**ARMA Greater Columbus November 2020 Chapter Meeting**

Nov 19, 2020 . 12:44 PM . ID: 935549037 **Transcript**

00:00 - 00:03 **Redman, Janice J (janice.redman)**
Shall inference will now be recorded.

00:04 - 00:04 **Redman, Janice J (janice.redman)**
Mary.

00:04 - 00:06 **Redman, Janice J (janice.redman)**
Do, Or.

00:06 - 00:06 **Mark Conrad**
You.

00:07 - 00:09 **Redman, Janice J (janice.redman)**
Know, do you want to wait a few more minutes?

00:09 - 00:11 **Mari Martin**
I'm good with whatever you guys would like to do.

00:11 - 00:18 **Mari Martin**
I just shared with Mark, we just finished our program for mid michigan Arm, I just got off on the panel, that one on similar subjects.

00:18 - 00:20 **Mari Martin**
So, I'm Good.

00:20 - 00:22 **Mari Martin**
You're my last have to for the day.

00:22 - 00:25 **Mari Martin**
Whatever, works for all of you.

00:27 - 00:40 **Redman, Janice J (janice.redman)**
Ok, so let's go ahead and get started, people, running my, with meetings, going on with virtual meetings and Teams, and Zoom and all that, the media has a tendency to go over.

00:41 - 00:44 **Redman, Janice J (janice.redman)**
So let's go ahead and get, we have a good number of people on the line.

00:44 - 00:45 **Redman, Janice J (janice.redman)**
So let's go ahead.

00:46 - 00:55 **Redman, Janice J (janice.redman)**
So I want to thank everyone again for showing up for our monthly meeting.

00:55 - 00:59 **Redman, Janice J (janice.redman)**
My name is Janice Redmond, and I'm president of the Columbus.

00:59 - 01:02 **Redman, Janice J (janice.redman)**
Ohio ARMA chapter.

01:02 - 01:07 **Redman, Janice J (janice.redman)**
And as you know, we've been doing virtual meetings, which seem to turn out pretty good.

01:07 - 01:25 **Redman, Janice J (janice.redman)**
We haven't received any feedback or complaints, and, um, today's, maybe it would be interesting, I will have our vice president introduce our speaker, but, uh, I love the title of this Building A Remote Workers Strategy.

01:25 - 01:28 **Redman, Janice J (janice.redman)**
And um, know, we're all doing this.

01:28 - 01:36 **Redman, Janice J (janice.redman)**
And you know, like I said earlier, once I figure all this out we'll be back at work at next June of one uses as much.

01:36 - 01:44 **Redman, Janice J (janice.redman)**
But I'm going to turn the mic over to Joy and so we can get going and Joy Nell.

01:44 - 01:46 **Redman, Janice J (janice.redman)**
So she will introduce our speaker.

01:47 - 01:55 **Joy Nelson**
All right, good afternoon, everyone, Kind of speaking to what we've talked about, how well virtual meetings are going up.

01:55 - 01:59 **Joy Nelson**
Greater Columbus Chapter has just say it's expanded out.

01:59 - 02:02 **Joy Nelson**
So I went looking for potential topics.

02:02 - 02:05 **Joy Nelson**
Knowing this topic was a Hot one for speakers.

02:05 - 02:12 **Joy Nelson**
And Mary lorne's ECM event manager for applied imaging, she has done a very similar presentation.

02:12 - 02:16 **Joy Nelson**
That's how I found out about it for mid Michigan.

02:16 - 02:22 **Joy Nelson**
And I figured I'd bring her in because this is a very relevant topic.

02:22 - 02:24 **Joy Nelson**
And I don't know about everyone else's works.

02:24 - 02:31 **Joy Nelson**
But everyone's looking at what are we going to do or we are going to bring everyone back in or keep doing remote, you know?

02:31 - 02:31 **Joy Nelson**
What?

02:31 - 02:32 **Joy Nelson**
Where are we going?

02:33 - 02:37 **Joy Nelson**
Shes been doing a lot of difference.

02:37 - 02:40 **Joy Nelson**
She started as a Micrographics specialist.

02:40 - 02:50 **Joy Nelson**
And now she has moved into an ECM specialist, and manages and teaches a portion of all the ECM events offered by applied imaging.

02:51 - 02:55 **Joy Nelson**
She has been, or is actually part of the mid Michigan board item ....

02:55 - 02:58 **Joy Nelson**
This 22 years on the board, that is great.

03:00 - 03:04 **Joy Nelson**
Very wonderful of you to volunteer your time for that, that long.

03:05 - 03:08 **Joy Nelson**
And with that, I will turn it over to Mary.

03:09 - 03:12 **Mari Martin**
Thank you, and 2% as president, It's a fun job.

03:12 - 03:23 **Mari Martin**
Let me share my screen and let me know if you have a hard time hearing me or seeing, let me go to the slide show here and make sure we're working there, Rigo.

03:23 - 03:25 **Mari Martin**
Can everybody see that?

03:26 - 03:26 **Mark Conrad**
Yeah.

03:27 - 03:28 **Mari Martin**
Your car through.

03:28 - 03:30 **Mark Conrad**
In your ear sound is good, too?

03:30 - 03:32 **Mari Martin**
Good test room.

03:32 - 03:37 **Mari Martin**
And we just finished a program, as I mentioned, and Margaret knew today on a similar subject, with a panel this time that I was on.

03:37 - 03:40 **Mari Martin**
So, here's, as we move forward.

03:40 - 03:43 **Mari Martin**
Here's what we're going to be talking about today, the remote workforce.

03:44 - 03:59 **Mari Martin**
It started back last spring, and it has morphed and changed as we worked through all of these months and we're going to see where they are today, and what the challenges are that they're facing, What are those problems that are out there, and what are the solutions?

03:59 - 04:00 **Mari Martin**
What do they look like?

04:00 - 04:03 **Mari Martin**
What tools are available to you to help connect your workforce?

04:04 - 04:08 **Mari Martin**
You have to worry about security, accessing data from anywhere out there.

04:09 - 04:14 **Mari Martin**
How do you optimize the business risks that are our business risks, or other business processes, I should say, and mitigate the risk.

04:15 - 04:21 **Mari Martin**
As well, let's take a look at collaboration and making sure your employees are happy and empowered, and what they're doing.

04:21 - 04:26 **Mari Martin**
I'll give you a gameplan on where to start, and then we'll have time for questions and answers afterwards.

04:26 - 04:30 **Mari Martin**
So we'll make notes and throw those into the chat as we go.

04:30 - 04:41 **Mari Martin**
We all know that when we hit Coburn 19, everything went into fast forward, back last spring and everybody started that wide spread scramble to go remote with their working.

04:41 - 04:47 **Mari Martin**
Interestingly enough gardener, which is an independent study group, probably you're already familiar with out there.

04:47 - 04:51 **Mari Martin**
They track everything from organizations to technology and everything in between.

04:52 - 04:58 **Mari Martin**
They did a survey, they talked to 127 company leaders to ask them, is this going to continue.

04:59 - 05:06 **Mari Martin**
They said, in response 82% of the respondents intended to continue that remote working once this is done.

05:06 - 05:13 **Mari Martin**
Now, it might be a combination of things, mostly remote, but they're going to have what's called a hybrid workforce.

05:13 - 05:19 **Mari Martin**
And I work with three different states, and I can tell you I'm seeing a real creative way of doing this out there.

05:19 - 05:30 **Mari Martin**
But that means is, for example, in our company, one week, you're in the office, working, the next week, you are home, and that group that was home, the week you were working in the office, comes into the office.

05:31 - 05:38 **Mari Martin**
I've also seen it from the angle of Monday, and Wednesday, this group is in the office, and Tuesday and Thursday, another group comes in.

05:38 - 05:43 **Mari Martin**
So, there's a lot of creativity going on, but I think you're going to find as we move forward.

05:43 - 05:54 **Mari Martin**
They've discovered organizations have that they can cut a lot of cost for floorspace and other things by moving towards more of a highbred and having more people working at home.

05:55 - 05:59 **Mari Martin**
So let's take a look at these seven different challenges and I'll give you solutions.

05:59 - 06:00 **Mari Martin**
There's hope coming here.

06:01 - 06:01 **Mari Martin**
Along the way.

06:01 - 06:03 **Mari Martin**
We're going to take a look at worker productivity.

06:04 - 06:07 **Mari Martin**
A way to handle time management, if you're at home.

06:08 - 06:10 **Mari Martin**
Is there a question of working too much?

06:10 - 06:11 **Mari Martin**
Can you work too much?

06:12 - 06:12 **Mari Martin**
Distraction?

06:13 - 06:22 **Mari Martin**
Bad health habits communication of course, the big one that we all deal with, that scattered information of course technology as you work through their, I'm going to jump back to Gardner again.

06:22 - 06:28 **Mari Martin**
Because you know, one of the concerns where people weren't working at all to start with was are they productive?

06:28 - 06:32 **Mari Martin**
Are they working as hard at home as they would in the office unsupervised?

06:32 - 06:34 **Mari Martin**
I can tell you this from personal experience.

06:34 - 06:37 **Mari Martin**
I work harder at home than I did in the office.

06:37 - 06:38 **Mari Martin**
I don't have the interruptions.

06:38 - 06:43 **Mari Martin**
I don't do some things that you get up and walk around and so forth that you would have done in an office.

06:44 - 06:51 **Mari Martin**
Gardiner did a study again, and third only 13% of the business leaders really were concerned about productivity.

06:51 - 06:52 **Mari Martin**
I felt this fascinating.

06:52 - 06:55 **Mari Martin**
61% said, Yeah, we changed the way we do things.

06:56 - 07:02 **Mari Martin**
We've got more frequent check ins with our managers and employees, and I'll talk more about that as we get into that a little further.

07:03 - 07:05 **Mari Martin**
And 29% said, they're not concerned.

07:05 - 07:08 **Mari Martin**
We trust them, they're going to be productive out there.

07:09 - 07:13 **Mari Martin**
But time management, if you're working at home, you need to be self motivated.

07:13 - 07:14 **Mari Martin**
That's half the battle.

07:15 - 07:19 **Mari Martin**
Is making sure that you're doing what you need to do to get the work done.

07:19 - 07:20 **Mari Martin**
I love Mark Twain.

07:20 - 07:29 **Mari Martin**
He's one of my favorite authors, and he once said, if you've got something you have to do that, you hate to do it, eat that live frog first thing in the morning.

