

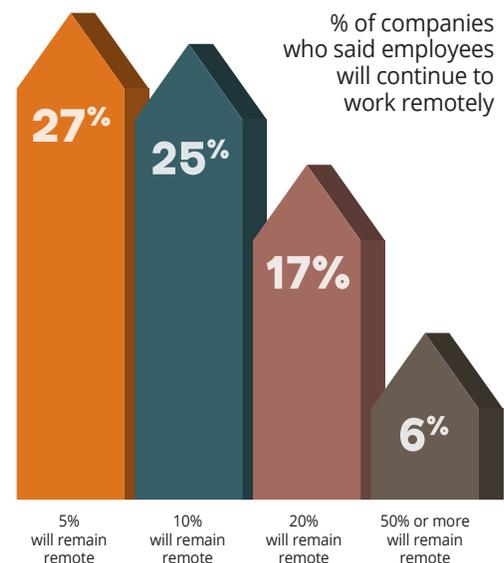
When work-from-home becomes permanent.

Home is the new enterprise

In the next stage of recovery many employees that worked-from-home for the first time will not go back into the office full-time.

74% Of Companies Plan to Permanently Shift to More Remote Work Post Covid-19

- Only 26% of companies will have everyone back in the office when the “all-clear” is given.
- Most companies deployed emergency upgrades to their systems to accommodate the initial wave of work-from-home.
- As remote work becomes the default, a fundamental shift will occur in the IT systems and policies to support these users.
- Some of these shifts have been happening for years and will be accelerated.



Source: Gartner (April 2020)

In the first wave, everyone scrambled to work with the existing tools. Some things may have worked well and in other areas inefficiencies were exposed.

After the initial adjustment and settling into a new workflow, analysis and planning will be important as companies transition fully to a work from home environment.

Personal vs Corporate Systems

Use of personal systems for corporate work opens up a can of worms that may seem unimportant in the short term, but become incredibly important in the long term.

- How do you enforce an IT security policy on home systems?
- How do you manage end point security and related updates?
- Who pays when the system fails?
- Who supports an employee-owned laptop when it dies?
- How do you handle non-work related software causing corporate IT support issues?
- If a security event is occurs, is there any easy way to remediate all affected users remotely?

Cost Considerations

Corporations have typically supplied all the IT tools needed for the job – desktop, monitors, phones, WiFi, internet, etc.

All these tools are now required at home and, to date, have been supplied by the employee at personal expense.

These systems cannot be managed, supported, or secured by corporate IT and must be treated like the WiFi in a coffee shop – if it works, great, and if not we can't help you.

The impact on productivity will be substantial and require a different approach to IT.

The New Normal

The home network cannot be the new branch office. Lack of control and support will prevent a full lift and shift of technology and processes to each staff member's home.

- Variations in internet access and speed will need to be accounted for
- Connectivity to corporate systems will need to be handled by software-defined perimeters that replace the office firewall protections
- PBX/VoIP phone systems will migrate to cloud-based systems that are not location or equipment specific
- Corporate data centers may remain relatively unaffected by a work-from-home scenario as they've supported branch office use for years.

As the shift to a more flexible remote workforce continues across every industry, the need for expertise has never been greater. Whether you are in the first wave or adjusting to your new normal with less IT staff than you are used to, we can help.

GCS has been helping customers for over 20 years with their IT needs.

Call us today and get a free assessment. (512) 249-6080