your teams and can benefit your organisation:

Support employees remotely | Connect over the internet to a computer or mobile device in seconds, to view an employee's screen, control their desktop and provide rapid remote support and troubleshooting. Seeing and controlling their screen allows your IT team to quickly identify and understand issues, and remote control enables them to solve problems without having to relay lengthy step-by-step instructions to the device user.

Maximise security | Remote connections are protected by AES 256-bit end-to-end encryption to prevent leaking of sensitive business information. There is, therefore, no need for a VPN connection. Office devices can be accessed remotely via a secure link from a home-based device, without having to download sensitive company data to a local device.

Device and program management | Access an unlimited number of remote devices including computers, laptops, tablets, phones, and servers, from one place. Connect to remote computers with one click without having to open a web browser. You can also manage programs, files and apps over the Internet, making upgrades and installations seamless.

Improve collaboration | The solution supports unlimited file sharing, enabling you to share files to your computer without uploading them to the cloud, and giving your team the ability to access files from anywhere. For meetings, there is a web conferencing feature that allows you to organise online face-to-face meetings, webinars and virtual training - with recordings possible to share the discussion with those who missed it.



Mobile device management

Enabling the best remote working experience usually requires the use of mobile devices for the majority of employees and managing this number of devices can be complex. Organisations need to monitor, manage, provision applications and protect mobile assets. It is also essential to be able to remotely track, wipe or lock devices should they become lost or stolen ensuring your data is better protected. Toshiba's [Mobile Device Management](#) solution can help your organisation with one or all of these problems:

Centralised management | Gain a unified mobile device management console for smartphones and tablets with a centralised policy and control across multiple platforms.

Rapid enrollment | Streamline the set-up and device enrollment process, so your employees can get to work more quickly.

Advanced support and reporting | Easily diagnose and resolve issues with a device or application using Mobile Care. Monitor device usage with complete IT visibility and control. See an interactive and graphical summary of mobile device management operations and compliance through dashboards.

Proactive security | Continuously monitor the security of all devices used by your organisation, with dynamic end-to-end security and compliance management.

Integrate with enterprise systems | Enterprise system integration is easy and straightforward without the need for on-premise servers or network reconfigurations.



Other areas to consider

Of course, just because an organisation's workforce are working remotely doesn't mean that traditional IT Services are any less necessary. In fact during the Coronavirus lockdown, there was a dramatic increase in the amount of cyber attacks¹⁾, so data security remains paramount with a mobile workforce. Servers still need to be monitored for errors and unexpected failures are still a possibility meaning a comprehensive backup solution is an excellent protection. Toshiba can help your organisation with a number of different areas:

Remote monitoring and management | A fully managed and scalable service that is monitored 24/7 by a dedicated team of Network Operations Centre engineers - 24/7. Helping to remediate issues as they arise.

Backup and disaster recovery | Toshiba offers a range of Backup Disaster Recovery options to suit any sized organisation, varying from local to cloud-based solutions underpinned by end-to-end encryption.

Total email protection | Comprehensive security against advanced email-borne threats, to keep your business protected against spam and phishing attacks, and prevent accidental or malicious loss of data.

¹⁾The Guardian | [Hacking Attacks on Home Workers see Huge Rise during Lockdown](#)



04

Processes, processes and more processes.

Are you using your technology to it's full potential – are your processes up to scratch?

Supporting a mobile workforce

Managing processes, both formal and informal, is essential in keeping operations running when shifting to a mobile workforce. New processes may have to be implemented to support a mobile working environment and ensure business and process continuity.

There are time and financial costs to getting this wrong. **Employees spend, on average, up to 50% of their time looking for the right documents and information.** 7.5% of all documents in an organisation are lost, at a cost of \$220 (approx. £180) to reproduce each lost document. A further 3% are misfiled at a cost of \$120 (approx. £97) in labour to find again.¹⁾

Organisations with remote workers will have to find ways to **reduce the risk of misfiling or losing information, securing their systems and data, and ensuring regulatory compliance.** Additionally, there must be methods for tracking productivity and work quality, especially when managers and their teams are no longer meeting in a central location. There are also practical concerns, such as having adequate bandwidth in a home-office set-up and transferring information more efficiently (especially when paper-based systems were previously used).

¹⁾AIIM | [10 Fast Facts about Document Management](#)



Optimising your processes

Refreshing every business process is, naturally, a lengthy endeavour. Therefore, it's worth prioritising your business-critical processes, the ones most impacted by a remote-work shift, and where you will see immediate benefits. Some good places to start include:

Eliminating paper | Many core business processes continue to be done on paper, including Accounts Payable, Human Resources and Customer Onboarding. **Removing paperwork from your processes is the first step in the digital transformation needed to support a mobile workforce.** It also opens pathways to further innovations and improvements like automation.