07:29 - 07:34 **Mari Martin**
I know you probably just had lunch, and I'm sorry, but basically, what he's saying is, get a list together.

07:34 - 07:38 **Mari Martin**
I work from a list every day, I know what I'm going to be tackling for the day.

07:38 - 07:40 **Mari Martin**
I may have started it the day before.

07:40 - 07:45 **Mari Martin**
That at the top of that list is my one thing that I don't want to do the most.

07:46 - 07:47 **Mari Martin**
Get it done first.

07:47 - 07:49 **Mari Martin**
Eat that live frog.

07:49 - 07:53 **Mari Martin**
And then the rest of the day will go easily as you start moving through that.

07:54 - 07:58 **Mari Martin**
The other thing, We're working too much, I found this early, add back and last March.

07:58 - 08:01 **Mari Martin**
I'll tell you what, it's, you don't take a lunch break.

08:01 - 08:02 **Mari Martin**
You bring your lunch back to your desk.

08:02 - 08:03 **Mari Martin**
You don't take a break.

08:03 - 08:06 **Mari Martin**
You think of something in the evening.

08:06 - 08:07 **Mari Martin**
You went back into the office.

08:07 - 08:10 **Mari Martin**
You hear the phone, your business phone cell phone ringing.

08:10 - 08:12 **Mari Martin**
You go answer it, You can work too much, folks.

08:12 - 08:17 **Mari Martin**
So what you need to think about is rewarding yourself and taking breaks.

08:17 - 08:18 **Mari Martin**
My niece taught me this.

08:18 - 08:28 **Mari Martin**
She works for a major insurance company here in the nation, And she literally took her phone and set the alarm for 10 o'clock in three o'clock.

08:28 - 08:34 **Mari Martin**
And she got up, she's in management, and she would take a walk lever, their laptop behind, go outside.

08:34 - 08:42 **Mari Martin**
If it was nice, do something, Get on the treadmill for a few minutes to get away from work and clear her brain and take a lunch hour.

08:42 - 08:45 **Mari Martin**
Get away from the desk, otherwise, you're going to burn out.

08:46 - 08:50 **Mari Martin**
If you don't take care of yourself, while you're working at home, that's critical.

08:51 - 08:53 **Mari Martin**
And I know we've all got distractions.

08:53 - 08:56 **Mari Martin**
Kids, working at home pet's delivery people.

08:57 - 09:03 **Mari Martin**
Here in Michigan, most of our people have now been sent home, again, if they weren't originally, and the schools are all having kids at home.

09:04 - 09:06 **Mari Martin**
So, what do you do with those distractions?

09:07 - 09:09 **Mari Martin**
Cause it's a problem.

09:09 - 09:12 **Mari Martin**
If you're trying to work, what do you need to do really is.

09:13 - 09:20 **Mari Martin**
Sit down with your family or whoever you happen to live with and talk about when is the proper time to interrupt, what's the criteria?

09:21 - 09:22 **Mari Martin**
Know, I worked with a woman years ago.

09:22 - 09:23 **Mari Martin**
I loved how she did that.

09:23 - 09:26 **Mari Martin**
She had a wooden spoon, she hung it on the door of her office.

09:26 - 09:39 **Mari Martin**
If that spoon was hanging out the door, even if the door was cracked up, that she would, she would tell her family, there was only one reason you can interrupt me because I'm going to be on a conference call, or a meeting and only one reason.

09:40 - 09:42 **Mari Martin**
Then you can interrupt me, and you'd better be bleeding.

09:42 - 09:49 **Mari Martin**
If you're not bleeding, it'll wait and she used that to kind of communicate to her family, What's a good interruption and so forth.

09:49 - 09:50 **Mari Martin**
So take a look at that.

09:50 - 09:52 **Mari Martin**
Another good friend of mine lives in the Cleveland area.

09:52 - 09:58 **Mari Martin**
He was just telling me last night that he goes over five days a week and takes care of his nine month old grandson.

09:58 - 10:01 **Mari Martin**
So, the father can work in a closed door there, in the house.

10:01 - 10:06 **Mari Martin**
So maybe you need to bring in somebody like that to help you avoid some of those distractions.

10:07 - 10:14 **Mari Martin**
I want to ask how many put on the Kogod 15 while you were home since March, off and on along the way, But it's out there.

10:14 - 10:15 **Mari Martin**
Take a look at your health habits.

10:16 - 10:19 **Mari Martin**
1 of 2 things happened during this, last eight months.

10:19 - 10:25 **Mari Martin**
One wise, people ate too much, or the other hand, the eight better than they did when they were in the office.

10:25 - 10:26 **Mari Martin**
I happened to be in that last group.

10:26 - 10:34 **Mari Martin**
I found that I wasn't running out to lunch with people or eating high calorie thing, so I was taking much better care of myself as well.

10:34 - 10:37 **Mari Martin**
But think about how much rest you're getting.

10:37 - 10:39 **Mari Martin**
You know, if you don't have that drive time.

10:39 - 10:39 **Mari Martin**
It's real good.

10:40 - 10:46 **Mari Martin**
It's really easy to say, I'm going to sleep at the time, I don't need to be at my desk until eight, Make sure you've got a routine.

10:46 - 10:55 **Mari Martin**
And you keep to it, It will help you, and a lot of ways, especially, if you're at the desk every day, at the same time, and quitting about the same time every day, that helps immeasurably.

10:56 - 11:04 **Mari Martin**
Now, communication with this, one has been a fun one to watch come down during the course of, the last number of months.

11:04 - 11:06 **Mari Martin**
You need to establish a cadence for communication.

11:06 - 11:15 **Mari Martin**
That is critical, You know, when we're not seeing people face-to-face, and we can read their expressions on their face, you may send something in an e-mail, and you meant it to be pleasant.

11:15 - 11:21 **Mari Martin**
And just to comment on something where the person receiving it reads it as a critique and they're upset.

11:22 - 11:27 **Mari Martin**
If you're on the receiving end, respond back and say, Did I don't read that correctly.

11:27 - 11:32 **Mari Martin**
Make sure you communicate to clarify, and I can tell you what people are doing, and this is one of the things we do.

11:32 - 11:36 **Mari Martin**
I have a weekly one-on-one meeting with my manager every week.

11:36 - 11:42 **Mari Martin**
It's at Wednesday at 9 30, and it's not somebody saying, what have you done all week?

11:42 - 11:43 **Mari Martin**
He doesn't care.

11:44 - 11:50 **Mari Martin**
What it is, is I go into this, actually with another list, I collect things as I go through the week that I want to talk about.

11:50 - 11:54 **Mari Martin**
Highlight that have gone, well, maybe some things that didn't ask questions, Whatever.

11:54 - 11:58 **Mari Martin**
It might be, those things that can wait until you have that conversation.

11:58 - 12:06 **Mari Martin**
And on the other hand, he has a piece of paper as well, where he has written or electronically tracked what he wants to talk to me about.

12:07 - 12:11 **Mari Martin**
The other thing that we do is a weekly action review meeting.

12:11 - 12:12 **Mari Martin**
Every Monday morning.

12:12 - 12:15 **Mari Martin**
At nine o'clock, the technology team, consultants all get together.

12:15 - 12:17 **Mari Martin**
And the first five minutes are fun.

12:17 - 12:31 **Mari Martin**
Because I'll tell you why you're building, camaraderie, camaraderie, just hearing about what went on last week, and talking about the football games about the first five minutes, is all dedicated to that along the way.

12:31 - 12:33 **Mari Martin**
And then we go into the gist of the meeting.

12:33 - 12:35 **Mari Martin**
You know, what's happening out there?

12:35 - 12:40 **Mari Martin**
What projects are moving, What information each team might need, What's coming up, we need to be aware of.

12:41 - 12:50 **Mari Martin**
It's a good time during those weekly action review meetings to have an idea of what's happening out there in the world and keep the group communicating.

12:50 - 12:58 **Mari Martin**
Now, some organizations are using end of day check ins where they ask their team members to prepare a list that's completed and sent every day.

12:58 - 13:09 **Mari Martin**
Now, if you have something like Salesforce or other software out there where you're tracking customer relation information, that information's already in their organization, made it very clear.

13:09 - 13:16 **Mari Martin**
Early on that they were watching what was going into the Salesforce database, The e-mails were being sent out of in there.

13:16 - 13:22 **Mari Martin**
How many e-mails restore task notes put in, phone calls, made, all of that.

13:22 - 13:29 **Mari Martin**
So, at any given time, management person could take a look and say, Wow, I see that this person has been doing quite a lot.

13:29 - 13:37 **Mari Martin**
In fact, they even went so far as to post the top achievers, you know, for the month, if you will, for the most phone calls or whatever.

13:37 - 13:46 **Mari Martin**
But, think about what's out there, and I don't know if you've heard this, but there's even software out there that can track the number of keystrokes on your employees computer.

13:46 - 13:48 **Mari Martin**
So if you want to make sure they're really working.

13:48 - 13:55 **Mari Martin**
There's this hidden spyware if you will, for lack of a better name that can track if they're actually working or not.

13:56 - 13:58 **Mari Martin**
Not that something I'd recommend but it is out there.

13:58 - 14:03 **Mari Martin**
By the way, information was scattered all over the place.

14:03 - 14:04 **Mari Martin**
When this thing started.

14:04 - 14:09 **Mari Martin**
I knew one person who went into the office three times in one day to gather paper.

14:10 - 14:18 **Mari Martin**
You know, when we hit remote, the one thing that didn't share very well was paper and it could be behind locked doors in an office stacked on desk.

14:18 - 14:19 **Mari Martin**
It could be all over the place.

14:20 - 14:26 **Mari Martin**
The other information that we found that was a problem was that electronic information stored on workstations.

14:26 - 14:50 **Mari Martin**
You know, I read a statistic out there recently that if you checked, most people have most of the information on their personal workstation stored in there, e-mail system somewhere in folders, places that you or the other members of the staff probably don't have access to or maybe a drive on that workstation that only that person has access to.

14:50 - 15:01 **Mari Martin**
Now, that became a problem when you, third, is sending people home because if that person was out sick or they were furloughed, well, how do you get to that information?

15:01 - 15:02 **Mari Martin**
What do you do?

15:02 - 15:08 **Mari Martin**
The other interesting thing that happened was tracking required approvals for remote workers.

