

Building a Remote Worker Strategy Webinar

ARMA Greater Columbus Chapter – 11-19-2020






Mari Martin
ECM Event Manager

APPLIED IMAGING

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Agenda


- The Remote Workforce
- Challenges Facing The Remote Workforce
- Solutions...
 - Tools to Connect Your Workforce
 - Securely Accessing Data Anywhere
 - Optimizing Business Process & Mitigating Risk
 - Enabling Collaboration
 - Empowering Employees
- Review - Where Do You Start
- Question & Answers

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Today's Remote Workers


- COVID-19 pandemic brought about a massive move to widespread remote working.
- A June 5th Gartner, Inc. survey of 127 company leaders, representing HR, Legal and Compliance, Finance and Real Estate revealed:
 - *"82% of respondents intend to permit remote working some of the time as employees return to the workplace."*
- For many organizations with employees working both onsite and remotely, adapting to a new, more complex *hybrid workforce* is the challenge.



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Challenges Facing Today's Remote Workers

1. Worker Productivity & Poor Time Management
2. Working Too Much
3. Distractions
4. Bad Health Habits
5. Communication Problems
6. Scattered Information
7. Technology Issues




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Challenge #1 Remote Worker Productivity

As employers move toward a hybrid workforce, the productivity of remote employees is a frequently a topic of conversation.

A recent Gartner, Inc. study indicated:

- Just 13% of business leaders voiced concerns over sustaining productivity.
- While 61% of business leaders surveyed by Gartner have implemented more frequent manager-employee check-ins
- While 29% report not taking any measures to track productivity remotely.



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Let's Talk About... Time Management

Remote workers need to be self-motivated experts at time management since they don't have others constantly overlooking their work or managing their time for them.


How To Get The Most Important Work Done – Eat the frog!

- Business consultant and coach Brian Tracy explains:

"Mark Twain once said that if the first thing you do each morning is to eat a live frog, you can go through the day with the satisfaction of knowing that is probably the worse thing that'd going to happen to you all day long."
- **Solution** - your "frog" is your biggest, most important task, the one you are most likely to procrastinate on. First thing when you start work, eat the frog!



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Challenge #2 - Working Too Much

"Work is infinite...There is always something to be solved—and when you have an office routine, it's easier to leave what you do at the workplace. When you work from home, your office is where you live. So I'm constantly closing small pending tasks late at night before I go to bed or early in the morning, when I really wanted to be reading the news."

- Conrado Lamas, head of marketing at Signaturit

Solution – Reward yourself into taking breaks and set clear start and end times. Otherwise, you risk burnout.

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And Then There's...

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Challenge #3 Distractions

Distractions Are The Nightmare Of Every Remote Worker

- ✓ One of the most common distractions is procrastination.
- ✓ There's no way to avoid *all* interruptions from your family, pets, delivery people, and neighbors.

Solution - It's important to be clear about the kinds of interruptions that are okay and which ones can wait.

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Challenge #4 Bad Health Habits

Remote work tends to be sedentary work—no matter where your office is. However, when you're at home, it's easier to slip into bad habits.

Solution - In order to always stay fresh and healthy, keep a balanced diet, exercise, sleep at least 8 hours at night, and remember to take breaks during your work.


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Challenge #5 Communication Challenges

Establish a Cadence of Communication

As goes communication, so goes the team. This is critical with remote workers.


- Weekly One-on-One meetings.
- Weekly Action Review (WAR) Meetings
- End of Day Check in - At the end of each day, every team member shares a list of things they completed that day.




