

# How To Manage A Remote Workforce



How Remote Workers  
Benefit from the Cloud

4 Mistakes Managers Make  
with Remote Employees



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# How Remote Workers Benefit From The Cloud



## ***Remote Work Is Here To Stay***

Companies are increasingly relying on remote work. Remote work culture has become commonplace as these companies realize how important flexibility is for their operation.

Furthermore, this is happening across industries. From streaming services to banking and financial services, it's clear that remote work is depending on the cloud.

## ***And It's not Going Anywhere...***

In fact, according to a Techwire survey, 48 percent of technology companies believe that cloud services will increase as a result of the shut in. This suggests that Cloud adoption is seen as a long term strategy rather than a temporary fix.

This however, isn't surprising when you consider 56 percent of the workforce already have jobs that are compatible with remote work.

## **Benefits of Cloud Storage for Remote Workers**

Now that we've established remote work is a more permanent change, we have to go into the key technology that enables remote work, the cloud.

If remote work is to succeed, you and your team, collaboration is essential. The best way to achieve this is to adopt a cloud storage system that can handle any project without slowing down or crashing.

*"...Here at Nerds Support, we offer backup and disaster recovery plans to ensure that your business can run no matter what happens..."*



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Nightmare scenario: Imagine that while you're working remotely, collaborating with your team, someone edits or deletes important information and now you're several steps behind schedule. The good news is that the cloud has file-recovery capabilities.

Nerds Support's managed cloud services, for example, allows you recover a deleted file or return to your last save to avoid these kinds of blunders.

## **Disaster Recovery**

Cloud also helps with disaster recovery situations like outages, floods, electrical storms etc.

Because of the absence of on-site IT professionals, businesses are relying on the cloud to monitor, check and maintain their storage and servers in data centers.

Enterprises are leveraging the cloud to create a suitable environment that caters to remote workers around the world.

## ***Productivity Increases***

With remote work becoming the norm, we have to take a look at productivity levels to see how they're affected. There's no use in implementing remote work if it those working do less of it. One study in 2015 based in a Chinese travel agency found that call-center employees that shifted to working from home saw increased productivity by an average of 13 percent.

For example, let's say you get an electric bill sent to your email every month. One day, you open it up and prepare to pay it online. You click the link, like always. But then, something weird happens. A pop-up window opens, and it says that your system has been infected. You click to try to fix it, but instead, you end up unintentionally inviting a virus to infiltrate your computer.

Despite the many benefits remote employees bring to a business, they can also bring about many challenges to traditional managerial methods. No longer is it possible to greet employees in person or see to it that they're doing their work.

Supervising remote employees requires a new approach—one that is only possible through technology. But in order to understand how technology can best serve you in managing your employees, it's important to know where you're falling short. Here are five of the most common mistakes managers are making right now.

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# 4 Mistakes Managers Make With Remote Employees

Without the ability to see every employee in front of you, it's hard to account for how each individual impacts your team. In addition, in a remote setting, communication outside of mandatory meetings is often left to a standstill. This makes it easy for employees to become disengaged, both in the work that they do and in their relationships with others.

To prevent this, try to hold regular meetings with your remote workers using whatever communication system your company typically employs for client meetings or consider overhauling your communication strategy by integrating affordable, internet-based tools like VoIP (voice over internet protocol).



## ***1. Giving an Employee Too Much or Too Little Work***

When workers are remote, it's difficult to know if they are able to handle the work they're being assigned, or if they have room in their schedules for more.

Maximizing the productivity of your remote workforce while distributing an achievable workload starts with consistent communication.

This accentuates the need to set up some form of regular meetings with teams or individuals, during which time teams can report on the status of projects and more or less work can be assigned accordingly. Managers should also note when parts of projects can be automated.

Although it's no one-size-fits-all solution, tools like robotic process automation (RPA) can be programmed to work with just about any existing software your company is already using and automate tasks that don't require a lot of variation. While it may require a few additional steps, taking measures to align your team will help make sure they're able to function at full capacity, no matter where they are.

## ***2. Not Using Webcam***

Employees like to be recognized, not just for their accomplishments, but also as individuals. When meetings are limited to conference calls, it's difficult to read expressions and emotions that we would normally pick up on if the meeting had been in person.

Although remote workers might think their working arrangement sounds like a great opportunity to work from the comfort of their beds, this lack of face-time among colleagues results in a loss of team-wide engagement and familiarity—potentially impacting the quality of their work and extent of communication.

## ***3. Not Nurturing Their Professional Development***

Just because workers are working comfortably remotely, doesn't mean they don't share the same aspirations as your other workers. In fact, 75 percent of remote workers say they need more work-related training to further their professional growth.

The good news? Most of the training remote workers need can be done online.

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Many video conferencing applications grant mentors and remote workers valuable face-to-face time as well as the ability to share screens that can make instructional meetings easier to follow along.

When “off of the air,” remote employees can continue working via any cloud-based applications. Their work can later be reviewed, shared, or presented from any location.