15:08 - 15:09 **Mari Martin**
I'll give you an example.

15:09 - 15:12 **Mari Martin**
I worked with a government agency early on.

15:12 - 15:15 **Mari Martin**
This is how they paid their invoices.

15:15 - 15:17 **Mari Martin**
Enablers would come into the office.

15:17 - 15:19 **Mari Martin**
If it was electronic, they would print it out.

15:19 - 15:26 **Mari Martin**
If it was hard copy in the mail, they would take it out and walk over to a bank of mailboxes built on the side of the wall.

15:26 - 15:28 **Mari Martin**
Each mailbox had a staff member's name underneath it.

15:29 - 15:38 **Mari Martin**
They would then put the hardcopy invoice into that mailbox and they would wait for the person to come in to check their mail to approve or reject the invoice.

15:38 - 15:42 **Mari Martin**
Then they would walk back to accounts payable to have it paid.

15:43 - 15:47 **Mari Martin**
That process was already fraught with problems before the shutdown came.

15:47 - 15:49 **Mari Martin**
When the shutdown happened, they were scrambling.

15:50 - 15:56 **Mari Martin**
Fortunately, in their case, they had software already in place that we're using for more of a store and retrieve solution.

15:56 - 16:05 **Mari Martin**
So they just had to adjust it a bit at a workflow in there, so they could start moving things along electronically.

16:05 - 16:08 **Mari Martin**
And I'll talk a lot about that as we move forward here in a little bit.

16:09 - 16:11 **Mari Martin**
The other fun thing out there was paper forms.

16:11 - 16:13 **Mari Martin**
I'll tell you another interesting conversation.

16:13 - 16:18 **Mari Martin**
I had a school district call me and they said, do you have a scanner that will kill viruses?

16:19 - 16:20 **Mari Martin**
No.

16:20 - 16:24 **Mari Martin**
And 23 years I've not heard of a scanner that kills viruses.

16:24 - 16:24 **Mari Martin**
Tell me what you're doing.

16:25 - 16:31 **Mari Martin**
They were deploying 800 Chrome books to the students in the field.

16:31 - 16:33 **Mari Martin**
And one of the parents are the Guardians to sign.

16:36 - 16:46 **Mari Martin**
The Forbes saying that they had received the book, but the paper was coming back, and they were afraid of a virus being now, we know a lot more about covert right now that we knew back then.

16:46 - 16:52 **Mari Martin**
I then went on to say, have you thought about making it electronic, You know, you could do a fillable PDF.

16:52 - 17:00 **Mari Martin**
If you've got a software that can create a form, then a link can be put out on the website for people to click into.

17:00 - 17:05 **Mari Martin**
You, could send it in an e-mail, there's a lot of ways you can run at this, and we help them get through that.

17:05 - 17:13 **Mari Martin**
But the other thing with that information being scattered is you have to think about teammates that are out there who've been worked furloughed or who were out sick.

17:14 - 17:16 **Mari Martin**
Covert is taking a major, hitting some of our companies now.

17:16 - 17:19 **Mari Martin**
And unfortunately, the person may not be sick, but they were exposed.

17:19 - 17:22 **Mari Martin**
So now they're quarantined and they're not working.

17:22 - 17:27 **Mari Martin**
So there were losing large chunks of people as a result of this scattered information.

17:28 - 17:32 **Mari Martin**
Technology was one of the things everybody was trying to deal with as we move forward.

17:32 - 17:37 **Mari Martin**
This was put out by Microsoft, and I loved the comment, Do you know, into your two years?

17:38 - 17:48 **Mari Martin**
I'm sorry, in two months, we accomplish two years worth of digital transformation, talk about having a fast run into getting everything up and getting everybody moving.

17:49 - 17:52 **Mari Martin**
They figured we did it all in about two months when this thing got started.

17:53 - 17:54 **Mari Martin**
Businesses were scrambling.

17:55 - 17:56 **Mari Martin**
They were sending people home.

17:56 - 17:58 **Mari Martin**
They were trying to figure out how to make them.

17:58 - 18:01 **Mari Martin**
So they remote, remote, enabled overnight almost.

18:02 - 18:05 **Mari Martin**
And then how do you allow them to collaborate?

18:05 - 18:07 **Mari Martin**
Well, what do you do with that work in process?

18:07 - 18:09 **Mari Martin**
And better yet, what about workflow?

18:09 - 18:11 **Mari Martin**
Productivity, all of that.

18:11 - 18:23 **Mari Martin**
So what was happening was they had to re-evaluate what was going on in their organizations, where they can make the changes, what had to be altered, maybe even totally redesigned as they started to move forward.

18:25 - 18:29 **Mari Martin**
The other thing that gets me really interesting was virtual private networks.

18:29 - 18:35 **Mari Martin**
My niece you heard me talk about, that organization had a VPN, virtual private network, that only they had access to.

18:36 - 18:41 **Mari Martin**
On the Thursday night before the shutdown, the entire company was told to go home at seven o'clock at night.

18:41 - 18:49 **Mari Martin**
They were to login to the VPN to see if the VPN or that virtual private network could handle the load, and that was true of a lot of companies.

18:49 - 18:58 **Mari Martin**
Those were wonderful, wonderful situations, but they're not designed to handle the size of the remote workforce that we have out there at this point in time.

18:58 - 19:03 **Mari Martin**
And so the other part of it was, at the same time, can it handle it?

19:04 - 19:10 **Mari Martin**
But more importantly, what do we do to take the pressure off that network, if we can?

19:11 - 19:21 **Mari Martin**
So as you start to work remotely, you need to embrace technology and not talking about hardware, But I'm also talking about apps and software, and things like that.

19:21 - 19:24 **Mari Martin**
And I'm one of the thing I'm gonna say with a VPN I know our company did.

19:24 - 19:35 **Mari Martin**
They sent out written instructions on, Hey, if you're going home and you've never used the VPN or the virtual network before, here's instructions on how to get in there, how to use it, and how to test it.

19:35 - 19:38 **Mari Martin**
Be sure you do that before you go home.

19:38 - 19:42 **Mari Martin**
Make sure you got it working before you get home so you don't get into trouble when you get there.

19:42 - 19:45 **Mari Martin**
So there's another tip for you as well that we did along that way.

19:46 - 19:51 **Mari Martin**
Security is an issue When you've got people working at home, how do you keep track of security?

19:51 - 19:52 **Mari Martin**
You know, it's interesting.

19:52 - 19:55 **Mari Martin**
That virtual private network we thought was a dine technology.

19:56 - 20:01 **Mari Martin**
Not anymore, with Coburn 19, That's become the way that people are now working.

20:01 - 20:04 **Mari Martin**
There's been some changes in that and I'll share those as we go as well.

20:04 - 20:14 **Mari Martin**
But the other thing you need to take a look at is if your office has issued you a laptop or a device that you could take home to work on, you may be using your own home PC.

20:15 - 20:27 **Mari Martin**
What's the risk to your network, and bringing those unknown devices in, Do you have problems with viruses that may be transmitted in other ways of coming into your network you don't want to have issues with?

20:28 - 20:33 **Mari Martin**
So, you do need to evaluate those risk, as well, of people using their own devices at home.

20:33 - 20:37 **Mari Martin**
The other thing you need to do, is to develop a usable remote worker policy.

20:37 - 20:41 **Mari Martin**
I can tell you, our organization put out a 29 page booklet.

20:41 - 20:42 **Mari Martin**
It was electronic.

20:42 - 20:43 **Mari Martin**
You could, if you wanted to.

20:44 - 20:49 **Mari Martin**
But it covered everything that you needed to know about our new work environment remotely.

20:49 - 20:53 **Mari Martin**
If you are a hybrid worker and staying in the office, here's the precautions that were in place.

20:53 - 20:59 **Mari Martin**
Only so many people in the cafeteria at one time or the lunchroom even opened up the larger meeting room at noon.

20:59 - 21:06 **Mari Martin**
To help people spread out, we have, people were considered essential business that we still had people out in the field, They got the PPE Equipment.

21:06 - 21:12 **Mari Martin**
They even went so far as dispatch, if they, if you called for an assistance, we'd say, Do you have somebody with code in your office?

21:12 - 21:14 **Mari Martin**
We need to know before we send somebody.

21:14 - 21:26 **Mari Martin**
So, that person was aware of what they were walking into, make sure that you have it written down, or in some kind of a policy, Everybody is aware of how things are going to be handled.

21:26 - 21:27 **Mari Martin**
Even if they come down with kogod.

21:27 - 21:28 **Mari Martin**
What are the procedures for that?

21:28 - 21:33 **Mari Martin**
The other thing you need to make sure you put in there is information governance requirements.

21:33 - 21:34 **Mari Martin**
How are you going to handle things?

21:34 - 21:34 **Mari Martin**
Now?

21:34 - 21:41 **Mari Martin**
They're working remotely, Retention, all of those other things, and, you know, it's human nature.

21:41 - 21:45 **Mari Martin**
We'd like to print things out and what happens if they do that at home.

21:46 - 21:53 **Mari Martin**
And it's something with vital information about your organization, you don't want them throwing that in a trashcan with a social number on it or something else.

21:54 - 21:57 **Mari Martin**
And better yet going to recycling or to the trashcan.

21:57 - 22:00 **Mari Martin**
What do you do with that, have a policy.

22:00 - 22:05 **Mari Martin**
You need to know there are document destruction services out there that will give you a bag.

22:05 - 22:09 **Mari Martin**
You can either have it dropped off at the home or you can pick it up in an office.

22:09 - 22:12 **Mari Martin**
It's a secure bag to put those documents and for destruction.

22:12 - 22:16 **Mari Martin**
And then set a time for them to pick them up at your home or wherever you drop it off.

22:16 - 22:24 **Mari Martin**
And we just finished a meeting at the Michigan and somebody said, This is even available at some of the staples \*\*\*\* office kinda places out there.

22:24 - 22:26 **Mari Martin**
So if you have to small amounts.

22:26 - 22:38 **Mari Martin**
You don't even need to get a company who specializes in it, You can take them into those places, and they'll take care of it for you and give you a certificate of destruction as well, to make sure that you've done the right thing in protecting your information.

22:39 - 22:41 **Mari Martin**
So let's talk about, how do we fix all this?

22:41 - 22:44 **Mari Martin**
What do we do about connecting that workforce?