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Challenge #6 Scattered Information

- Paper is scattered across the office and not accessible remotely
- Electronic information stored on individual workstations – not accessible by everyone
- Tracking required approvals and signatures with remote workers
- Having paper forms completed and submitted
- If teammates can't work/furloughed – who picks up their job responsibilities



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Challenge #7 - Technology

Microsoft has described the COVID impact on Digital Transformation as *"Two years' worth of digital transformation in two months."*

- Businesses had to get their people and their systems remote-enabled, almost overnight
- Collaboration and efficiency is a work-in-process
- Processes, workflow, and productivity are under stress and may need to be altered, augmented, or totally re-designed

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Technology

- ✓ Virtual Private Networks (VPN) & Shared Drive exist in offices and have challenges in this new remote world
- ✓ If you want to work remotely, you must embrace technology. And this applies not only to equipment like laptops, tablets, or a smartphone, but to different types of tools available for these devices – *apps, software, etc.*

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Technology - Security & Remote Workers

Plan for a need for increased data security measures with a remote workforce

- Remote access VPN was thought of as a dying technology until COVID-19 changed the way people work.
- Evaluate the risks of enabling unknown devices previously not used in the organization, such as bring your own PC.
- Develop a usable remote worker policy that all key stakeholders have agreed to. This should also include procedures for secure document disposal and other information governance requirements.
- Document destruction services offer secure bags that can be delivered to and picked up from a remote workers home for disposal purposes.

• Gartner Report: Solving The Problems Of Modern Remote Access



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Empowering The Remote Worker

1. Tools to Connect Your Workforce
2. Securely Accessing Data Anywhere
3. Optimizing Business Process & Mitigating Risk
4. Enabling Collaboration
5. Empowering Employees



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Tools To Connect Your Workforce

Cloud Storage

- **Centralize Files Stored Securely** - protect them with controlled access rights.
- **Connect** - all team members involved in decision selection within a unified, digitized process.
- **Highest Security** - through document & communication encryption, plus data separation
- **Automate Common Business Practices** - staff no longer need to perform manual data entry, routing and archiving of documents, they can focus on work that drives innovation and profit.
For example: Invoice Approval – FOIA Requests
- Employee Onboarding – Records Retention



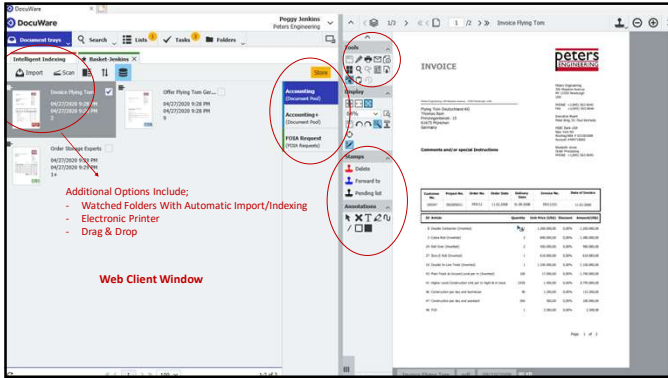
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Securely Accessing Data From Anywhere



- **Web Clients - Access From Anywhere**
 - Provides Quick Access Through A Web Browser
 - No Need To Install A Client Program On A Local PC or have a VPN.
- **Mobile Devices - The New Standard**

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Mobile Devices

Today's Document Management Systems provides apps for mobile devices that enable workers to initiate, participate in and complete digital processes for faster flow of information and clearer decision-making.

- Forms**
Complete and sign forms directly on your device to kick-start a new workflow
- Negotiations**
Access and review contracts
- Vendor Support**
Route, review and approve invoices for speedy payment
- Expense Accuracy**
Scan and route receipts and reports right from the road

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Optimizing Business Processes & Mitigating Risk

- Capture Information Electronically** – from a broad range of sources.
 - Automated Indexing & Import Routines** - to enable structured data entry without manual effort.
 - Intelligent Indexing** - through machine learning technology
 - Robotic Process Automation (RPA)** - RPA technology consists of software robots (bots) that can mimic a human worker. It's designed for those repetitive, manual tasks or projects that require more work from your hands than your brain.
- Email** - organize and store emails from all your accounts centrally along with other business content in an ECM software solution.
- Electronic Signatures** - Sign a wide variety of documents such as contracts or invoices with a legally binding electronic signature.