Understand your file-sharing | Once your paper-based processes are digitised, there is an opportunity to remove any bad file-sharing habits that might have proliferated over time when managing paper files. Implement an information governance strategy that records your file management protocols, making it easy for you to see what files are being shared, where, and with who. **This is essential to put in place before the number of digital files on your system increases - as this will often cause existing problems and bad habits to increase exponentially.**

Embrace the cloud | Many mobile-enabling digital processes and solutions are cloud-based, so if your organisation still stores the majority of its information on-premise, you will have to create and deploy a cloud migration strategy. **Cloud-based solutions lend**

themselves well to mobile workforces because they can be accessed from anywhere and on any device. Therefore, the cloud is the quickest and more reliable way to get your remote workers up-and-running.



Document management systems

Document management systems form the central nervous system of digitised workflow optimisation. They help organisations embrace their mobile workforce, gain higher visibility on core processes like onboarding and approvals, centralise records and remove the bottleneck of paper processes. In fact, Toshiba's Document Management Solutions can help your organisation in a number of ways:

Going paperless | Reduce your manual, paper-driven processes and digitise them seamlessly. Empowering your employees to access information from one user-friendly, central place, from anywhere, with less time spent searching for information. Reducing your paper usage will also cut costs, improve data security and streamline operations.

Automate common processes | Automate the manual, repetitive and routine tasks that can slow down your processes and increase the likelihood of error. Capture, index, route, store and archive your information quickly to drive greater efficiency. And make remote access to information simple, allowing allow your team to focus on more revenue-generating and relationship-building tasks.

Support remote workers | Give your remote workers the ability to maintain productivity and business continuity anytime, from any location and on any device. Digitise paper records and processes, including paper mail, customer information and employee records, to give employees the information needed to complete their work. Provide greater visibility on approvals and onboarding, to prevent bottlenecks and improve communication.

Ensure compliance | Comply with the ever-increasing number of regulations facing your organisation. Increase the control, oversight, security and privacy of documents and other sensitive information in line with GDPR requirements.

Shift to the cloud | Move away from complex and inflexible on-premises software to secure and integrated cloud services. Providing workflow automation and document management with greater financial flexibility and administrative simplicity.

Build resilience | Ensure business continuity by incorporating multiple layers of redundancy into your document capture and management solution. Since information is centralised and available from anywhere and on any device (when given the right access controls), if an on-site workplace is compromised, your employees can still work remotely or from another workplace.

Capturing information

Capturing documents is the process by which documents enter your Document Management System – be that from paper documents or digital information such as PDFs or emails. Document classification and advanced data capture systems allow you to process and classify this data with ease, increasing efficiency, saving time and removing the possibility of user error. Toshiba's solutions draw on Artificial Intelligence (AI) and machine learning, both on-premise and in the cloud, to provide a truly intelligent document classification for many processes:

Invoice automation | From scanning to ERP, Toshiba's solution is specifically designed for Accounts Payable departments and can be customised to meet the varying needs of departments large and small.

Helping them to capture invoices instantly, from anywhere and in any format, reducing the cost of manual data entry and invoice processing (by 50 to 80%). Validation can be performed to make sure all line items tally, invoice lines have been matched with PO's and that customers are ordering at the correct price. Further benefits come through streamlining the payment cycle so late fees are automatically eliminated, and reducing file-searching (via a central repository) for audits and to increase transparency.

Sales order automation | Making the processing of sales orders faster and more efficient, improving customer service and onboarding.

Form processing automation | Including automatic sorting for quicker processing and reducing or even eliminating manual data entry entirely. This improves the accuracy and quality of the data inputted, while compliance control is enhanced due to greater management visibility over all Forms, Sales Orders and Invoices created.



Digital signatures

Workflows involving multiple parties or organisations have traditionally needed ‘sign-off’ which is problematic with a predominately remote workforce. Toshiba’s Digital Signature solution, VIDsigner, allows you to capture legally-recognised digital signatures for documents. Helping you to streamline the process of issuing, receiving and approving documents:

Better signing experience | It offers a unique signature experience in which both sender and receiver can decide on the signature method that best suits their needs. Remote signatures can be sent and received from computers, tablets or smartphones, without any prior installation or knowledge needed.

Improved security | To ensure security, dual authentication is always performed using email and One Time Password (OTP), or two-factor authentication via smartphone. This guarantees the signer’s identity at all times.

A central solution | VIDsigner is a complete and centralised solution that acts as a guarantor for the signature collection process. It offers the safest and easiest way to obtain electronic signatures with secure PDF file integrity and full legal validity – without wet ink. It also integrates seamlessly with Toshiba’s Document Management Solutions, helping streamline processes further.



05 Printing.

How can Managed Print Services help you with printing at home?