22:45 - 22:54 **Mari Martin**
How do you secure your data, and mitigate the risk, and make the best use of your business process, as well as collaboration, and, of course, employees?

22:54 - 22:58 **Mari Martin**
What do you do about making sure they're happy and empowering and ready to go?

22:58 - 23:02 **Mari Martin**
You know, the cloud was always big before this all started.

23:02 - 23:15 **Mari Martin**
It has really kicked up, and I'll tell you a statistic with you down there, the way you're a little bit, but the advantage with Cloud Storage, is your files are all stored securely in one place.

23:15 - 23:17 **Mari Martin**
You can control access to get into them.

23:17 - 23:25 **Mari Martin**
For example, you better have the login and password to get past the front door, to even get into the cloud, to look at information that's stored there.

23:26 - 23:28 **Mari Martin**
You can control what they get to do if you're in management.

23:28 - 23:35 **Mari Martin**
To view these things, you have delete rights, but if you are staff worker, maybe you only have you capabilities.

23:35 - 23:38 **Mari Martin**
You can really make that granular if you want to.

23:38 - 23:46 **Mari Martin**
But the most important thing is your team members can connect and you're all sharing the same information in one unified digitized process.

23:47 - 23:50 **Mari Martin**
It's all in one place, and it makes it so much easier.

23:50 - 23:54 **Mari Martin**
Now, I know security been around a long time, and security has always been a question.

23:54 - 24:06 **Mari Martin**
I would venture, and I'd put a bet on it, that probably Cloud security is better than your own server in your office somewhere, because what they're doing now is they're encrypting information on the way to the cloud.

24:07 - 24:10 **Mari Martin**
They're encrypting information while it's stored in the cloud.

24:10 - 24:14 **Mari Martin**
And at the same time, they're keeping data separate.

24:14 - 24:18 **Mari Martin**
Your information is only in your own information silo, it's not mixed with anybody else's information.

24:19 - 24:21 **Mari Martin**
So you don't have to worry about that.

24:21 - 24:24 **Mari Martin**
The other thing you need to ask, if you're looking at a cloud solution or better.

24:24 - 24:29 **Mari Martin**
Yet, If you have one, ask, Do you have my data replicated.

24:29 - 24:44 **Mari Martin**
What I mean by that is, for example, they might have a data server farm out in the east coast somewhere in Boston and out in the mid-west, in Iowa and Nebraska, somewhere out there is another server farm, and the information is shared between those two server farms.

24:45 - 24:55 **Mari Martin**
So if there is a power outage on the east coast, in that Boston location goes down, your information is still accessible from that place in Iowa or Nebraska.

24:55 - 24:57 **Mari Martin**
So ask questions on that.

24:57 - 25:00 **Mari Martin**
That way, you're always up and running when you're moving forward.

25:01 - 25:05 **Mari Martin**
The most important thing the Cloud did was to automate those common business practices.

25:05 - 25:15 **Mari Martin**
You know, that manual data entry, that moving of documents, paper, especially in our cutting it into folders, and all of that, just does not work in a remote world.

25:16 - 25:18 **Mari Martin**
So that's where the Cloud shines.

25:18 - 25:21 **Mari Martin**
You can focus on what drives innovation and profit.

25:21 - 25:23 **Mari Martin**
Now, I've given you a couple of examples here.

25:23 - 25:27 **Mari Martin**
I've seen as invoice approval as one of them, that's big request, if you're in government.

25:28 - 25:35 **Mari Martin**
Employee onboarding is another huge area that a lot of this has taken over, and information is being stored that way.

25:36 - 25:37 **Mari Martin**
Let's talk about the web client.

25:37 - 25:45 **Mari Martin**
You heard me say that we, we were checking our VPN, but most virtual private networks were not designed for the heavy usage that was going to come from being remote.

25:45 - 25:48 **Mari Martin**
What most people did was what to a web client.

25:48 - 25:52 **Mari Martin**
That means you need to install a special program on your workstation.

25:52 - 25:56 **Mari Martin**
You don't need a virtual private network of any kind.

25:56 - 25:58 **Mari Martin**
All, you need is a web browser.

25:58 - 26:02 **Mari Martin**
It could be cruel element could be Internet Explorer, it could be whatever.

26:02 - 26:06 **Mari Martin**
But the key is most software has worked with a variety of browsers.

26:06 - 26:09 **Mari Martin**
And all you need is an access to that browser.

26:09 - 26:11 **Mari Martin**
And you're or the internet.

26:11 - 26:16 **Mari Martin**
And you're in and working now, again, the web client and password, and login at the front door.

26:17 - 26:20 **Mari Martin**
You can't supply that, you don't get in.

26:20 - 26:24 **Mari Martin**
But the other advantage is that you can work from anywhere with that.

26:24 - 26:29 **Mari Martin**
And mobile devices have really picked up usage when it comes to working remotely.

26:29 - 26:31 **Mari Martin**
It's a new standard, and we'll talk more about that.

26:31 - 26:34 **Mari Martin**
But first, let me show you what a web client might look like.

26:34 - 26:43 **Mari Martin**
Most softwares are the same, this just happens to be one, that I thought you might find interesting, to give you an idea of how much you can do while you're in a web client.

26:43 - 26:45 **Mari Martin**
It's like your own personal little work area, if you will.

26:46 - 26:49 **Mari Martin**
On the left side, is your document tray over there, you see that Web client window.

26:49 - 26:54 **Mari Martin**
It's like betray, you might have on your desk or a basket where people drop work.

26:54 - 26:58 **Mari Martin**
That's where things drop in and they stay there until you do something with them.

26:58 - 27:01 **Mari Martin**
The circle that just blew up are the electronic file cabinets.

27:01 - 27:02 **Mari Martin**
Now.

27:02 - 27:07 **Mari Martin**
This is an imaginary company called Peters Engineering, and Make Rollercoasters, and Peggy works and Accounting.

27:07 - 27:16 **Mari Martin**
So she is only going to see those electronic file cabinets or folders related to Accounting, and she has to take care of Boyer as well.

27:16 - 27:25 **Mari Martin**
Freedom of Information Act, for those of you not familiar with that, when you want information from a government agency, about something, so she handles all of that as well.

27:26 - 27:32 **Mari Martin**
Now, if she wants to bring things into her basket, she can import them by clicking that button and bring them in from anything stored out there.

27:33 - 27:39 **Mari Martin**
She could hit scan and have a scanner attached to bring information into this document trail, drop it right in.

27:39 - 27:45 **Mari Martin**
She can also have watched folder that she's just dropping things, dragging and dropping, the folders being watched.

27:45 - 27:58 **Mari Martin**
Something appears there, boom, it drops it into the basket, and it can automatically index it or pull information to fill in the fields of ways you can find it later, as well as automatically stored or import it in.

27:59 - 28:02 **Mari Martin**
Now, I have a question for you, and you can all think about this.

28:03 - 28:06 **Mari Martin**
Anybody in your office ever print something out just to scan it back in again?

28:08 - 28:11 **Mari Martin**
I'm going to venture to say a lot of you are nodding your heads out there.

28:11 - 28:24 **Mari Martin**
This is where an electronic printer and a web client or a cloud solution comes in handy instead of printing it out, you hit print and rather than picking a copier or HP or, like Smart or something sitting in the office.

28:24 - 28:37 **Mari Martin**
You hit the electronic printer and it stores a copy electronically, either in the basket, or it can automatically pull those index pieces of information and store it automatically for you in the software.

28:37 - 28:39 **Mari Martin**
Has a lot of flexibility.

28:39 - 28:44 **Mari Martin**
Here's what else this web client could do for you, and this is true lauda software that's out there.

28:45 - 28:52 **Mari Martin**
You have annotations, if you need to share information, but it's got a social security number on it, maybe you need to redact it, You need to hide it.

28:52 - 28:53 **Mari Martin**
You need to put text on there.

28:53 - 28:54 **Mari Martin**
You need to highlight something.

28:55 - 28:56 **Mari Martin**
You have that available.

28:56 - 29:02 **Mari Martin**
Oftentimes, software will also offer you stamps, electronic stamps, that you can customize.

29:02 - 29:05 **Mari Martin**
And one of them could be a signature stamp that you've used.

29:05 - 29:09 **Mari Martin**
I would lock it down with security, so only the person responsible uses it.

29:09 - 29:10 **Mari Martin**
But, you can do that, as well.

29:11 - 29:17 **Mari Martin**
If you need to share information, I bet you can pick out where you would send an e-mail and look at the envelope, right.

29:18 - 29:24 **Mari Martin**
And it comes up as an attachment, as a spake invoice does for this company, or send it to a printer or whatever you need to do.

29:24 - 29:28 **Mari Martin**
Now, the other advantage with the software is you can search any number of ways.

29:28 - 29:32 **Mari Martin**
I can do full text search, and what that means is any machine create a document.

29:33 - 29:37 **Mari Martin**
I can search through all the pages, looking for a word, a phrase wildcard.

29:37 - 29:46 **Mari Martin**
I know it starts with FLY, put an asterisk and tell me everything you find right down to date range searches and as narrow.

29:46 - 29:46 **Mari Martin**
What is finite?

29:46 - 29:49 **Mari Martin**
Is you want to be, you do have a lot of flexibility there as well.

29:51 - 29:56 **Mari Martin**
Mobile devices, as I mentioned, have really, really taken over when it comes to working remotely.

29:57 - 29:58 **Mari Martin**
Forms, especially.

29:58 - 30:08 **Mari Martin**
Let me give you another example, Working with a soft software company, they had people in the field who were having to manually write down on paper.

30:08 - 30:12 **Mari Martin**
I put this was salt and I used when I did the install, use this much and materials.

30:12 - 30:14 **Mari Martin**
I had this much labor and on and on and on.

30:14 - 30:19 **Mari Martin**
It goes from there and then getting that paper back to the office was a problem.

30:20 - 30:23 **Mari Martin**
Obviously, and then getting it into the system.

30:23 - 30:34 **Mari Martin**
So what they did was they created a form that could be viewed on a mobile device so all that technician had to do well in the field was bring up that form, click drop-downs, putting numbers information.

30:34 - 30:39 **Mari Martin**
On when he hit Submit or she it automatically send it back to the office and kicked off a workflow.

30:39 - 30:53 **Mari Martin**
Started the work in process, so an invoice could be created, and maybe inventory resupplied would ever needed to happen at that point, you can do negotiations, review contracts, approve them, access information whenever you have the rights to.