#### **4. Not Seeing Them as Human**

Remote employees are living, breathing, and hardworking individuals who happen to be located somewhere else. What this means is that attention to their thoughts and feelings should not be ignored.

Forgetting to invite them to important meetings or let their voices be heard is no different than it would be in any other setting. However, since emotions aren't as easily felt over the phone or during video conferences,-

*“...Not sure which backup solution best suits your company? Not to worry – Nerds Support can help! We want to get to know your company and evaluate your needs...”*



-managers need to make more of a conscious effort to ensure every individual is given a chance to speak or provide input.

Even a brief pause every now and then to ask a group if they have any questions or matters they'd like to discuss can be the difference remote workers need to be and feel impactful.

What are you waiting for? Contact Nerds Support today, and let's start working together to keep your critical information secure!

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Top Practices for Businesses  
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# Top Practices For Businesses Working Remotely

Working remotely, as we have seen in recent times, has become increasingly necessary to maintain a productive and profitable business. It is also an invaluable asset for any business continuity plan. If an unforeseen natural disaster or power outage takes place, organizations need to be prepared to continue operations.

A good example was in spring 2020 when the Securities and Exchange Commission became the first federal agency to encourage remote work for employees.



*“...Here at Nerds Support, we specialize in crafting custom business solutions. We take the time to get to know you, understand your company’s specific needs...”*

Here are some rules and policies we suggest when working remotely. Even when working on a cloud environment, you must practice caution and communicate regularly to maximize the remote experience.

## **#1 Communications: Periodic Check-ins**

Working remotely requires daily and frequent calls with one another. A manager especially must take actions to establish calls with remote workers. Whether they are in the form of on-on-one calls or team call, if they are collaborating on a project.

## **#2: Security**

Stay away from public networks, encrypt your web connection, or use a personal hotspot. A public Wi-fi connection like the ones found in coffee houses and some restaurants create a risk for remote workers. In a public network, a threat actor or hacker can easily make their way into your device without a firewall in place. Moreover, anyone on a public network could easily monitor your traffic as well.

For these reasons it’s crucial that you keep your devices protected and secure.

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### ***#3 Personal Hot-Spots***

Using a hot spot eliminates the problem of a hacker jumping on the network you're using. Although your web traffic remains unencrypted, your data stays safe. This will count against your cell phone data but it is worth the extra costs.

For most cell phone carriers there's a minor fee for using hot spots but the alternative could cost you much more. And with the advent of 4G and 5G networks, hot spots are just as fast as home network connections.

### ***#4: Encrypt your Emails***

If you have the proper safeguards in place, like email encryption and multi-factor authentication then your data will remain secure no matter where you work from.

### ***#5 Multi-Factor Authentication for Secure Devices***

Multi-factor authentication is a security system that requires multiple methods of authentication from independent credentials to verify user identity. In other words, it is a system that requires verification from a cellphone and a computer, for example, to then access data on your devices.

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# Succeeding In A Remote Environment



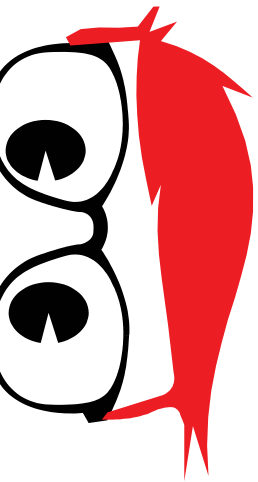
Many firms have already moved to a fully remote operation and many more will do so in the future. However, moving to remote work can be difficult if handled incorrectly.

Creating a successful remote operation is a new challenge businesses will have to overcome. Here are a few ways to achieve success for your firm while working apart.

## Take Advantage of Your Remote Environment

Maybe you've already noticed, but it's difficult to distract each other with office gossip when there isn't an office to gossip about. 85 percent of employees are either not engaged or disengaged at work.

As a result, there is a 7 trillion dollar loss in productivity. Many offices have an open office layout which create a 32 percent drop in productivity.



*"...The peace of mind you'll gain when you have a disaster recovery plan in place is priceless... Here at Nerds Support, we understand how important your business is to you."*

## Adapt to Technology

The emergence of cloud technology and communication apps like Microsoft Teams, Skype, Facetime, and Zoom together is what allows for a successful remotework environment.

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### ***Build a Better Team Remotely***

Human beings are social animals. Although remote work is beneficial to productivity, it might be harmful to be socially isolated from your team. But there is a solution.

Team building is an important tool for social bonding and improving motivation. Setting aside an hour at the end of the week to celebrate that week's

accomplishments is a good example of team-building. There are a ton of other games and exercises you can try over video chat. Many have done virtual hangouts. Virtual happy hours are also popular. Even virtual competitions with certain free online games have brought offices together.

### ***Make Sure To Reconnect With Reality***

The biggest issue in a remote work environment is that everything does seem to blend together. When you can't distinguish your bedroom from your workplace it's easy to get lost in a work-all-the-time mentality. Having an office has the psychological benefit of creating a barrier between your personal and work life.

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