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Digital Signatures

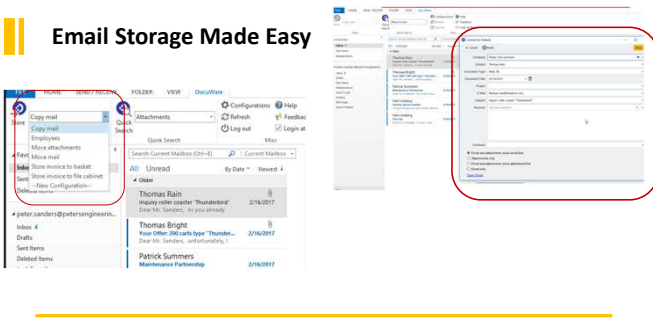
In the modern office, electronic signatures are now a normal part of day-to-day business. It reduces paper usage and simplifies your secure document workflow.

- With a qualified electronic signature, your documents are **legally binding and meet current security requirements**.
- Integrate external signature providers such as ValidatedID or DocuSign, seamlessly into a workflow.
- Collect the electronic signatures for a document from all relevant employees in one workflow.
- **Select advanced or qualified security levels for the signature according to your requirements.**



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Email Storage Made Easy



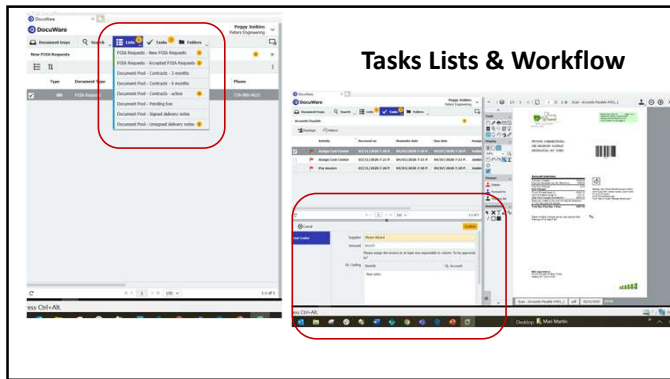
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Enable Collaboration

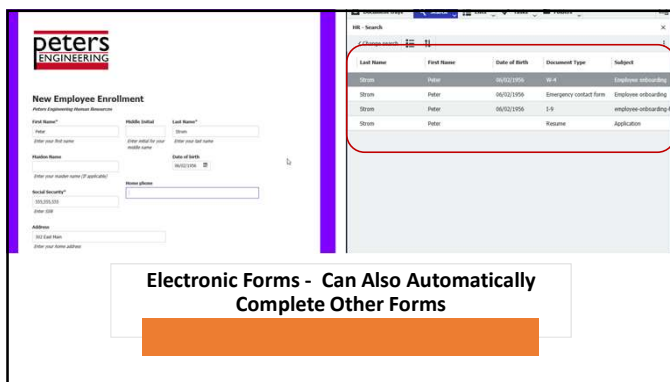


- **ECM (Electronic Content Management) Software** - provides the right information for productive processes and fast, effective decision-making.
- **Workflow** - By digitizing and automating key office workflows, organizations can manage documents securely and through a digitally connected team.
 - Every employee involved in a workflow sees their tasks directly in the web client with special task lists.
 - Email can also be used for new task updates.
 - At a glance - management will see what steps are complete and what tasks remain.
- **Forms** - Speed up data capture through customizable web forms and share the information with anyone who needs it.

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PaperScan App (Free)

Paper Scan – scan then email, print, upload or AirDrop invoices, business cards, tickets and all other kinds of paper documents with PaperScan.
 This app is available only on the App Store for iPhone.
<https://apps.apple.com/us/app/paperscan/id670210933>


All scans at a glance




Recognizing documents automatically



Cutting out document exactly



Multipage scans




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Foxit PDF Printer (Free)

Foxit Reader is a multilingual FREE PDF tool that can create, view, edit, digitally sign, and print/convert to PDF files.