30:53 - 31:01 **Mari Martin**
And one of the areas I'm seeing a lot of action with, is in relationship to invoices, having them come in.

31:01 - 31:07 **Mari Martin**
Maybe you need somebody on your team who's working remotely to approve it, you send it to them, they can look it up on their phone, they can approve or reject.

31:08 - 31:10 **Mari Martin**
If they reject, you might want to ask them why.

31:11 - 31:14 **Mari Martin**
And that can be required and they hit submit and send it back in.

31:14 - 31:18 **Mari Martin**
And it's kicked into the workflow and it's moving forward to get things paid on time.

31:18 - 31:25 **Mari Martin**
Electronic is the name of the game when it comes to working at home, and another fun area has been anybody in the field with expense accounts.

31:25 - 31:30 **Mari Martin**
Take your file and take a picture of the receipt from lunch out, the hotel, whatever it is.

31:30 - 31:33 **Mari Martin**
You can clean it up, added, it do a lot of things with it.

31:33 - 31:39 **Mari Martin**
And then upload it into the software, sends it automatically to your manager who approves it or rejects it.

31:39 - 31:43 **Mari Martin**
Gives you a comment or two and sends it out to be approved from there.

31:43 - 31:45 **Mari Martin**
So mobile devices have a lot.

31:47 - 31:49 **Mari Martin**
Use in our new world that we're dealing with.

31:49 - 31:52 **Mari Martin**
So let's talk about how to optimize things here.

31:52 - 31:55 **Mari Martin**
Capture business information that's out there.

31:55 - 31:58 **Mari Martin**
There's a number of ways you can do that, and let's talk about that.

31:58 - 32:10 **Mari Martin**
You've heard me talk about the phone, but if you've got documents or information out there that is routinely the same on top, maybe it's a purchase or a check copy on top of a packet of invoices that you paid.

32:10 - 32:16 **Mari Martin**
You can set up templates to point out zones on there where that information always will be.

32:16 - 32:19 **Mari Martin**
Or sometimes there is software out there smart enough to look for a key word.

32:19 - 32:27 **Mari Martin**
If I see the word purchase order, I know there's a number I need to pull after it, so I'll look for that key word and then it will automatically fill in the field.

32:27 - 32:31 **Mari Martin**
So you can find it later and import it and store it in the software.

32:32 - 32:35 **Mari Martin**
It stops that manual data entry and the human error that goes with it.

32:36 - 32:41 **Mari Martin**
For those odds and ends of things out there, we've got what's called Machine Learning technology.

32:41 - 32:48 **Mari Martin**
Let me give you an example, I work with an organization, their mom and pop place, that fixes RVS, down to cars.

32:48 - 32:54 **Mari Martin**
One woman is handling all of the accounts payable and how she's doing it is with this machine learning technology.

32:54 - 33:00 **Mari Martin**
The invoices come in for oil in tires and parts and uniforms, to walks over to the copier.

33:00 - 33:07 **Mari Martin**
She puts them in the theater, hit scan at, drop them into a document tree that's being watched by this intelligent indexing.

33:08 - 33:11 **Mari Martin**
It then looks at it and goes, oh, you're an invoice for UPS.

33:11 - 33:12 **Mari Martin**
Goes to the cloud.

33:13 - 33:16 **Mari Martin**
And it says, I've seen this employee invoice before in other places.

33:16 - 33:23 **Mari Martin**
I'm going to pull the information that you need to store this and index it, and I'll send it back down to you already completed, ready to go.

33:23 - 33:25 **Mari Martin**
All the fields are filled out.

33:25 - 33:30 **Mari Martin**
It doesn't keep any of the information within that invoice.

33:30 - 33:32 **Mari Martin**
It just looks at the structure of it.

33:32 - 33:35 **Mari Martin**
How you know it's there, it out there, and how well it read it.

33:35 - 33:37 **Mari Martin**
There'll be a little colored box in the top left corner.

33:37 - 33:40 **Mari Martin**
If it's green, it pulled everything you needed.

33:41 - 33:49 **Mari Martin**
If it's yellow, it's saying, I got some, I need some help, take your mouse, and run that cursor over the top of the areas that I'm questioning, Show me where it's at.

33:49 - 33:54 **Mari Martin**
Next time, I'll learn and I'll have it, And then if it's a red box, that would be something new.

33:54 - 33:57 **Mari Martin**
It's never seen it before, so you need to use your mouse again to show.

33:57 - 33:59 **Mari Martin**
But by the second and third time, it will have learned it.

34:00 - 34:09 **Mari Martin**
She was using this to do a one woman job in accounts payable, and we were running things through, like, dot Matrix, uniform invoices, that it was reading, beautifully.

34:09 - 34:16 **Mari Martin**
The other hot word out there you're going to hear a lot about is, called RPA, is called robotic process automation.

34:16 - 34:18 **Mari Martin**
And let me explain what, that is, their software robots.

34:18 - 34:21 **Mari Martin**
But they're not robots like you.

34:21 - 34:21 **Mari Martin**
And I think of them.

34:21 - 34:23 **Mari Martin**
They are not humanoids.

34:23 - 34:24 **Mari Martin**
They're not taking over the world.

34:24 - 34:28 **Mari Martin**
They're not replacing people, even They mimic a human worker.

34:28 - 34:31 **Mari Martin**
Do you have any jobs in your organization?

34:32 - 34:34 **Mari Martin**
That are repetitive manual?

34:34 - 34:41 **Mari Martin**
I mean those projects that require more work from your hands than your brains that just dummies numb your mind Completely.

34:42 - 34:45 **Mari Martin**
That's where RPA comes in and takes over.

34:45 - 34:46 **Mari Martin**
I'll give you an example.

34:46 - 34:53 **Mari Martin**
An organization I was working with has a report that has to be run 365 days a year.

34:53 - 34:59 **Mari Martin**
They have somebody come into the office, run the report, it takes about 20 minutes each day of the year.

34:59 - 35:04 **Mari Martin**
They then have to upload that report to another software, and sit and wait while that happens.

35:05 - 35:13 **Mari Martin**
This is on every holiday, 365 days a year, and they have to pay them all the extra bonus time, obviously, for coming in.

35:13 - 35:14 **Mari Martin**
On those days.

35:14 - 35:19 **Mari Martin**
That's where RPA, robotic process automation comes in to take over Those jobs.

35:19 - 35:22 **Mari Martin**
You can't think, like a human, those jobs have to still stay with humans.

35:22 - 35:36 **Mari Martin**
But those things that have rule based, um, things attached to them, that make it easy, and I'm sure you can think of those things, that makes working at home that much easier eliminates the manual and helps your people be more productive and what they're doing.

35:36 - 35:41 **Mari Martin**
So, it's been around for a long time, it's just really 2016 forward.

35:41 - 35:47 **Mari Martin**
And now, all the major companies out there have some form of this, you're going to hear a lot more about it as we move forward.

35:47 - 36:02 **Mari Martin**
E-mail, you heard me say earlier, the studies have proven Most of you are storing everything in your e-mail somewhere, either in the e-mail or in folders, in the Outlook, or whatever system you happened to be using, and there it stays not accessible to anybody else.

36:02 - 36:04 **Mari Martin**
I worked with a woman.

36:05 - 36:09 **Mari Martin**
She had 10 to 12,000 on open e-mails in your inbox.

36:09 - 36:11 **Mari Martin**
She used to insist to me.

36:11 - 36:12 **Mari Martin**
She was a management.

36:12 - 36:16 **Mari Martin**
She used to insist that IT, how to run a different e-mail service.

36:17 - 36:18 **Mari Martin**
She didn't have one like the rest of us.

36:19 - 36:23 **Mari Martin**
Finally, I had said something to IT, and I said, Is this person really on a different service?

36:23 - 36:24 **Mari Martin**
He said, No.

36:25 - 36:26 **Mari Martin**
Look at her inbox.

36:26 - 36:29 **Mari Martin**
There were 10 to 12,000 on open e-mails.

36:29 - 36:33 **Mari Martin**
Her thought process was, I don't want to open them.

36:33 - 36:34 **Mari Martin**
They might have a virus.

36:34 - 36:38 **Mari Martin**
But I don't want to delete them because they might be important.

36:38 - 36:39 **Mari Martin**
So she kept them.

36:40 - 36:43 **Mari Martin**
I can tell you she could never find what she wanted at any time.

36:43 - 36:48 **Mari Martin**
I more often got a call going, Can you send me this e-mail, I can't find it, Just.

36:48 - 36:51 **Mari Martin**
And she's still doing it to this day because I just talked to her the other day.

36:51 - 36:53 **Mari Martin**
And I said, Did you not see the three e-mails I sent?

36:53 - 36:57 **Mari Martin**
She said, No, I don't think I got the And pretty soon, I heard her say, Oh, wait a minute.

36:58 - 36:59 **Mari Martin**
Let me search under this.

36:59 - 37:01 **Mari Martin**
Now, let me look under the Oh, I think I've got it.

37:02 - 37:11 **Mari Martin**
You need to help those people with their problems, and you need to get a solution in place where they can organize and store their e-mails centrally.

37:11 - 37:18 **Mari Martin**
So, if you're looking at a contract and you need to know what e-mail communication has happened, when you do a search on that contract, the e-mails come back with it.

37:19 - 37:21 **Mari Martin**
So you can see they're there and they're not locked away.

37:21 - 37:29 **Mari Martin**
Somewhere in somebody's workstation that you don't have access to, or worse yet, you're that person with 10 to 12,000 and you can't find what you need.

37:30 - 37:34 **Mari Martin**
The other thing is, electronic signatures are big now.

37:34 - 37:43 **Mari Martin**
This is one of those areas that has always been out there for quite some time, but has really taken the front I guess you could say.

37:43 - 37:45 **Mari Martin**
Are taking the forefront in this remote workers world.

37:45 - 37:48 **Mari Martin**
And let me tell you a little more about that as you go now.

37:49 - 37:52 **Mari Martin**
There are a lot of companies out there not endorsing any one, There's just a couple listed here.

37:52 - 37:57 **Mari Martin**
I'd worked with them or anything or sell for them, or whatever, but you need to know this.

37:57 - 38:00 **Mari Martin**
They're legally binding and meet current security requirements.