Managed Print Services (MPS) are a set of solutions that are designed to manage your business' entire printing set-up, including printers, scanners and copiers, and print management software. With a thorough understanding of your business and its processes, an MPS provider can help you save money and reduce waste, driving genuine and measurable improvements across on-site and remote workforces.

Remote workforces require the right equipment to do their work effectively and this includes printing, scanning and copying tools. They also need the freedom to securely print documents from their mobile devices. Your organisation will need to optimise and manage such devices remotely and troubleshoot from another location where required. The way information is captured, managed, displayed and shared using printing and scanning tools must also be managed.

Toshiba offers a full line of multifunctional products with an array of optional features - with several models suitable for home use. Our Managed Print Services (MPS) can also help you to maximise your print investment through proactive management and maintenance and optimising print usage.

Benefits of Managed Print Services

The benefits of using an MPS goes beyond reduced printing and copying costs.

- **Easily manage print assets** and collect usage data to identify inefficiencies and areas where costs can be improved.
- Give your mobile workforce the **freedom to print from devices securely** and outside the corporate firewall.
- Implement **rules-based printing** to control your print and copy costs.
- **Increase the security** across your print infrastructure by implementing authentication and communicate operational data over secure connections.
- Quickly **fix bugs and patch security flaws** without users needing to do anything at all.
- **Scan straight into the cloud**, send to individual or group email addresses, and ensure all information is stored where it should be.

Managed print services at home

Toshiba can provide a number of printers and multifunction printers (MFPs) that are suitable for home offices with a compact size, low energy consumption, enterprise-level reliability and high-quality print. These devices include:

e-STUDIO338CS | A4 colour MFP that offers exceptional image quality for consistent document output. Covers all of your daily business requirements with print, copy, scan and fax functions.



e-STUDIO388CP | A4 colour printer that suits a wide range of office applications due to its efficiency, speed (printing up to 38 pages per minute) and reliability. With mobile printing capabilities enabling people to print while working in multiple locations.



e-STUDIO408S | A4 monochrome MFP that can print between 40-44 pages per minute and hold up to 900 sheets of paper. Security features also help to protect your documents and prevent unauthorised access to the system.



e-STUDIO408P | A4 monochrome printer designed to help you with day-to-day business, from multiple locations due to its mobile printing capability. Like the e-STUDIO408S, this printer has enterprise-level security features to prevent unauthorised access.



06

Visual communications.

Enhancing communications when you're not in the same room.

Communication and collaboration can be a challenge when a workforce is working from several different locations. When supporting your mobile workforce, you must consider how people can effectively communicate with each other and 'see' their colleagues.

¹⁾Entrepreneur.com | [You Don't Say? Body Language Speaks Volumes More Than Words](#)

Studies¹⁾ have shown that non-verbal communication dominates verbal communication during a discussion - 7% of a conversation is done through spoken words, with 38% of communication occurring through tone of voice and 55% through body language. By investing in the right visual communication tools such as reliable webcams, your employees will be better equipped to understand non-verbal cues.

To improve visual communication in your workforce, you must consider the hardware needed to facilitate discussions, the software, and any processes or operational requirements. You might, for example, wish to make a rule that all company discussions occur over video calls (with the video on) where Internet connections allow.

Video Conferencing Essentials

- **High-quality webcams** can pick up the subtleties of facial expressions and body language and recreate a similar dynamic to in-person meetings. As a minimum, you should invest in a 720p camera.
- A computer that can process the audio and video required for conference calls. For most solutions, a computer should have a minimum of **2 GB of RAM and a quad-core processor**.
- **Software solutions** that meet your organisation's video and security needs. Zoom, Microsoft Teams and GoToMeeting are some popular options.
- **Displays that can convey non-verbal communication** and make it easier for someone to see their colleagues on-screen. It can also improve productivity as they are no longer restricted to a single, small laptop screen.
- Microphones are another option if an in-built computer or laptop microphone doesn't pick up clear sound. **Dedicated conference microphones** complement video with automatic echo cancellation and background noise cancellation.

07 What to do next.

Discuss your remote working technology with one of our experts.

Moving to a mobile workforce will provide your organisation with the flexibility and agility it needs to succeed in the future. With the right processes and infrastructure in place, your organisation can secure its continuity, streamline operations and improve productivity.

Toshiba has a range of solutions that can help your organisation embrace the mobile workforce and enable your employees to work remotely with the right information and equipment. Our team has worked with organisations of all sizes and industries, to help their workforces become mobile.

We do not believe in a 'one size fits all' approach and instead work with organisations to find the right solution for their operational needs. This helps our solutions seamlessly integrate with existing systems and workflows, minimising the cost and disruption to your business.

To get started, contact one of our remote working experts to discuss your unique challenges and the solutions available to address these. We look forward to working with you in creating a workforce solution that suits everybody.

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