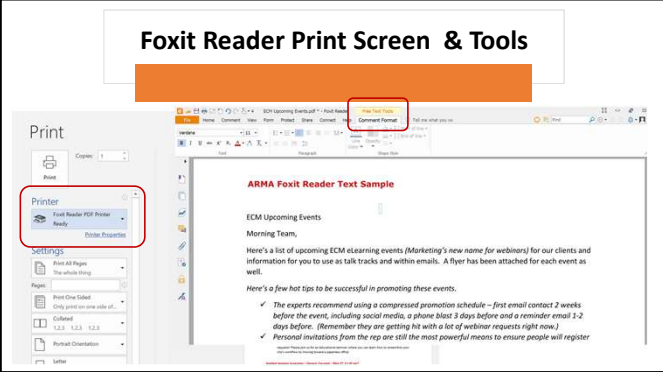
- Small, Fast, and Feature-Rich PDF Reader
- Create, View, Annotate, Form Fill, and Sign
- Integrates with Popular ECMs and Cloud Storage

<https://www.foxitsoftware.com/pdf-reader/>

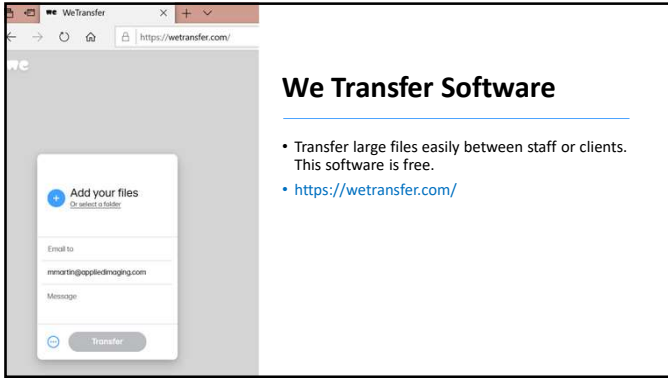


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Foxit Reader Print Screen & Tools



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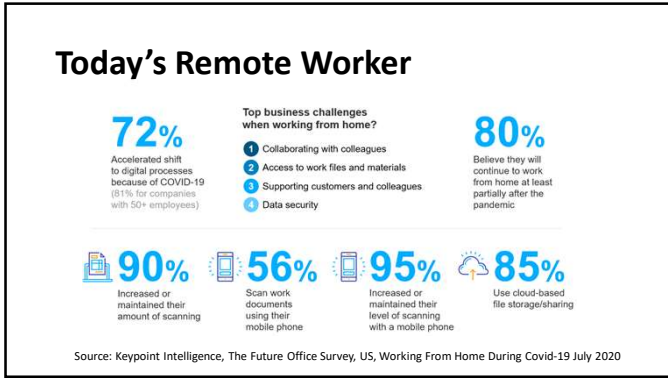
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The Future of Work

- Productivity is steady—with less stress
- Working from home brings higher job satisfaction
- A work-from-home model is now an expectation
- *Document processes remain a pain point*
- *Remote work requires new solutions*
- *Digital transformation is necessary, and more urgent*

- From Nitro Analytics – The Future of Work – August 2020

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ECM Software Benefits For Remote Workers

- ✓ Securely access your electronic information from anywhere in the world.
- ✓ Electronic forms can be completed and submitted online.
- ✓ Workflow - continue to run your organization remotely with electronic approvals and signatures
- ✓ Easily cover for off work staff with access to tools and information
- ✓ Future proof your organization

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Empowering Remote Employees

- **Employee Productivity** – Technology including an ECM software solution and hardware can help empower your remote employees to be successful.
- **Enable Employees** - by providing them the tools they need to be successful while working in the office and remotely.
- **Improve Employee Engagement And Retention** – through on-going communication




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Where Do We Start?

Evaluate Your Current Situation & Develop a Plan of Action - Prioritize

- What tools currently available to work with? What are quick wins vs a phased approach?
- Analyze security – what needs to be addressed immediately vs a phased approach
- How do you optimize your business process while reducing risk?
- Evaluate collaboration – quick wins vs phased approach
- Capture candid feedback at the source consulting with knowledge workers within organizations to get a sense of workflow needs and shortcomings, particularly in reference to remote work.



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For More Information
mmartin@appliedimaging.com
 Phone - 517-913-8292

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