38:01 - 38:11 **Mari Martin**
For these type of signatures, and I, and I work with certain companies that demand this, they will only get paperwork from us that they can sign digitally with one of the services that are out there.

38:11 - 38:13 **Mari Martin**
Security is very tight on these.

38:13 - 38:23 **Mari Martin**
Can be even advanced if you want it to be, you know, where you say, OK, I'm gonna, have, you seen this, but first I want you to type in the code that's been e-mailed to you under your e-mail address.

38:23 - 38:30 **Mari Martin**
Or whatever way you want to go about that, that they are meeting a lot of legal requirements and it's very, very much in use.

38:30 - 38:30 **Mari Martin**
On.

38:30 - 38:38 **Mari Martin**
The last panel, I was just on an hour ago, state of Michigan, people were on there and is recognized by government agencies in the state of Michigan, as well as, acceptable.

38:38 - 38:44 **Mari Martin**
So it's coming across the board with digital signatures that are out there, explore them, They're not that expensive.

38:44 - 38:53 **Mari Martin**
They, usually it depends on the software solution that can be concurrent meaning just whoever grabs it first gets to use it, or they can be assigned licenses to certain users in the organization.

38:53 - 38:58 **Mari Martin**
That's what we have in our organization, you're gonna tell the story about the co-worker and the e-mail.

38:58 - 39:03 **Mari Martin**
This is how we fix her problem, so when she's in her Outlook, or whatever e-mail service you have to be using.

39:03 - 39:06 **Mari Martin**
She hits the, she goes up to the store button, and hit the drop-down.

39:06 - 39:13 **Mari Martin**
And she can choose what electronic database the software is stored in, which she goes to store right now.

39:14 - 39:22 **Mari Martin**
And she can also choose things like, Do I want to leave a copy in my inbox, and just put a copy in the software by only looking at attachments.

39:22 - 39:28 **Mari Martin**
Or I want to move it out entirely and she can decide where it goes if she's a human resources or HR.

39:29 - 39:37 **Mari Martin**
As we sometimes refer that to human resources, she may choose that employee, one that you see there, maybe she's working in accounting and needs to store an index and invoice, right?

39:37 - 39:40 **Mari Martin**
And automatically, she hits the bottom choice.

39:40 - 39:42 **Mari Martin**
What happens when she does?

39:42 - 39:45 **Mari Martin**
It pops up with all of the index fields there.

39:45 - 39:53 **Mari Martin**
Now, if an e-mail has arrived from misperceived before, it'll pull all the information, company name to from subject, that sort of thing.

39:53 - 39:56 **Mari Martin**
If not, we've got machine learning coming in again.

39:56 - 39:59 **Mari Martin**
It'll pull what it can like subject end date.

39:59 - 40:09 **Mari Martin**
You need to put in maybe the contact name and the company and the next time an e-mail arrives, it will know that you've had information from this person before and automatically fill those out for you.

40:09 - 40:14 **Mari Martin**
So e-mail storage is very, very easy, from within an e-mail program.

40:14 - 40:19 **Mari Martin**
But the key is to get a software solution out there that allows you to do as quick as a click of a button, and it's out and gone.

40:20 - 40:22 **Mari Martin**
Let's talk about collaboration.

40:22 - 40:31 **Mari Martin**
You've heard me talk about how important it is to have a software out there to help you make the decisions, and be more productive where I really see this shining.

40:31 - 40:34 **Mari Martin**
And you heard me say, I've done is 23 years.

40:34 - 40:40 **Mari Martin**
And the last 8 or 10 years, it's gone from store and retrieve software to workflow in Forbes.

40:41 - 40:45 **Mari Martin**
Those are the big ones that are moving out there today, because workflow can be set up.

40:45 - 40:50 **Mari Martin**
So, you have to do list electronically showing you what you have that needs to be taken care of.

40:51 - 40:52 **Mari Martin**
Along the way.

40:52 - 41:01 **Mari Martin**
If you don't or aren't in the web client to work with that, maybe you're in the field, you can receive an e-mail with a link in the e-mail saying, Hey, Joe, this invoice needs to be approved.

41:01 - 41:03 **Mari Martin**
Click this link to approve or reject this.

41:03 - 41:05 **Mari Martin**
And it sends it back into the workflow.

41:06 - 41:10 **Mari Martin**
The other advantages, you can put timelines on them and say, You know what?

41:10 - 41:16 **Mari Martin**
If Joe doesn't look at that invoice in two days, I want you to notify me, so I can prod him into taking a look at it.

41:17 - 41:27 **Mari Martin**
Or, if Joe that vacation, send it to his manager, you can put all kinds of rules in place that make it work for you, and work very, very well, along the way.

41:27 - 41:30 **Mari Martin**
And at any time management can see what's going on, out there.

41:30 - 41:36 **Mari Martin**
There's dashboards and reports that you can run, sharing what's happened, what's going on.

41:36 - 41:42 **Mari Martin**
So they have a pulse on what's going on, with what's moving in the organization, and forms.

41:42 - 41:44 **Mari Martin**
You've already heard me talk about how critical those are.

41:45 - 41:47 **Mari Martin**
Think about forms that you've got in your office that are paper now.

41:47 - 41:55 **Mari Martin**
Can you make them electronic and share them via e-mail, or a link on your website to be more efficient to have them work for you?

41:56 - 41:58 **Mari Martin**
Now, let's take a look at task and workflow.

41:58 - 42:00 **Mari Martin**
Remember, I said, the residue to-do list.

42:00 - 42:04 **Mari Martin**
Here's Peggy's from our imaginary Peters Engineering, and you, look at that.

42:04 - 42:06 **Mari Martin**
She's got a foil request to take care of.

42:06 - 42:08 **Mari Martin**
She works in contracts.

42:08 - 42:09 **Mari Martin**
There's poor there that are active.

42:10 - 42:13 **Mari Martin**
And when she opens that up, the list appears of what she needs to do.

42:13 - 42:25 **Mari Martin**
And that's over on the right-hand side that you see there, and she can decide what to do with that, by the click of a button, she can approve it, reject it, would provide a reason, maybe add a cost center to a general ledger code.

42:25 - 42:33 **Mari Martin**
There is so much you can do, and when she hits confirm, it is now moving in the workflow and heading off towards being paid.

42:33 - 42:35 **Mari Martin**
You have a lot of flexibility.

42:35 - 42:43 **Mari Martin**
You heard me mention forums with the other area that's huge, and where I really see the shining the most is in human resources.

42:43 - 42:51 **Mari Martin**
Those HR people are using it for onboarding people, but anywhere it can work where there's a form, In this case, somebody's been hired.

42:51 - 42:56 **Mari Martin**
At Peters Engineering, they're sent this enrollment form, and they're told to fill it out.

42:56 - 43:01 **Mari Martin**
Now, part of that is you can have things that are mandatory.

43:01 - 43:06 **Mari Martin**
If this person doesn't fill in social security number, it will not let them submit the form.

43:07 - 43:08 **Mari Martin**
It can be dynamic.

43:08 - 43:16 **Mari Martin**
What I mean is if they check single under marital status and status, nothing happens, but if they check Mary Boone, a box pops up and says, what's your spouse's name?

43:17 - 43:19 **Mari Martin**
So you do have a lot of flexibility with that.

43:19 - 43:31 **Mari Martin**
But here's the other fun thing you can do, That, one source of information in that electronic form can complete other forms that information collected can now automatically complete the W four for this person.

43:31 - 43:34 **Mari Martin**
And emergency contact Form I nine.

43:34 - 43:36 **Mari Martin**
The resume is already stored out there in that database.

43:36 - 43:42 **Mari Martin**
So when I do a search, is an HR or human resources person, I now have everything at my fingertips.

43:42 - 43:46 **Mari Martin**
It's stored out there automatically, by the way, on form, so you can put a tab.

43:46 - 43:50 **Mari Martin**
They can attach things like copy of a driver's license, a contract.

43:51 - 43:53 **Mari Martin**
There's a lot of flexibility when you're building the forms.

43:53 - 43:55 **Mari Martin**
You need to be aware of that out there.

43:55 - 43:58 **Mari Martin**
Let me share with you some free online collaboration tools.

43:58 - 44:00 **Mari Martin**
And the key word here is free.

44:01 - 44:02 **Mari Martin**
This is one.

44:02 - 44:04 **Mari Martin**
You're gonna be talking about mobile phones and how they're working.

44:04 - 44:15 **Mari Martin**
Paper Scan is a free app out there, you can get it at the app stores for the i-phone, you can do multiple page scans, you can edit the documents, crop them, upload the old them into workflow.

44:15 - 44:17 **Mari Martin**
This is not connected to any software.

44:17 - 44:23 **Mari Martin**
It, so it works with anything that you need to send information up to, and you can also send things to airdrop.

44:24 - 44:26 **Mari Martin**
Print, from this app, scan and print.

44:26 - 44:34 **Mari Martin**
I mean, there's a lot of things that you can do, so I put that in there, So you have the website, but just look for paper scan app when you go out to the App Store.

44:35 - 44:41 **Mari Martin**
The other one, and this one I use at home, I use it in the office I live by this one is called Box that PDF Printer.

44:41 - 44:45 **Mari Martin**
Has he ever created a Word document or an Excel and wanted to turn it into a PDF?

44:46 - 44:59 **Mari Martin**
You can do it as easily as clicking your print button, and instead of choosing your copier or some printer nearby, you choose Box Reader, PDF Printer and it comes up.

44:59 - 45:03 **Mari Martin**
You give it a name, and you store it, now you have a PDF of that document.

45:04 - 45:06 **Mari Martin**
And here's the other fun thing I use it to fill in.

45:06 - 45:11 **Mari Martin**
Forbes, if I got a form for somebody, it's not a PDF Fillable form, or it's not electronically through.

45:11 - 45:20 **Mari Martin**
The software we talked about, I can use the typewriter, is what they call it, or the free text form in here, to fill out forms add notations.

45:20 - 45:24 **Mari Martin**
In fact, where you see Arm of Box, that reader tech sample, I added that on.

45:24 - 45:26 **Mari Martin**
You can change the font, you can change the size.

45:27 - 45:31 **Mari Martin**
This is free, and I'm gonna back up a little bit and let you take a look at that.

45:31 - 45:35 **Mari Martin**
Again, go look at Box and Software, don't go for the paid for version.

45:35 - 45:37 **Mari Martin**
Go for the free one.

