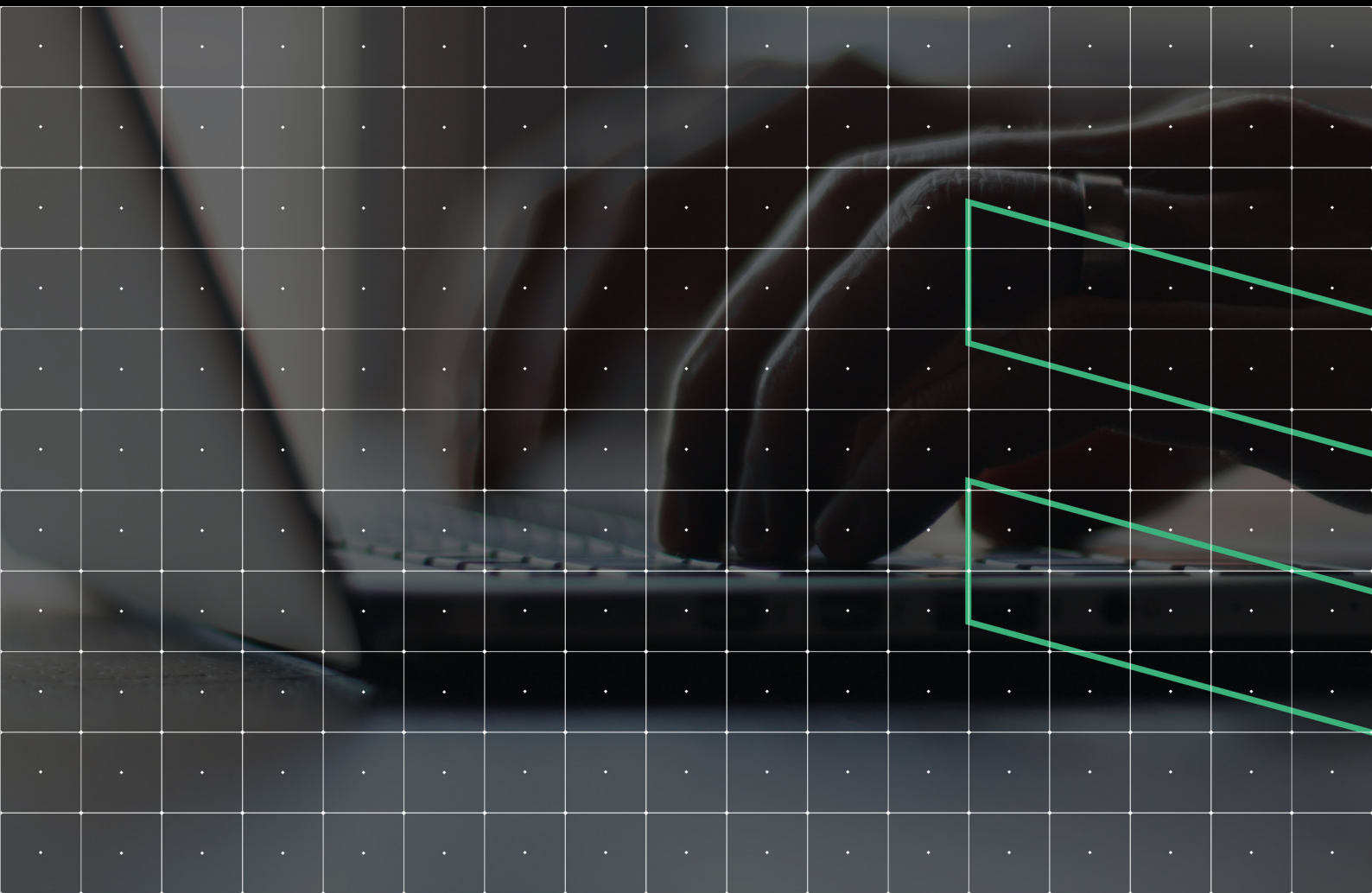


Top 5 strategies for effectively managing your remote workers



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Introduction

The business landscape is changing. With the rise of the gig economy, changes in employee demand, and the working-from-home revolution, businesses all over the world are embracing remote work capabilities. And, as this model of working matures, leaders are now looking at ways to better optimise and manage their teams.

This eBook looks at five strategies your business can employ to effectively manage your remote workers, and enable a better working environment for everyone, wherever their workstation is.

01. Modernise your administrative tasks

02. Leverage existing investments to secure, adopt, and manage your tools more effectively

03. Deploy the right intranet and extranet platforms

04. Optimise how your business uses Microsoft 365

05. Get the right IT support

Strategy 1

Modernise your administrative tasks



Administrative tasks are one big area where every business should modernise their processes. Whether it's grappling with outdated technology, wading through over-complicated CRM systems, or just dealing with general 'busywork', these administrative inefficiencies should be a key area where organisations can streamline and modernise how they operate.

