5 Distributed Workforce
Woes for IT Experts

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More and more employees are breaking free from the traditional office and doing their jobs remotely. Whether from a home office or on the road for business, these remote workers and their technology need extra attention. We understand that, as the IT pro, the distributed workforce makes your job harder.

1. Safe and Secure. Wi-Fi. Home internet. VPN. Cloud access. These are all necessary for the distributed workforce, so how do you keep all of the information sharing and software downloads secure? Preventative measures like regularly scheduled scans and blocking non-work-related content and excessive downloads can help you ensure that data stays safe outside the office walls.

2. Communication Is Key. The ability to connect face-to-face is still imperative for employees away from the office. As the IT pro, the remote workforce is counting on you to have the tools and know-how to enable and maintain collaboration for remote presentations, reliable videoconferencing, webcam capabilities and more. Consider taking classes or working with outside technology vendors so that you're ready to address any issues on the spot without wasting precious time troubleshooting.

3. Device To-Dos. Laptops and mobile devices need updating. Do you have a plan in place for pushing those updates out to employees in the field? And when a device's life cycle is complete, it needs to be disposed of safely. It's important to have the right partner that understands recycling and safe disposal of these devices, while keeping company data safe in the process.

4. Going Mobile. Remote workers use a variety of devices (sometimes even personal devices) with a variety of needs. Tablets, smartphones and laptops require individualized attention for apps, security and support, and it's nearly impossible to keep up with them all. If you have multiple mobile needs, you might consider partnering with a provider that can help streamline and standardize all of your mobile devices across departments and employees. By streamlining your off-premises device fleet, you can more easily secure data, deploy regular updates and ensure all employees have the apps and software they need to do their jobs.

5. Network Needs. While networks like VPNs are invaluable for the remote workforce, they can cause problems on a regular basis. For example, on a snow day when everyone is working from home, your IT team probably gets bombarded with VPN access issues. That's when you need an IT partner that has your back and is prepared for the storm.

To learn more about how **Staples Business Advantage** can help you address these challenges, visit us at **StaplesAdvantage.com/Technology** or call **1-844-243-8645**