45:38 - 45:42 **Mari Martin**
That one's important, and I tell you what, it's been a lifesaver as I do it.

45:42 - 45:51 **Mari Martin**
The other thing, I know you mentioned in my intro, I teach a lot of webinars, and my marketing staff says, hey, Mary, record the webinar, and we want to post it on our website for people.

45:51 - 45:58 **Mari Martin**
How I get that large file over after I've converted it to an MP four is, I use this free software called ...

45:58 - 45:59 **Mari Martin**
Transfer.

45:59 - 46:09 **Mari Martin**
You can see the, on the left-hand side, I can add a folder, I can add just a file, I can decide to send it to numbers of people, put a message with it.

46:09 - 46:21 **Mari Martin**
When I hit transfer, it sends me a code on my phone that I have to can to validate it, and then it sends it off, and it tells me it's been picked up and even notifies me if they haven't looked at it, a set amount of time.

46:21 - 46:27 **Mari Martin**
This is wonderful for sending large documents, files that are too big for e-mail and other things.

46:27 - 46:28 **Mari Martin**
It's free, we transfer.

46:29 - 46:34 **Mari Martin**
That's how conversion, I know you're thinking, what does that got to do with a remote worker, right?

46:34 - 46:40 **Mari Martin**
Well, here's where this has gotten interesting lately, and that people are now attacking their bak file.

46:40 - 46:43 **Mari Martin**
I've been working with a client with 200 boxes.

46:43 - 46:50 **Mari Martin**
They're paying for in storage at one of the storage organizations out there and they said to me, you know, We've got employees that we're paying.

46:50 - 46:51 **Mari Martin**
They're working at home.

46:51 - 47:03 **Mari Martin**
The Receptionist, for example, is only doing five hours of work a week, and we use them for something, so they bought scanners that they're going to deploy either at their home, or bring her, in one day a week, or she.

47:03 - 47:10 **Mari Martin**
He to sit at the front desk to kind of monitor things, and scan that blackball information, and get rid of it.

47:11 - 47:14 **Mari Martin**
If you're looking at a background, you can do a complete conversion.

47:14 - 47:17 **Mari Martin**
That means everything you got stored there, as well as active things.

47:17 - 47:18 **Mari Martin**
Maybe in the office.

47:19 - 47:26 **Mari Martin**
My suggestion would be to start with day forward, work into the most current things, and then go back to 20 19, 2018.

47:26 - 47:32 **Mari Martin**
Problems, chances are those are the ones you're going to need more often than you will something in 19 10.

47:32 - 47:34 **Mari Martin**
If you start with 1009 tend to go forward.

47:34 - 47:36 **Mari Martin**
You'll never catch that rabbit.

47:36 - 47:38 **Mari Martin**
As you start to work on that conversion.

47:38 - 47:46 **Mari Martin**
Day forward, you don't worry about that, backfilled, the retention, is gonna go, take care of it all in your district and forward or scan on demand as the third method.

47:47 - 47:55 **Mari Martin**
Doctor's office, you haven't been there for 10 years to show up, they pull your paper file out of the backstory somewhere now they scan it into the system That's in on demand.

47:56 - 48:00 **Mari Martin**
So let's do a review We're coming towards the end here for this remote worker strategy.

48:01 - 48:04 **Mari Martin**
Here are some stats that you might find interesting.

48:04 - 48:15 **Mari Martin**
This was published in July, so I'm sure these are even a little bit different now, by key point intelligence, But the challenges that we've talked about today, that people are facing working from home collaboration.

48:15 - 48:16 **Mari Martin**
Teams is big out there.

48:17 - 48:18 **Mari Martin**
We use Teams at our organization.

48:18 - 48:25 **Mari Martin**
There is so much you can do with that from chatting to activities to quickly calling somebody, without having to know their phone number and take a look at that.

48:26 - 48:29 **Mari Martin**
Sharepoint's out there, there's a lot of that Microsoft Office Suite.

48:30 - 48:33 **Mari Martin**
The other challenge is access to work files and materials.

48:33 - 48:42 **Mari Martin**
How do you deal with things if they're not electronic and accessible to everybody that needs that remote, they access to that information?

48:42 - 48:44 **Mari Martin**
How do you support customers and colleagues and security?

48:45 - 48:50 **Mari Martin**
This is interesting, there was a 72% shift in digital processes when covert here.

48:51 - 48:53 **Mari Martin**
This is the other number that I find interesting there.

48:53 - 48:58 **Mari Martin**
They're saying 80% will continue to work either that hybrid partially at home.

48:58 - 49:00 **Mari Martin**
Partially in the office.

49:00 - 49:08 **Mari Martin**
After the pandemic ends, our world has changed and I don't think you're going to be seeing things the same as we move forward.

49:08 - 49:13 **Mari Martin**
Here's the other interesting thing, 90% have increased or maintain the ramada scanning.

49:13 - 49:15 **Mari Martin**
Now, how are you doing your scanning at home?

49:16 - 49:17 **Mari Martin**
That's a problem.

49:17 - 49:22 **Mari Martin**
So, I'm also seeing a lot of organizations deploy scanners out to their workers in the field.

49:22 - 49:34 **Mari Martin**
So they have that ability, and 56% percent have started scanning documents using their mobile phone, 95%, it's increased, are you surprised?

49:34 - 49:39 **Mari Martin**
Know, bonds are a great way to scan and bring something in, or send something out to somebody.

49:39 - 49:48 **Mari Martin**
And 85% have started going to some kind of cloud based file storage and sharing out there, so the numbers have proven it based on the surveys that are going on out there.

49:48 - 49:51 **Mari Martin**
So the future of work, we know what it's going to look like.

49:51 - 49:52 **Mari Martin**
Productivity is steady.

49:52 - 49:55 **Mari Martin**
They've done tests, and surveys on this by natural analytics.

49:56 - 50:00 **Mari Martin**
There's less stress, there's greater job satisfaction for working from home.

50:01 - 50:05 **Mari Martin**
And, that work from home model has now become an expectation in our world.

50:06 - 50:14 **Mari Martin**
The challenges that are still out there, are the Document Processes, those are pains, and the solutions that make that remote work easy.

50:14 - 50:21 **Mari Martin**
And, now, digital transformation has become really urgent, is become more necessary as we continue on in the same mode of remote working.

50:22 - 50:24 **Mari Martin**
So, I'm going to run through these real quick, because I know we're coming to the end.

50:25 - 50:32 **Mari Martin**
The benefits, we've already talked about, How secure you can make your electronic information and access it from anywhere in the world.

50:32 - 50:39 **Mari Martin**
What forms can do to make your world so much easier and, faster as you submit things electronically that way?

50:40 - 50:47 **Mari Martin**
What you can do to track information haven't moved through your, your organization and workflow electronically, including signatures.

50:47 - 50:53 **Mari Martin**
How do you take care of business, when the staff is off sick, or not there?

50:53 - 50:54 **Mari Martin**
How do they cover things?

50:54 - 50:59 **Mari Martin**
And the bottom line is, how do you future proof your organization?

50:59 - 51:02 **Mari Martin**
Here's a gameplan for you, as we take a look at.

51:02 - 51:04 **Mari Martin**
Employee productivity has to be considered.

51:05 - 51:12 **Mari Martin**
You know, technology and hardware, look at all of those as you look at how you're going to change this world that you're working in now, and make it better.

51:13 - 51:16 **Mari Martin**
How do you enable those employees, give them the tools they need to be successful?

51:16 - 51:18 **Mari Martin**
How do you keep them happy?

51:18 - 51:21 **Mari Martin**
But they're working at home and connected with the rest of the Salesforce?

51:21 - 51:27 **Mari Martin**
You know, those meetings we talked about on Monday morning, where the team gets together to talk, what do you do?

51:27 - 51:28 **Mari Martin**
Here's the game plan.

51:29 - 51:32 **Mari Martin**
As we move forward, evaluate your current situation.

51:33 - 51:35 **Mari Martin**
Develop a plan of action, prioritize things.

51:36 - 51:39 **Mari Martin**
Take a look, an inventory of what tools you're currently got available to work with.

51:39 - 51:40 **Mari Martin**
What's a quick win?

51:40 - 51:43 **Mari Martin**
What can you do really quickly that you can get it up and get it moving?

51:43 - 51:47 **Mari Martin**
What maybe needs to be phased in phase one, phase two, phase three?

51:47 - 51:55 **Mari Martin**
Take a look at security, what's out there in those laptops and things that accompanied an issue that you need to be concerned about?

51:56 - 52:03 **Mari Martin**
And again, that might be something you move on quickly, again, or phased approach, and how do you optimize your business processes?

52:03 - 52:05 **Mari Martin**
What do you do to improve things and reduce risks?

52:05 - 52:12 **Mari Martin**
At the same time, with collaboration, we're back to evaluate how you're communicating with your folks out there how they're collaborating.

52:12 - 52:17 **Mari Martin**
Are you using teams to the fullest extent, better yet, or you mandating that they use it?

52:17 - 52:21 **Mari Martin**
Because the biggest problem you guys have, the team is on it and the other half is not using it.

52:21 - 52:26 **Mari Martin**
And now you've got communication, running, and e-mails, and teams, and other places, and it gets crazy and frustrating.

52:26 - 52:27 **Mari Martin**
I can tell you from experience on that one.

52:29 - 52:34 **Mari Martin**
So, take a look at that for quick wins and a phased approach and finally, talk to your knowledge workers.

52:34 - 52:40 **Mari Martin**
Get an idea of what's going on out there, what their their feelings are about workflow and the shortcomings that are in the process.

52:40 - 52:48 **Mari Martin**
What you can do to help them as they do their remote work, and that's the end of my presentation, and I thank you all for listening.

52:49 - 52:51 **Mari Martin**
Hopefully, you pull something valuable from this, so.

52:51 - 52:52 **Mark Conrad**
Question.

52:53 - 52:56 **Mari Martin**
I saw several things flying through as we were doing this.

53:04 - 53:06 **Mari Martin**
Are we doing out there questions?

53:08 - 53:11 **Redman, Janice J (janice.redman)**
Well, I'll start this is Janice Janice.

53:11 - 53:12 **Mari Martin**
You.

53:13 - 53:13 **Redman, Janice J (janice.redman)**
Know what a presentation.

53:13 - 53:23 **Redman, Janice J (janice.redman)**
It would have been great to have this before the pandemic and then the whole Hmm?