In fact, research shows that [companies are losing between 20-30% of their revenue every year](#) on inefficient and time-consuming tasks that add little, if any, value to their overall business objectives.

Modernising your administrative tasks is all about increasing the agility and flexibility of your teams. By deploying tools like electronic request forms and enabling e-signatures, you're able to condense the repeated, mundane operations that take up so much of your employees' workdays, and free up more of their time to concentrate on their business-critical tasks.

Take the onboarding process, for example. Traditional and outdated staff onboarding and offboarding practices is a bugbear of many business managers, thanks to the time and paperwork involved. By implementing modern tools you're able to take a raft of time-consuming, often in-person tasks, and make it a process that's fast, efficient, and able to be completed remotely.

Upgrading to electronic forms is a low-input, high-impact strategy that streamlines your administration processes across the board.

And it's not a difficult process. At Nexon, we can help you achieve this by building a suite of streamlined electronic forms and processes that modernise your operations, and streamline how you manage your remote staff.

Strategy 2

**Leverage existing
investments to secure,
adopt, and manage
your tools
more effectively**



What many businesses may not realise is that they're often only using a small portion of a platform's capabilities. They may use the document collaboration tool from one platform, project management capabilities of another, and chat in three or four different applications.

This manner of working is inefficient, both in your workers' time, but also in budget.

It also increases the risk of shadow IT: hardware and software that your employees download and use, without company approval. Shadow IT doesn't just multiply the number of programs used—it also causes problems with record-keeping capabilities, document access, and overall security and compliance.

When it comes to effectively managing your remote workers, security and efficiency are paramount to ensure productivity remains high. Fortunately, this can be achieved without investing in new platforms; instead, your business should look at optimising how you use your existing platforms.

Create a streamlined business toolkit

Consolidating your business' tools and apps streamlines how you work, particularly for remote workers. It enables you to ensure your teams are all using the same platforms, that they're working in and engaging with the same file formats, and keeps all your communications to approved company channels. It also reduces the risk of Shadow IT, eliminating any chance of unapproved apps creating vulnerabilities within your business' cyber security systems.

The first step for your business is to determine the exact capabilities you need from your tools. Understand clearly what outcomes you need them to achieve, and which platforms are designed to achieve this. It's likely you'll find multiple platforms delivering the same service. In which case, it's time to eliminate these ineffective and unnecessary tools from your workflows.

These days, platforms such as Microsoft 365 provide a powerful suite of tools that can fulfil all your business' needs. And it's likely a platform you've already invested in—so it's time to use it to its full capabilities.

It's time to consolidate your tools

Paring back your suite of platforms and consolidating your toolkit to only the approved Microsoft 365 set enables you to boost how your teams work. It cuts down on lost time spent navigating between programs, improves communication, boosts collaboration, and reduces Shadow IT security and compliance risks within your remote workplace. Ultimately, it allows you to empower your remote teams and deliver an improved employee experience.

Nexon can work with you to manage the seamless consolidation of your existing suite of tools. Reach out to us to start the discussion, and understand the value this can deliver to your business.

Strategy 3

Deploy the right intranet and extranet platforms



The right intranet and extranet platforms enable your business to unlock better ways of working, and improve efficiencies for managing how you perform remote work duties.

Improve your internal communications

To improve your intranet, it's important to make it easy to use. It's not just a place for haphazard business updates: instead, the right intranet solution enables your business to share, organise, and manage documents and news broadcasts, while still maintaining overall control and governance of your practices and processes.

At Nexon we provide a customised intranet solution that's built for Microsoft Sharepoint. It can be tailored to your business' exact needs, and comes complete with all the communication tools you and your staff need to optimise how you interact. The interface itself can be tailored to suit how your business works, and allows access from any connected device.

Consider deploying an efficient, effective intranet solution that's simple to set up, easy for your team to learn, and meets your organisational needs.

Communicating with the outside world

Deploying an extranet solution provides a way for your clients to proactively access the information they need from your business, without you needing to deliver it to them.

Like your intranet, it's a central location that authorised clients can access, where you can store and publish all the information they need. This way, it's not always your teams sending emails, managing reminders, and following up.

And, much like our intranet solution, Nexon also provides a comprehensive extranet platform that enables you to improve communications between your staff and external parties, such as customers, partners, and suppliers. You can publish key information, project content, social content, and even set up push notifications, so it's clear when new information or activity relevant to them is made available.

It's a secure, customised portal that improves the overall experience not just with clients, but suppliers, customers, and your broader business network. An extranet solution enables both staff and clients can make connections, enhance communication, and close the gaps that so often open with remote work.