53:23 - 53:23 **Redman, Janice J (janice.redman)**
Hmm.

53:24 - 53:27 **Redman, Janice J (janice.redman)**
Perfect always after.

53:27 - 53:30 **Mari Martin**
What we've learned if not for this pandemic, think of it that way.

53:31 - 53:31 **Redman, Janice J (janice.redman)**
What I.

53:32 - 53:34 **Mari Martin**
Learned in the last eight months on how to do business at home.

53:35 - 53:45 **Redman, Janice J (janice.redman)**
Right, and You know, it's, you know, This is, you know, the, the, the information you presented, and you know about?

53:46 - 54:07 **Redman, Janice J (janice.redman)**
No, the productivity that the workers are having and I know, and then our financial and insurance here in Colombia, and the consensus is this: Associates are working harder from home, OK, and including me.

54:07 - 54:14 **Redman, Janice J (janice.redman)**
And, you know, some of us are filling that Weather is burnout, work, burnout, stress, or whatever.

54:14 - 54:24 **Redman, Janice J (janice.redman)**
And I'm not just talking about myself of people I've talked to who are working from home, you know depressed and all of that And that could be because we don't we're not managing our time.

54:24 - 54:25 **Redman, Janice J (janice.redman)**
Well.

54:25 - 54:26 **Mari Martin**
Bingo!

54:26 - 54:27 **Redman, Janice J (janice.redman)**
Worked from home.

54:28 - 54:32 **Redman, Janice J (janice.redman)**
And I know I'm guilty, I don't take lunch, and when I do, I'm running errands.

54:33 - 54:38 **Redman, Janice J (janice.redman)**
But, if I don't have errands to run, I'm work, I eat my breakfast, and, then, I'm working.

54:39 - 54:44 **Redman, Janice J (janice.redman)**
And, even, if I do breakfast and dinner, so, I may need to re look at them.

54:44 - 54:47 **Redman, Janice J (janice.redman)**
But then, you went into the eating too much to learn, OK?

54:50 - 54:57 **Redman, Janice J (janice.redman)**
It's almost, too, a lot of information to take to really digest, but you talked about time management.

54:57 - 55:00 **Redman, Janice J (janice.redman)**
I'll be working too much distractions.

55:00 - 55:03 **Redman, Janice J (janice.redman)**
Then, you got into information management.

55:03 - 55:04 **Redman, Janice J (janice.redman)**
You know, how are we managing that?

55:05 - 55:13 **Redman, Janice J (janice.redman)**
There's the technology insecurity portion of the art, parts of information.

55:13 - 55:23 **Redman, Janice J (janice.redman)**
So, I kinda when I was taking notes, just like what type of Information: Governance, Governance, Governance, Governance, Cancer, or re practicing from home.

55:24 - 55:24 **Mari Martin**
And.

55:24 - 55:34 **Redman, Janice J (janice.redman)**
A lot of us have not, I'm an old trying this the right word, but because we had to go home earlier this year, and we just went at it.

55:35 - 55:36 **Mari Martin**
No.

55:36 - 55:42 **Redman, Janice J (janice.redman)**
That information component, You know, how, you know, how are we doing with our information?

55:42 - 55:43 **Redman, Janice J (janice.redman)**
How secure is it?

55:44 - 55:48 **Redman, Janice J (janice.redman)**
Um, the cloud storage was There was a good Present or part of Your presentation.

55:48 - 55:56 **Redman, Janice J (janice.redman)**
With Our company, there, we are utilizing cloud storage so that might be a thumbs up for us.

55:57 - 56:00 **Redman, Janice J (janice.redman)**
Still there is that what is the information governance?

56:00 - 56:02 **Redman, Janice J (janice.redman)**
That the work from home environment?

56:05 - 56:16 **Redman, Janice J (janice.redman)**
Where, you know, at the end of your presentation, you said, or you didn't say that the surveys are sad or most companies said that even once, we're on the other side of the pandemic 80%.

56:17 - 56:20 **Redman, Janice J (janice.redman)**
Associates will be working from home.

56:21 - 56:21 **Mari Martin**
Yeah.

56:22 - 56:24 **Redman, Janice J (janice.redman)**
However is high, however, that's wrote out.

56:25 - 56:29 **Redman, Janice J (janice.redman)**
Um, that's, you know, it's like, I wonder how long that?

56:29 - 56:38 **Redman, Janice J (janice.redman)**
Well, being maintained, because throughout the years, things change when I see that 80% of working from home, The first thing I think about is culture.

56:39 - 56:41 **Redman, Janice J (janice.redman)**
Oh, company's culture.

56:41 - 56:45 **Redman, Janice J (janice.redman)**
You know that there's already a breakdown in the culture.

56:45 - 56:49 **Redman, Janice J (janice.redman)**
So how would that card to be harnessed with, you know, 80%.

56:50 - 56:52 **Redman, Janice J (janice.redman)**
Still working from home.

56:52 - 56:56 **Redman, Janice J (janice.redman)**
And I'm sure if this happens then maybe continues.

56:56 - 57:00 **Redman, Janice J (janice.redman)**
Maybe companies will look at it And maybe the 80% will decrease.

57:00 - 57:09 **Redman, Janice J (janice.redman)**
But to your point, if hopefully we get to another side of this pandemic in 20 21, a great deal of us will still be working from home.

57:09 - 57:10 **Redman, Janice J (janice.redman)**
So, yeah.

57:10 - 57:20 **Mari Martin**
I've heard organizations that have said they first told their employees December, and now they're saying June, and some have said all of 2021, they've already told them, will be working from home.

57:20 - 57:25 **Mari Martin**
I'm hearing that those are groups like Ford, and some of the automakers up here.

57:26 - 57:27 **Mari Martin**
It's interesting.

57:29 - 57:36 **Redman, Janice J (janice.redman)**
So I don't, I've just recapping your presentation, but other than that, I don't have any questions.

57:36 - 57:39 **Mari Martin**
Everybody, of something.

57:40 - 57:46 **Mari Martin**
I my, at the end of the presentation, my phone number, my e-mail are there, Give me a buzz, and so forth.

57:46 - 57:56 **Mari Martin**
I know it was a lot of information that I put in there as we were talking, but there's a lot going on with building that remote strategy from personal all the way to business.

57:57 - 57:58 **Mari Martin**
Along the way, right?

57:58 - 58:01 **Mari Martin**
Yes, because we have to take care of ourselves, folks.

58:03 - 58:06 **Mari Martin**
You have to take care of us first.

58:06 - 58:11 **Mari Martin**
And I know I was doing what you're doing, Janet's eating my lunch at my desk now taking breaks.

58:11 - 58:12 **Mari Martin**
I was exhausted at the end of the day.

58:14 - 58:17 **Mari Martin**
And I felt like I was working harder at home than I did at work as a result.

58:18 - 58:19 **Mari Martin**
And you can't do that.

58:20 - 58:24 **Redman, Janice J (janice.redman)**
Yes, Neurodiversity Colvin has not stopped the way our bodies function.

58:27 - 58:29 **Mari Martin**
No and I find I do better working more productive.

58:29 - 58:34 **Mari Martin**
If I take a step out when it was nice I'd be on the deck and having lunch, for example, I'd get out of the house.

58:35 - 58:39 **Mari Martin**
My niece would go out and walk around the block just to get away from it all and get some exercise.

58:39 - 58:41 **Mari Martin**
So do whatever you need to do.

58:41 - 58:44 **Mari Martin**
Two, avoid burnout folks.

58:44 - 58:45 **Mari Martin**
That's important.

58:46 - 58:50 **Redman, Janice J (janice.redman)**
So we are Emma Columbus chapter.

58:50 - 58:53 **Redman, Janice J (janice.redman)**
We truly appreciate you taking the time.

58:53 - 59:01 **Redman, Janice J (janice.redman)**
And this information with ARMA an ARMA members in Columbus and wherever else there.

59:02 - 59:04 **Redman, Janice J (janice.redman)**
They're logging in from mmm hmm.

59:04 - 59:05 **Redman, Janice J (janice.redman)**
Yeah.

59:06 - 59:15 **Redman, Janice J (janice.redman)**
Hopefully maybes time, things change, but, you know, we can reach out to you, again, for additional presentations, forum, or monthly meetings.

59:15 - 59:17 **Redman, Janice J (janice.redman)**
So thank you so much.

59:17 - 59:17 **Redman, Janice J (janice.redman)**
My.

59:17 - 59:20 **Mari Martin**
Pleasure, my pleasure, was good talking to all of you.

59:20 - 59:24 **Mari Martin**
Stay safe out there, take care of yourselves, and I appreciate the opportunity.

59:26 - 59:28 **Mari Martin**
Day, the weekend's coming.

59:29 - 59:29 **Redman, Janice J (janice.redman)**
Right?

59:30 - 59:30 **Mari Martin**
Thank.

59:30 - 59:30 **Redman, Janice J (janice.redman)**
You.

59:31 - 59:31 **Mari Martin**
You're.

59:31 - 59:31 **Redman, Janice J (janice.redman)**
Welcome.

59:34 - 59:36 **Redman, Janice J (janice.redman)**
And that does conclude our meetings.

59:36 - 59:37 **Redman, Janice J (janice.redman)**
I do Joy.

59:38 - 59:48 **Redman, Janice J (janice.redman)**
Were there any announcements you wanted to make for those who are still on still in the virtual conference or Mark?

59:50 - 59:54 **Joy Nelson**
Just keep your eye out on the Armor columbus' website.

59:54 - 59:59 **Joy Nelson**
We will be hopefully announcing December shortly.

59:59 - 01:00:06 **Joy Nelson**
And, uh, should have all of January through April scheduled.

01:00:06 - 01:00:09 **Joy Nelson**
And out there by the end of December at the very latest.

01:00:09 - 01:00:11 **Joy Nelson**
So keep your eyes open.

01:00:11 - 01:00:14 **Joy Nelson**
We're going to do a lot more of these with people from around the country.

01:00:17 - 01:00:32 **Redman, Janice J (janice.redman)**
Ok, so thank you again, everyone, for remote then, and we will see you at our next meeting, and, of course, the communications and announcements will go out, as they have been, everyone, enjoy the rest of their day.

01:00:38 - 01:00:42 **Redman, Janice J (janice.redman)**
And we'll just wait for everyone, or start our Board meeting.