Strategy 4

Optimise how your business uses Microsoft 365



Microsoft 365 is designed to deliver an integrated communications and collaboration environment, delivering increased engagement and improved productivity. And while the collaborative workspaces within the platform are now widely used, the question needs to be asked: is your business utilising these platforms to their full potential?

A disclaimer (based on experience)

We've included this strategy because, in our experience, it's become clear that many businesses aren't using them to their full potential. For many, the lines between each Microsoft platform is getting blurred.

So by scaling back the use of each platform to the capabilities they're actually designed for, you'll enable a more efficient, more streamlined and collaborative work environment for your teams.

Optimising the Microsoft collaborative experience

Here's how your teams should be using these platforms to get the most out of them.

Microsoft Teams is the workspace for daily use. The place where your teams go about their day-to-day tasks, the space that holds their work in progress. It connects your staff at a real time level, allowing them to interact and contribute to documents at the same time. They can even make and receive business calls using Microsoft Teams Calling.

Teams should be the place that your remote workers use as their virtual office; a place for collaboration.

Microsoft Sharepoint, on the other hand, should function as more of a database and intranet. It's a place to publish controlled documents to your audiences, those important documents that need to be searchable and shareable across your organisation, such as policies and procedures. But it's also a place to share news, make announcements, and supply important event information that the whole business can access.

Sharepoint solves the problem of having a company-wide collaboration strategy, with a neatly-packaged intranet solution. It enables users to store published documents, with robust version control, critical metadata, and workflows. It can be integrated with various business CRMs to eliminate double-entry of data.

When taken advantage of to their full potential, the combination of Sharepoint and Teams can improve business-wide interaction, at all levels. However, it's one thing to invest in these platforms—ensuring they're completely adopted and fully leveraged internally will determine how successful the solution will be for your organisation. You need to make sure your company implements a comprehensive change management methodology, enabling every worker to use these platforms to their full extent.

As a Microsoft Gold Partner, Nexon is ideally placed to ensure you get the most out of how you use this powerful suite of tools. Get in touch with us to learn more about optimising your Microsoft 365 experience, and how we can provide change management assistance during adoption of this new platform.

Strategy 5

To deliver the best environment for your remote workers, you need to provide the best level of IT support



Remote workers require a higher level of IT support than those in-house. But this also means they require a more responsive solution, one that understands the trials and challenges they face.

A managed services provider like Nexon can help set up and manage the IT needs of your remote workers much more effectively than a traditional IT solution. From start to finish, they can help your teams deploy the necessary software and apps, ensure their security protocols are set up correctly, and that their remote workspace is safe and secure.

Managed IT services themselves work remotely — so they understand it implicitly. Their processes are made to manage a remote workforce, and provide support at an arm's length. They're more responsive, too, providing real-time advice and problem-solving should any unexpected errors arise.

Peace of mind for your data, wherever your teams are located

Your managed IT services provider keeps your data safe and secure. They provide regular scheduled backup and storage solutions, even for your remote teams, so your information, documents, and sensitive data remains as current as possible. This means that everything your teams work on in your collaborative workspace is backed up, in multiple locations, and strict version control and meeting compliance protocols are recognised. So should any catastrophic computer errors occur, or cyber threats shut down your platforms, the distance isn't an issue — it's all still available, stored safely away.

**Revolutionise
the way your business
operates**



In the era of remote work, efficient and effective management of your remote workers is key to maintaining a productive business. But it's also key to improving their experience. And as remote work matures, these strategies enable you to remain connected, despite the distance, and leverage the benefits that remote and flexible working arrangements can deliver.

Discover the Nexon Advantage

At Nexon, we deliver a long-term partnership that offers vast technology expertise, along with understanding, flexibility, lateral thinking, and communication. Our comprehensive suite of business technology solutions allows us to revolutionise how your business works, and empowers you to leverage a Microsoft 365 modern workplace solution. And, as your business grows, our agile approach to deliver ensures you can quickly adapt and manage all changing circumstances.

To learn more about how we can help your organisation deploy these strategies to improve how you manage your remote workers, get in touch with Nexon Asia Pacific to schedule a free consultation 1-hour consultation*.

About Nexon Asia Pacific

Established in 2000, Nexon Asia Pacific (Nexon) is a cloud and managed service provider helping clients run more efficiently, create better user experiences and explore bigger opportunities. We're a trusted technology partner for mid-market businesses, government agencies and not-for-profit organisations throughout Australia and the Asia-Pacific region.

Nexon supports businesses on their digital transformation journey, from network to SIP, to business solutions and everything else in between, allowing clients the ability to work seamlessly across any cloud, anytime and any device. For more information, visit www.nexon.com.au.



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